

## **OPERATION UPDATE #6**

### **Ukraine and Impacted Countries Crisis**

Emergency appeal №: MGR65002

**Preliminary Emergency appeal launched:** 28/02/2022

**Emergency Appeal launched:** 12/04/2022

**Revised Operational Strategy** published: 23/05/2022

Operation Update #6 (12-month update)

Date of issue: 13/04/2023

Current operation timeframe: 24 months

(28/02/2022-29/02/2024)

To be extended: until 31/12/2025

Funding requirements (CHF):

CHF 550 million through the IFRC Emergency Appeal

CHF 1.2 billion Federation-Wide

Glide №:

OT-2022-000157-UKR

Timeframe covered by this update:

From 28/02/2022 to 28/02/2023

Number of people being assisted: 3,600,000

DREF amount initially allocated:

CHF 1 million

The IFRC Emergency Appeal, which seeks CHF 550 million, has received <u>CHF 388.48 million in confirmed hard-pledge funding</u>. Further funding contributions are needed to enable the Red Cross Red Crescent National Societies in the region, with the support of the IFRC, to continue to provide humanitarian assistance and protection to people affected by the ongoing humanitarian crisis. As part of a global Federation-wide response, which includes <u>response activities by 44 National Societies</u> in 42 countries, a total of CHF 1.81 million has been raised by the IFRC Network in 48 countries (with a total expected income of CHF 2.02 million). A Revision of the Appeal will be concluded in Q1 2023.



### **TABLE OF CONTENTS**

EXECUTIVE SUMMARY	3
STORIES OF OUR IMPACT	4
FEDERATION-WIDE APPROACH	5
FEDERATION-WIDE SUMMARY OF THE RESPONSE	6
A. SITUATION ANALYSIS	14
Description of the emergency	14
Severity of Humanitarian Conditions	17
IFRC Membership Coordination	19
Movement Coordination	20
National Society capacity and response in Ukraine and neighbouring countries	23
Ukrainian Red Cross Society capacity and ongoing response	23
Polish Red Cross	24
Hungarian Red Cross	25
Slovak Red Cross	26
Red Cross Society of the Republic of Moldova	27
Romanian Red Cross	28
Belarus Red Cross	29
The Russian Red Cross Society	30
National Societies' response activities in Ukraine	31
National Societies' response activities in secondary impacted countries	43
Bulgarian Red Cross	44
Croatian Red Cross	45
Estonian Red Cross	46
Georgia Red Cross Society	47
Hellenic Red Cross	48
Lithuanian Red Cross	50
Red Cross of Montenegro	
The Red Cross of the Republic of North Macedonia	52
Turkish Red Crescent	53
DREF operation – Egyptian Red Crescent	
Needs analysis and scenario planning	
B. OPERATIONAL STRATEGY	57
C. DETAILED OPERATIONAL REPORT	58
Health & Care including Water, Sanitation and Hygiene (WASH)	58
Health & Care	58
Water, Sanitation and Hygiene	66
Integrated Assistance	69
Shelter, Housing and Settlements	69
Cash and Voucher Assistance	
Livelihoods	
Protection And Prevention	
Protection, Gender and Inclusion	
Community Engagement and Accountability	
Migration and displacement	100
Enabling Approaches	
National Society Strengthening	
Coordination and Partnerships	
IFRC Secretariat Services	116

### **EXECUTIVE SUMMARY**

One year on from the escalation of the armed conflict in Ukraine, the devastation continues to affect every aspect of people's lives. This document summarises twelve months of the International Federation of Red Cross and Red Cress Societies (IFRC) Network's collective response to the humanitarian crisis that has been affecting millions of people both inside and outside of Ukraine.

Following the immediate response to the needs generated by the conflict and the subsequent mass displacement, operations continue to scale up, while adapting to the changing context and new scenarios, such as continued energy crisis, inflation, civilian casualties and damage to residential areas, new influx of displaced people from Ukraine, as well as gearing up for sustained, targeted and impactful long-term activities both inside and outside Ukraine. To help people affected survive the cold winter, the Red Cross Red Crescent (RCRC) Movement scaled up its support with cash and voucher assistance as the principal modality of assistance, as well as essential household items distribution and reinforcing safe spaces provision in close coordination with national authorities.

The geographical extension of the intervention includes supporting, as part of a Federation-wide approach, the following 18 National Societies: Ukrainian Red Cross Society, Belarus Red Cross, Bulgarian Red Cross, Croatian Red Cross, Estonian Red Cross, Georgia Red Cross Society, Hellenic Red Cross, Hungarian Red Cross, Latvian Red Cross, Lithuanian Red Cross, Red Cross Society of the Republic of Moldova, Red Cross of Montenegro, Red Cross of The Republic of North Macedonia, Polish Red Cross, Romanian Red Cross, Russian Red Cross, Slovak Red Cross, Turkish Red Crescent Society, while coordinating with Partner National Societies (PNS) and the International Committee of the Red Cross (ICRC). Due to the dynamic and protracted nature of the armed conflict and the ongoing displacement of people from Ukraine, it is expected that additional National Societies will request IFRC for support during the timeframe of implementation.

Revised National Society Response Plans will be available on IFRC GO in April 2023 to support the formulation of a regional harmonised Operational Strategy and Emergency Appeal, extending the timeframe of the operation until 31 December 2025.

As this far-reaching humanitarian crisis stretches into its second year, the RCRC Movement will continue to adapt its support to meet the evolving and varying needs of people. We will continue to support the Ukrainian Red Cross Society and other National Societies in the region who are standing side-by-side with communities, providing crucial and long-term humanitarian aid to meet a wide range of needs.

For more information, please also visit the **One year of the global Red Cross Red Crescent Movement response Overview** report here, representing the power of this global, joint response.

### STORIES OF OUR IMPACT



"The Red Cross is helping us a lot; they're giving us everything we need."

62-year-old Tamara Kovalenko is from Kharkiv. At home, she used to be HR manager in a bank – now she works in the Red Cross canteen in Presov, cooking meals for fellow refugees and other people in need.

When the explosions started on 24 February 2022, she escaped to Poltava with her family and stayed there until 3 March. They decided it was not safe to stay in Ukraine, so the women came to Slovakia.

"We just wanted to stay close to the border, close to home. We went to Kosice, the biggest city in the region, where people from Ukraine were distributed among nearby cities, so we received a train ticket and ended up here in Presov."

They had heard that the local Red Cross branch is offering free meals, so they started to go there every day. Tamara asked the branch director if they needed any help with preparing the food. She was volunteering in the kitchen for one month, then she was offered a job.

"Many people are coming here to eat, we are handing out 120 – 140 portions of hot meals each day. Help is needed to cook meals, prepare, and distribute lunch boxes," explains Tamara.

Her two granddaughters – 2 and 9 years old – used to stay with her in Presov, but in September they went back to Poltava because they missed their father a lot.

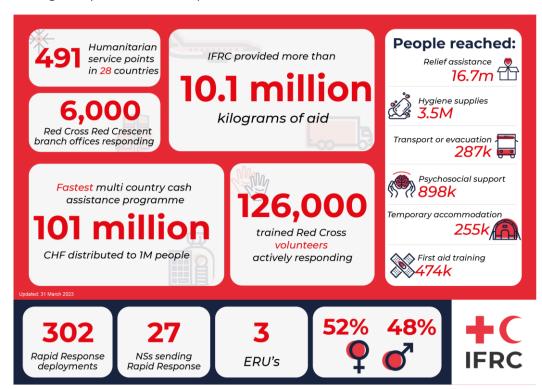
### FEDERATION-WIDE APPROACH

Consistent with the priority given to Membership Coordination and in line with the Agenda for Renewal, the IFRC Secretariat continues to strengthen its coordination with the Membership at both strategic and operational levels. The Ukrainian Red Cross Society (URCS) One Plan for 2023 - 2025, the 17 revised National Society Response Plans, the Emergency Appeal and the Operational Strategy (available on IFRC GO) are part of the Federation-Wide Framework and Membership Coordination, based on needs and response priorities of Operating National Societies (ONS) across the region and in consultation with all Federation members contributing to the response. This approach leverages the capacities of all partners to maximise the collective humanitarian impact and ensure linkages between all response activities. IFRC teams, present in Ukraine and neighbouring and impacted countries, are supporting the scale-up of sustainable response operations and technical capacities of National Societies responding to the ongoing crisis.

Regional operational and technical management based in the IFRC Regional Office for Europe (ROE) in Budapest, Hungary, ensure cross-country coordination, expanding innovative practices in programming. Adjusting to the changing context and needs, in-country IFRC operations teams support National Societies in articulating and adjusting their country-level strategies, which place the ONS aspirations at the centre of ongoing response and planning efforts. Country-specific activities and targets are reviewed and considered based on needs, available resources, and capacities of each NS. NS plans were supported by Partner National Societies, the IFRC Secretariat, and external partners contributing to ONS activities bilaterally.

The Federation-wide approach includes:

- A Federation-wide country needs assessment and implementation plan with common indicators.
- A **Federation-wide funding ask** to ensure linkages between all response activities (including multilateral, bilateral and activities funded domestically by National Societies assisting in leveraging the comparative advantages of each partner and the capacities of all members of the Federation in the country to maximize the collective humanitarian impact.
- A Federation-wide monitoring and reporting framework to standardise monitoring and reporting
  and ensure accountability and transparency of the operation. The Federation-wide monitoring covers
  reporting on different activities of National Societies, standard indicators across the IFRC, and financial
  information. The data collected through this process is shared on the GO platform with public visibility
  and draws a global picture of the response.



### FEDERATION-WIDE SUMMARY OF THE RESPONSE

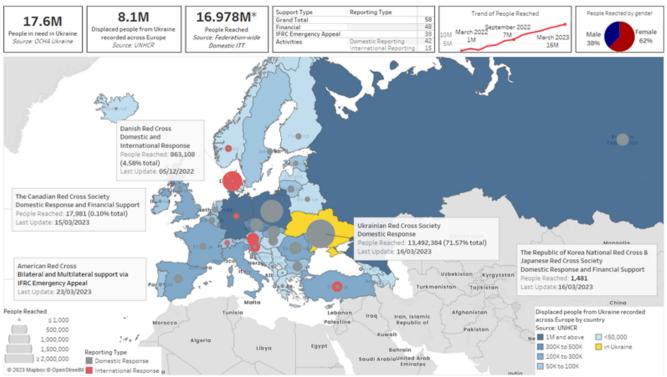
Ukraine and impacted countries crisis Operational Update

Federation-wide Overview | 31 March 2023

### Federation-wide Overview

One year has passed since the outbreak of this unprecedented crisis in Europe, leading to a global, Federation-wide response from the IFRC network. A total of 58 National Societies have been mobilized, offering on-the-ground, remote, financial, and in-kind support to those impacted. In Ukraine, the Ukrainian Red Cross Society, supported by the IFRC, many National Societies, and the ICRC, remains at the forefront of the response. Out of 17.6 million people in need in Ukraine, including 6.3 million internally displaced persons (IDPs) and 4.3 million returnees, the National Society has provided assistance to 13 million people. Beyond Ukraine's borders, 41 National Societies have supported 3.4 million people domestically. Of the 8.1 million people along their various routes and as they settle into their new homes, the National Societies have offered critical shelter, protection, health services, and cash assistance, with the IFRC providing strategic and operational coordination.

This Federation-wide picture of the Ukraine and impacted countries crisis response presents an overview of all levels of response in both words and images, showcasing how the International Red Cross and Red Crescent network has made a difference in the lives of millions of people affected by this international armed conflict over the past 12 months. The map below illustrates domestic and international responses from our network, displaying the number of displaced people from Ukraine recorded by country and highlighting some National Societies' support in these countries.



Federation-Wide Response Overview as of 31 March 2023

### \*Data scope and limitations

- Missing data and breakdowns: National Societies have diverse data collection systems and processes that may not
  align with the standardized indicators set by the Ukraine and impacted countries crisis operational response
  framework. Data may not be available for some indicators, for some National Societies. This may lead to
  inconsistencies across different reporting tools as well as potential under or over-estimation of the efforts led by
  all. Thus, reported data may represent cumulative reached and not unique beneficiaries.
- Reporting bias: The data informing this Federation-wide overview is self-reported by each National Society (or its
  designated support entity) which is the owner and gatekeeper, and responsible for accuracy and updating. IFRC
  tries to triangulate the data provided by the National Societies with previous data and other data in the public
  domain.
- Outliers: In the reported data, a majority of the totals may be attributed to large National Societies and key National Societies involved in the response, which could significantly influence the overall analysis.
- The data outlines both the data relating to international support from one National Society to another, as well as
  domestic assistance provided to people arriving in the National Society's own country. This separation of these
  contributions into international or domestic support can be found in the detailed Federation-wide data on the GO
  Platform.



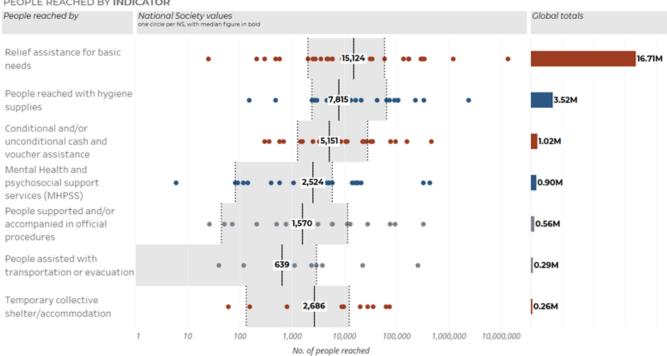
Ukraine and impacted countries crisis Financial and Operational dashboards

Explore more National Society data on the Federation-wide Databank and Reporting System (FDRS)

### Response

A total of 44 National Societies have reported their domestic or international activities, with 40 of them being European National Societies from a total of 45 in Europe. In March 2023, 72% of these National Societies updated their data.

### PEOPLE REACHED BY INDICATOR









Tons of goods distributed by National Societies 57,700 domestically, 1.8M internationally





474,000 people trained in First Aid domestically





392,000 people accommodated by host families

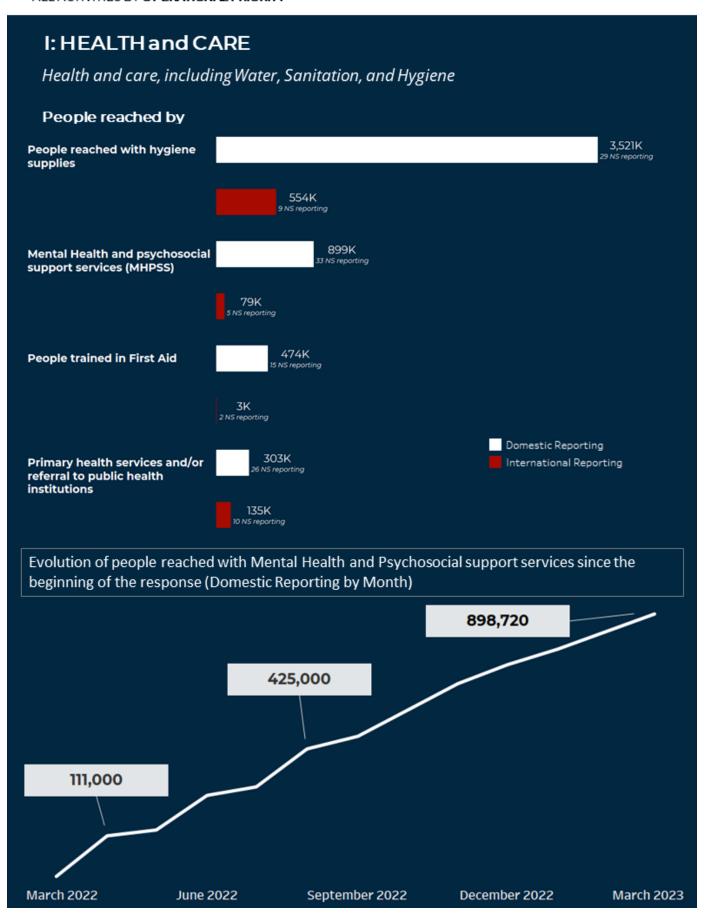
<sup>\*</sup> Figures in this overview are rounded to the nearest figure for ease of reading. Exact figure for each indicator is available on GO platform.



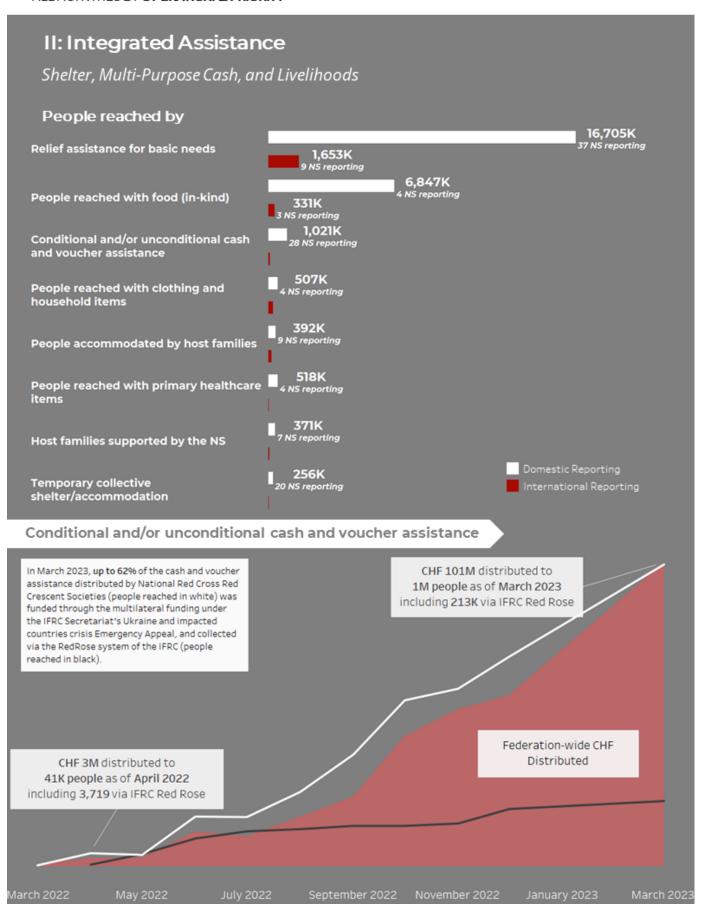
Ukraine and impacted countries crisis Financial and Operational dashboards

Explore more National Society data on the Federation-wide Databank and Reporting System (FDRS)

### ALL ACTIVITIES BY OPERATIONAL PRIORITY



### ALL ACTIVITIES BY OPERATIONAL PRIORITY



### ALL ACTIVITIES BY OPERATIONAL PRIORITY

# III: Protection, Prevention & National Society Strengthening

# People reached by People supported and/or accompanied in official procedures 0.03K 1 NS reporting

People assisted with transportation or evacuation

0.12K 1 NS reporting

Children welcomed in child-friendly spaces



0.03K NS reporting

People reached with PGI activities



Domestic Reporting
International Reporting

20 NS reporting

### Migration



**491 Humanitarian Service Points/ distribution points** domestically



329,000 people accommodated by host families

### Community Engagement and Accountability



**24 NSs** established **Feedback Mechanism** where affected people can provide comments, complaints, or questions



**9,733** individual community feedback comments have been collected as reported by National Societies

### Income

TOTAL INCOME

# CHF 1,812M

This represents the total income of the Network reported by National Societies and the Secretariat since the beginning of their response to the Ukraine crisis, excluding internal Network transfers.\*

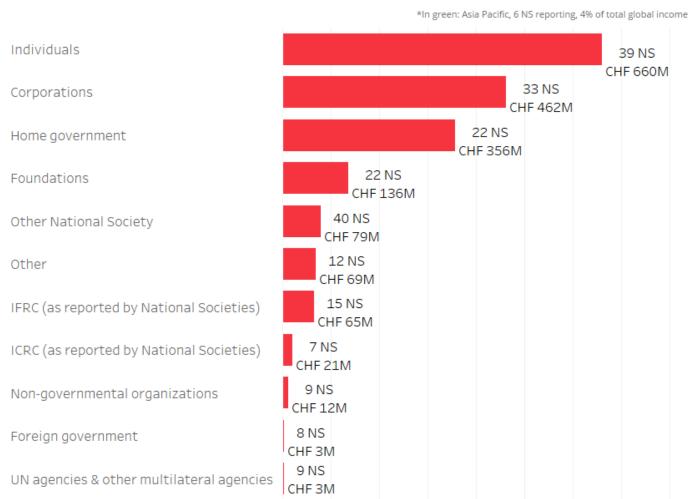
Report	IFRC & NS Reports: Total Income	CHF 2,272M
Network transfers	fers IFRC Report: Received from National Societies C	
	IFRC Report: Total amount spent to support other National Societies	CHF 37M
	NS Report: Total amount spent to support other National Societies	CHF 126M
Total Income	Total Income, excluding movement transfers	CHF 1,812M
Expected income	Additional expected income: total soft pledges	CHF 2,022M

<sup>\*</sup>Network transfers are calculated as follows:

IFRC Secretariat and National Societies allocated funds to support other National Societies + IFRC Secretariat received income from National Societies (as per IFRC Financial Report)

### INCOME SOURCE BREAKDOWN - NATIONAL SOCIETIES





## **Expenditure**

TOTAL EXPENDITURE

# **CHF 984M**

This represents the total expenditure of the Network reported by National Societies and the Secretariat since the beginning of their response to the Ukraine crisis, excluding internal Network transfers.\*

Report	IFRC & NS Reports: Total Expenditure	CHF 1,455M
Network transfers	fers   IFRC Report: Total amount spent to support other National Societies   C	
	NS Report: Total amount spent to support other National Societies	CHF 126M
	NS Report: Allocated to IFRC	CHF 307M
Total Expenditure	Total expenditure, excluding network transfers	CHF 985M

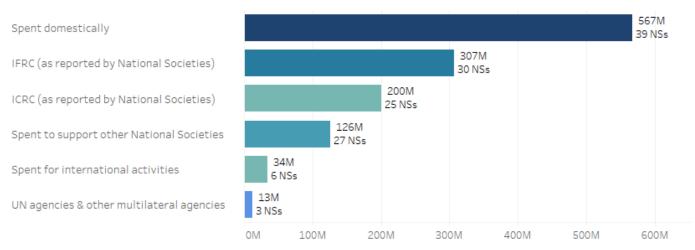
<sup>\*</sup>Network transfers are calculated as follows:

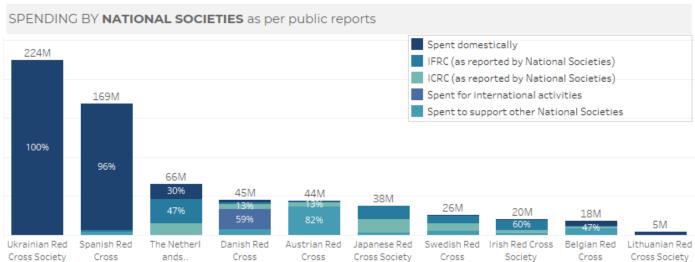
IFRC Secretariat and National Societies allocated funds to support other National Societies + National Societies allocated funds to IFRC (as reported by National Societies)

### TOTAL EXPENDITURE AND SPENDING BREAKDOWN - NATIONAL SOCIETIES

Many National Societies have highlighted that reports are based on estimations and allocations may not only reflect **expenses to date** but also include **pledges** that can change over time.

National Societies can report financial figures in their local currency. FDRS uses an average exchange rate over the month before the reported date to convert the currency to Swiss Francs.





### **IFRC Secretariat**

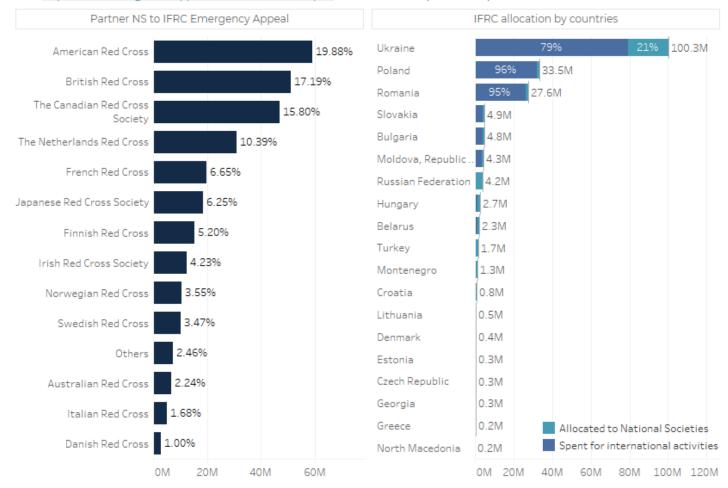


The international activities of the IFRC Secretariat include programmatic activities such as CVA or International Procurement of goods. The operation costs include support services from clusters and the Europe regional office, including human resources expenses. IFRC support in-country expenses, such as delegate costs, are included within the international activities expenses.

### IFRC DONOR RESPONSE BREAKDOWN

The work of the IFRC is made possible in large part by the contributions of National Societies and their respective governments. The below graphs show the allocations from top 13 Partner National Societies to IFRC Emergency Appeal and IFRC expenditure breakdown by impacted countries.

Visit http://www.ifrc.org/docs/appeals/Active/MGR65002.pdf to access the complete list of partner National Societies.



Data Source: Operation Strategy Standard Report & KPI Budget Implementation and OBs, as of 28/02/2023 (bilateral contributions to the Emergency Appeal excluded from total income)

### A. SITUATION ANALYSIS

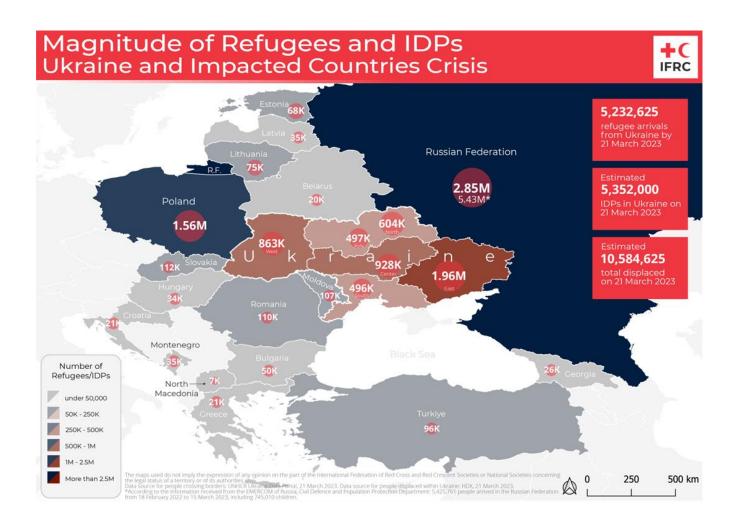
### **Description of the emergency**

### Internally displaced people in Ukraine

Twelve months into the conflict, the number of internally displaced people (IDPs) within Ukraine is estimated at 5.3 million, more than half of whom originally resided in the eastern regions of the country. Critical infrastructure in Ukraine has been affected, damaged, or destroyed, including 3,192² educational facilities and nearly 912 health facilities. Limited supply and low stocks of medicines are leaving people without possibility to receive life-saving medicines and health care. Access to food, water, utilities, and other vital goods and services have deteriorated pushing people to seek refuge in other parts of Ukraine. People who remain at home face immense uncertainty as the situation across Ukraine remains highly volatile and unpredictable.

### Displaced people from Ukraine in the Europe region

Over 8.1 million displaced people from Ukraine have been recorded across Europe, and 5.3 million have been internally displaced within Ukraine by the end of February 2023. In total, over 20.1 million movements out of Ukraine have been recorded since the intensification of the international armed conflict.<sup>4</sup> Most of the displaced people from Ukraine have entered the immediate neighbouring countries, primarily Poland, Russia, Hungary, Romania, Slovakia, and Moldova.



<sup>&</sup>lt;sup>1</sup> HDX

<sup>&</sup>lt;sup>2</sup> Safe Schools, as of 11 April 2023

<sup>&</sup>lt;sup>3</sup> <u>Ukraine Data Explorer (humdata.org)</u>, as of 11 April 2023

<sup>&</sup>lt;sup>4</sup> UNHCR data, as of 4 April 2023

People leaving the country now tend to be in more vulnerable situations than those who left in the first months of the escalation of the conflict. Many are older adults with limited financial means, or those having difficulties travelling. At the same time, those who have left Ukraine without social and family networks abroad are struggling to find or cover the costs of accommodation. Host families face increased pressure to offer support in the immediate and longer term. After two years of responding to the Coronavirus disease (COVID-19) pandemic, health systems in neighbouring countries are also struggling to meet increasing demands. Given the nature of the crisis, people affected may face long-term mental health needs that the existing resources may not be able to support.

Following the activation of the Temporary Protection Directive by the European Union (EU), close to 4.9 million displaced people from Ukraine have registered for Temporary Protection in EU countries as of February 2023. Beyond the immediate neighbouring countries, Germany, Czech Republic, Italy, Spain, the United Kingdom, and Bulgaria have indicated the highest number of registrations for Temporary Protection Status (TPS).<sup>5</sup>

The Temporary Protection Directive has been implemented by all EU Member States after its activation by the EU on 4 March 2022. However, EU Member States have used their discretion to define the scope of the Temporary Protection Directive in terms of recognition, registration processes and applicable rights and access to essential services.

In terms of recognition, third-country nationals, as well as stateless people, are not systematically included within the schemes. Therefore, in some States, they cannot access TPS and must apply for international protection to remain in the host country and to be able to access essential services. Registration processes are also different from one state to another and can represent a barrier for displaced people to be given protection and associated rights. Application challenges reported by displaced people from Ukraine include long queues, lack of information and lack of documentation (including biometric passport).

In accessing services, two main gaps are identified:

- Many gaps are remaining in Member States' commitment to provide access to essential services to displaced people from Ukraine. In some cases, only access to emergency healthcare is offered by the government.
- Even if in most of the States full access to essential services is ensured by the government, many displaced people from Ukraine are still facing issues accessing services. A large proportion of displaced people are reporting difficulties accessing healthcare and employment opportunities due to language barrier, lack of information, long wait or access denied.

Moreover, because of uncertainty of displaced people, some of them decide to not register for TPS and do not have access to essential services.

According to the last intentions and perspectives of refugees from Ukraine report by the United Nations High Commissioner for Refugees (UNHCR), 86% of people report plans to stay in their current host country. Many needs are still largely unmet: 87% of displaced people report having at least one urgent need, including as most reported material assistance, food, healthcare, employment, and accommodation.

### Pendular movements and returns

While the number of people crossing into neighbouring countries is much lower than at the start of the conflict, over 10.5 million movements back into the country were reported since 24 February 2022. This figure does not reflect individuals but cross-border movements and does not indicate permanent returns.<sup>8</sup> Most displaced people return for short-term reasons, such as checking on property, or visiting relatives or helping them to

15

<sup>&</sup>lt;sup>5</sup> Ukraine Refugee Situation (unhcr.org)

<sup>&</sup>lt;sup>6</sup> Lives on Hold: Intentions and Perspectives of Refugees from Ukraine #3 | UNHCR

<sup>&</sup>lt;sup>7</sup> UNHCR, Regional Protection Profiling and Monitoring: Protection risks and needs of refugees from Ukraine

<sup>&</sup>lt;sup>8</sup> UNHCR, Ukraine situation Flash Update #38

evacuate, but others intend to stay permanently. The IFRC is closely monitoring the movement of people out of and into Ukraine to anticipate their needs and situations that are changing daily.

While the majority of displaced people expect to stay in their current host countries mostly for safety reasons, many of them are still planning to return to Ukraine in the near future. Reasons driving potential returns are an improved situation in Ukraine, family visits, and financial reasons. The majority expressed plans to return to the same location where they were living before the conflict and most of the people surveyed reported concerns about returning, mostly related to fears about the ongoing conflict, which indicates that returns might not materialise or become sustainable if the situation does not improve.

### Other population movements

Simultaneously to the massive displacement situation from Ukraine, Europe has faced a year of constant changes in migration and displacement trends and policies. This year has been challenging along other migration routes, and for other people on the move, including throughout the Central Mediterranean and Eastern Mediterranean routes, the Western Balkans route, as well as at the Eastern and Baltic States' borders. Many of these routes have seen an increase in the number of crossing and arrivals in 2022, but many migration and displacement situations are still largely unseen or ignored and too many people on the move are facing violence, pushbacks, isolation, lack of access to essential services, and detention during their journeys.



### **Severity of Humanitarian Conditions**



With more than **1.2 million houses (housing about 3 million people) damaged or destroyed** by reported attacks on vital civilian infrastructure across Ukraine, the ongoing conflict has caused damage to key power infrastructure significantly reducing access to heat and water, limiting the movement of civilians, and affecting the ability of people in Ukraine to seek critical services. Ukraine to seek critical services.



The highest healthcare needs are among children, older people, people affected by chronic conditions, people with disabilities and other vulnerable groups. The intensification of the international armed conflict resulted in 745 attacks on the healthcare system, causing 101 fatalities and 131 injuries. Out of these, 659 attacks were reported to have seriously affected health facilities that used to provide essential medical care and treatment to an average of more than 454,000 people per month. Across Ukraine, 26% of people report a lack of access to essential medicines and health services. Separation from families, caregivers or support systems has left many individuals with disabilities exposed and isolated, thus exacerbating their existing vulnerabilities.

A recent community-level Rapid Needs Assessment exercise led by World Health Organization (WHO) in Ukraine suggests that lack of medicines, and access to specialised medical care were the top two concerns of communities affected by the international armed conflict.<sup>13</sup> The most common barrier for both was lack of funds to buy medicines or cover services needed.<sup>14</sup>

Because of the conflict, many people have witnessed traumatic events and were separated from their families leading to emotional, physical, and mental exhaustion. The stress that the affected population has been under for the past twelve months has meant, among other things, that many women have had premature births, with physical and cognitive consequences for their babies.<sup>15</sup>



**Nearly 16 million people in Ukraine** are in need of water, sanitation and hygiene (WASH) assistance, including both IDPs and those remaining in conflict affected areas. Access to safe water and sanitation remains a challenge and groups such as adults and children with disabilities often face physical barriers to accessing basic WASH services in collective centres, increasing risk of life-threatening disease due to unhygienic conditions<sup>16</sup>



Humanitarian needs continue to grow across the region with **approximately 17.6 million people in need** <sup>17</sup>. Despite facing safety and security issues such as destruction of property or public infrastructure, people in Ukraine are exposed to lack of legal documentation to access assistance provided by the government, verbal and physical abuse, restriction of freedom of movement, and arising disputes within communities over ethic, political or social issues.<sup>18</sup>

17

<sup>&</sup>lt;sup>9</sup> Assessment of damages in Ukraine due to Russia's military aggression as of 1 September 2022 - KSE Institute

<sup>&</sup>lt;sup>10</sup> <u>Ukraine Emergency Situation Report #17 (15 March 2023)</u>

<sup>&</sup>lt;sup>11</sup> World Health Organization

<sup>12</sup> UNOCHA

<sup>&</sup>lt;sup>13</sup> World Health Organization

<sup>14</sup> Insecurity Insight

<sup>15</sup> UNFPA

<sup>&</sup>lt;sup>16</sup> <u>UNOCHA Response Plan</u>

<sup>&</sup>lt;sup>17</sup> <u>IOM UKRAINE CRISIS 2022-2023: 1 YEAR OF RESPONSE</u>

<sup>&</sup>lt;sup>18</sup> Protection Cluster

Main protection issues affecting people with disabilities and older people are lack of access to specialised services and independent access to livelihoods and financial resources. Women and girls face similar issues in addition to violence, harassment, and abuse within the household or by community members. Parents and caregivers report examples of children avoiding communication and new friendships, fearing to spend time outdoors, and generally feeling unsafe. 20



Population movement flows continue to be complex, while the Europe region is challenged by other population movement situations, as well as evolving changes in migration policy and legal frameworks. Most returnee needs are increasing, especially medicine and cash assistance, both of which have seen a 13% hike since December 2022. The need for solid fuels has also increased and around 23% of assessed households report having the need for building materials. As with other affected groups, cash, or financial assistance remains the most pressing need. In non-IDPs households, information or communication is also reported as the most pressing need by 6% of returnees.<sup>21</sup>



Since 28 February 2022, 2,860 education institutions have suffered damage from the reported bombings and shelling, 332 institutions were completely destroyed.<sup>22</sup> Approximately 7.8 million children have been affected with more than 5 million losing access to schooling in Ukraine.<sup>23</sup> Displaced children in both collective sites and private accommodation are still facing challenges in accessing education due to inadequate dedicated space for online studies. Families affected report that they are not receiving adequate and specialised support from teachers for children with disabilities to meaningfully participate in education.<sup>24</sup>



The economic consequences of the escalation of the conflict are significantly felt by people from Ukraine, due to the lack of jobs, a drop in income level, and high inflation. In December 2022, the unemployment rate was 24.5%, a figure that is forecasted to increase in 2023.<sup>25</sup>

Damage to agriculture and production losses continue to mount, putting an enormous pressure on the rural population. Over half of the rural households within Ukraine report a decrease in income with IDPs and returnees being even more affected by income decreases. A wider study found that losses in all productive sectors had reached more than USD 84.8 billion.

Even with the Black Sea Grain Initiative<sup>28</sup> and the increase in road and rail exports, the export of goods from Ukraine has not recovered to pre-February 2022 levels. Lowered international demand in iron ores and metals and electricity shortages affecting the production of certain export goods, such as chemical, wood, and industrial products, have slowed down the recovery of exports.<sup>29</sup>

<sup>&</sup>lt;sup>19</sup> Protection Cluster

<sup>&</sup>lt;sup>20</sup> Education Cluster

<sup>&</sup>lt;sup>21</sup> <u>Ukraine International Displacement Report, Round 12</u>

<sup>&</sup>lt;sup>22</sup> MoES 15/02/2023

<sup>&</sup>lt;sup>23</sup> <u>UN News Service</u>

<sup>&</sup>lt;sup>24</sup> UNICEF

<sup>&</sup>lt;sup>25</sup> ACAPS, Ukraine: Impact of conflict on the Ukrainian economy: implications for humanitarian needs

<sup>&</sup>lt;sup>26</sup> <u>Ukraine: Response Programme, January-December 2023, FAO</u>

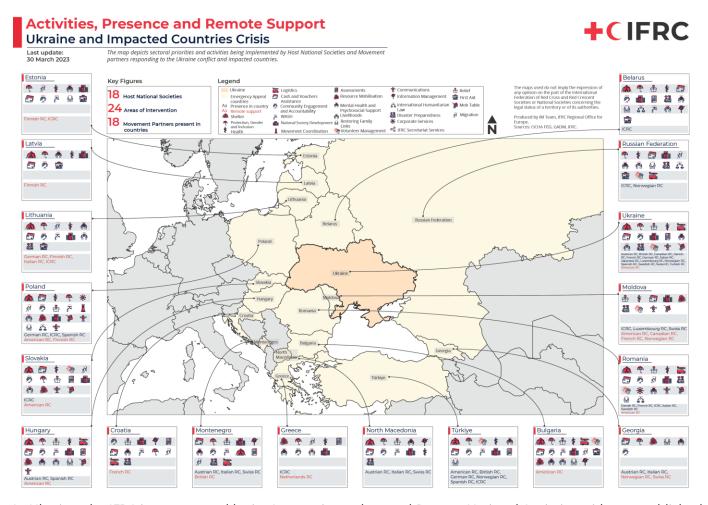
<sup>27</sup> Kyiv School of Economics

<sup>&</sup>lt;sup>28</sup> ACAPS, Ukraine: Impact of conflict on the Ukrainian economy: implications for humanitarian needs

<sup>&</sup>lt;sup>29</sup> Assessment Capacities Project

### **IFRC Membership Coordination**

The scale and extent of this crisis are unprecedented and has mobilized significant response from across the IFRC Network. Many National Societies have responded internationally to support sister National Societies, such as the Ukrainian Red Cross Society (URCS), either through the IFRC Emergency Appeal or through bilateral support, while many others are working in their own countries to support displaced people from Ukraine.



In Ukraine, the IFRC is represented by its Secretariat and several Partner National Societies with an established presence in-country: Austrian Red Cross, British Red Cross, Canadian Red Cross, Danish Red Cross, French Red Cross, German Red Cross, Italian Red Cross, Japanese Red Cross, Luxembourg Red Cross, Norwegian Red Cross, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross, and Turkish Red Crescent. Partners are working to ensure that URCS has the appropriate technical and management support and the human resources capacity to deliver support to people affected.

To ensure effective Membership Coordination, the IFRC has mobilised membership coordination support through the Regional Office for Europe to build appropriate channels for membership engagement and coordination at the regional level and across all country levels in Ukraine, neighbouring countries, and countries beyond those bordering Ukraine. Multi-level and multi-sectoral coordination mechanisms have been established by IFRC teams, bringing together representatives and experts of all Member National Societies that are present in-country. IFRC teams in country and at the regional level are facilitating coordination regarding the following areas:

- Between National Societies on priority areas of engagement in the affected countries;
- Partner National Society support across the response operation;
- Sharing information on trends and challenges in the response, and the context;
- Identification of solutions to ensure that all the members can engage in an adequate response;

- Working to harmonize approaches through multiple levels of sectoral working and coordination groups, as well as facilitating discussions at the leadership level;
- Representing the plans and actions of the Membership through a Federation-wide planning, monitoring and reporting approach.

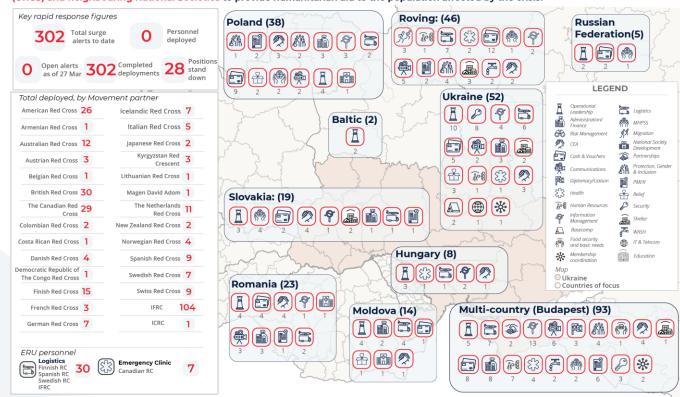
Through the coordination with the <u>Red Cross EU Office</u>, the IFRC maintains coordination relations between the Movement actors in the EU, EU Member States, decision-makers, and key stakeholders, sharing operational highlights and extensive experience and expertise of the membership. From the beginning of the operation, a member of the surge team was deployed to this office to liaise directly with the operation and contribute to the coordination.

Updated: 27 March 2023

### Rapid Response/ERU Personnel Deployed Ukraine and Impacted Countries Crisis



The following Rapid Response / ERU personnel have been deployed to this operation. This team supported the Ukrainian Red Cross Society (URCS) and neighbouring National Societies to provide humanitarian aid to the population affected by the crisis.



The Informal Consultative Group (ICG) continues to meet periodically to provide necessary support to the operation if needed. These forums have been held on several occasions in person in Budapest, Geneva and in Ukraine, and remotely, with 22 National Societies participating. Key themes of coordination under the ICG group include, among others: supporting long-term, strategic positioning of NS domestically; needs analysis and clear communication of needs to better guide investments, as well as Movement-inclusive planning. The Membership also established a Policy Leadership and Consultation group, as per the example from the British Red Cross.

Since the launch of the Emergency Appeal and the activation of the IFRC surge system, 302 staff have been deployed from 26 National Societies and IFRC Secretariat to support the National Societies in this emergency operation.

### **Movement Coordination**

Building from the learnings of the Strengthening Movement Coordination and Cooperation (SMCC) initiative, the response to the crisis in Ukraine has been conducted in full coordination with the entire RCRC Movement, bringing together the expertise and capacities of all actors. In view of the complex, intricate, and multi-layered

nature of this crisis, and given the scale and diverse nature of the needs, it is critical that our Red Pillar, the RCRC Movement, continues to coordinate and collaborate in full complementarity to maximise our humanitarian response and impact for people in need.

Based on decisions made during mini-summit meetings, held across most countries covered by this appeal (Ukraine, Poland, Moldova, Russia, Hungary), the centrality of host National Societies has been reaffirmed as the principal convener in their own countries, with support of IFRC and ICRC as co-conveners, based on agreed roles and responsibilities. The primary responsibility of the convening role is to bring around the table all Movement components that wish to contribute to the collective response as per their available resources and know-how. Strategic coordination between the two international components remains a priority at all levels of operational implementation. This is supported by Movement coordination between the IFRC and ICRC at the regional level, through the two Regional Offices and at a technical support level in Geneva. An Administrative Services Agreement has been signed between the IFRC Global Services Centre and ICRC in Budapest to facilitate the establishment of the ICRC Regional Office since mid-March 2022. This mechanism is replicable in other countries as needed.

The 2022 Council of Delegates adopted Resolution 8 "Movement Coordination for Collective Impact Agreement (Seville Agreement 2.0)" which grants the Host National Society greater responsibility for the coordination of the Movement's international activities in its own country and reaffirms that there needs to be consistent investment in and coordinated support for National Societies. The agreement commits the components of the Movement to leverage their complementary strengths in order to do better and more for people in need. To this purpose, the coordination platforms for operational situations that have been established in the Ukraine and impacted countries operation largely mirror those set out in the new Seville Agreement, namely that Movement Coordination takes place at strategic, operational, and technical levels.

In Ukraine, the Movement has built upon the robust, existing Movement Coordination functions and relationships to support coordination, with the URCS at the centre. A Movement Coordination Officer has been deployed and has set up a Movement Coordination framework of strategic-, operational-, and technical-level meetings and support. Movement Coordination in Ukraine also includes bringing together the various regional approaches into more coherent national approaches, coordinated by the URCS at the national level and assisting the URCS in capacity and critical human resource needs.

Strategic level meetings between the URCS, IFRC and ICRC are firmly in place, and operational level coordination meetings, including the Movement Emergency Operations Centre (MEOC) involving Partner National Societies, are up and running. There are also specific meetings set up to work in complementarity on priority areas of the response. Technical-level Coordination Working Groups (WGs) are also set up to help coordinate Cash Programming, Relief, Shelter, Winterisation, Logistics, Health, Community Engagement and Accountability (CEA), Planning, Monitoring, Evaluation and Reporting (PMER) and National Society Strengthening, and are meeting regularly.

In 2023, the URCS has developed the One Plan 2023 - 2025 based on the URCS strategic priorities and humanitarian needs within the country. The One Plan is a presentation of the coordinated, strategic response formulated by the Movement Coordination. Continued coordination between all Movement partners involved will be instrumental in ensuring the sustainability and success of URCS operations in the years to come.

In countries neighbouring Ukraine, the IFRC is working closely with the National Societies to develop a clear strategy to respond to the rapidly evolving situation in each context. This has included working with Host and Partner National Societies in each country to provide technical and human resources support scaling up services for people on the move or staying in their countries. Support for areas such as cash assistance scale up or volunteer management and deployment of digital solutions are key areas of focus, among many others. The ICRC is also engaged in the following five countries: Belarus, Moldova, Poland, Romania, and Russia. Movement Coordination frameworks have been set up to bring together Movement actors and streamline approaches, with coordination and technical support from both regional and Geneva levels.

Given the sensitivities of this context, official communications from IFRC, ICRC, and affected National Societies are being crafted in close coordination and cooperation. All Movement partners carefully consider messages to ensure the safety of volunteers and staff directly involved in the response operations and access and acceptance in the affected areas, and trust by local communities and all parties involved.

In addition to the country-level coordination, the IFRC and ICRC have agreed on a regular coordinated approach to Movement reporting through the "Movement Picture" that is updated every quarter. Coordinated reporting ensures that the larger RCRC Network is well informed of the Movement's impact in Ukraine and globally.

The Movement updates published so far can be found at the following links below:

First Movement Picture, February – May 2022
Six months of armed conflict in Ukraine, February – July 2022
Second Movement Update, February – October 2022
One-year Movement Update, February 2022 – December 2022

The IFRC and ICRC have also set up a series of joint briefings to Permanent Missions and donors to ensure that they give a clear and complementary overview of the response and speak to partners with one voice.



# National Society capacity and response in Ukraine and neighbouring countries<sup>30</sup>



## Ukrainian Red Cross Society capacity and ongoing response<sup>31</sup>

# Core areas of operation Number of staff: Number of branches: 224 registered branches 2,720 regular registered volunteers nationwide, with up to 7,305 volunteers actively responding.

The aim of the Ukrainian Red Cross Society (URCS), founded in 1918, is to ensure human life is protected and to prevent and mitigate human suffering during armed conflicts and natural disasters. The URCS also supports medical services and public healthcare services, assisting the public authorities of Ukraine in their humanitarian activities. Since 2014, URCS has responded to the needs of persons affected by the conflict in Donbas and continues doing that after the armed conflict escalation on 24 February.

### **Operational priorities:**

- 1. Assistance for people remaining in conflict-affected areas:
  - Procurement of trauma kits, first aid kits, and provision of medical support. Advocacy for safe hours, safe passage for civilians and emergency support lines.
  - Protection of civilians exposed to the armed conflict, in particular in residential areas, and the protection of civilian infrastructure.
  - Evacuation of people from besieged areas.
- 2. Assistance, including cash and voucher support, for people displaced within Ukraine.
  - Advanced shelter programme to those who left their homes (IDPs who fled to Western Ukraine) as well as those whose housing was damaged or destroyed.
  - WASH and Health assistance.
  - Mental health and psychosocial support (MHPSS) and restoring family links services.
  - Cash programme support to the URCS' provision of immediate relief to people evacuated from the besieged areas through green corridors (via multi-purpose voucher assistance) as well as to families with children.
- 3. Strengthening National Society's response capacities.
  - Building stronger logistics and administrative capacity of the National Society.
  - Strengthening of the NS emergency response capacity: reestablishment and equipment of URCS Emergency Response Teams (ERTs) in all regions and work to conflicts integrating the ERTs with the State Emergency Services work.
  - Strengthening humanitarian diplomacy capacity
  - Longer-term strengthening of the capacity of the National Society and its systems.

<sup>&</sup>lt;sup>30</sup> The number of volunteers registered and the number of branches is indicated as per the 2021 annual Federation-wide data collection, while the number of volunteers actively responding and the number of branches responding are available from indicator tracking tool submissions (if any) for the current operation.

<sup>&</sup>lt;sup>37</sup> Details of the Ukrainian Red Cross Society response activities and the number of people reached as of 28 February 2023 can be found at IFRC GO.



Core areas of operation				
Number of staff:	5,724			
Number of branches: 220 registered branches (16 regional and 202 local)				
Number of volunteers: 43,000 regular registered volunteers nationwide, with up to 8,200 volunteers actively responding.				

The Polish Red Cross (PRC) was established in 1919 and is working on the dissemination of International Humanitarian Law (IHL), Restoring Family Links (RFL) and tracing services, voluntary blood donation, social care and assistance to vulnerable groups, health and environmental sustainability promotion, first aid training, education programmes, and providing humanitarian assistance in crises and disasters domestically and abroad. PRC is running 2,261 programmes (blood donors clubs, rescue teams, youth clubs, etc.) and before the current crisis started, it was responding to the humanitarian needs of migrants, including displaced people, arriving from Belarus in October 2021.

### **Operational priorities:**

- Providing immediate basic needs assistance through multi-purpose cash and voucher assistance (CVA) to up to 40,000 households including displaced people from Ukraine and third countries.<sup>33</sup>
- Promoting shelter assistance to up to 2,500 families for those who decide to stay in Poland for mid-tolong-term through the provision of host family support and rental support through conditional CVA for shelter, to help cover their shelter needs, including utilities, and ensure access to adequate accommodation.
- Providing relief, multi-purpose CVA, temporary shelter and provision of information on border crossing points, transit hubs, reception centres, humanitarian services points and at the National Society's branch level ensuring continued stocks prepositioning in case of increased influx of displaced people from Ukraine and in anticipation of response to winter harsh weather conditions.
- Ensuring mental health and psychological first aid support through the provision of different services, such as online counselling, including the set-up and management of a free tool number, and in-person sessions.
- Strengthening operational capacities of the Polish Red Cross, especially in areas of focus as well as on administrative, logistics, procurement, and warehouse management.

<sup>32</sup> Details of the Polish Red Cross response activities and the number of people reached as of 28 February 2023 can be found at IFRC GO.

<sup>&</sup>lt;sup>33</sup> Since 24 February 2022, 3,029 people entered Belarus from Ukraine (902 Belarusians, 1,884 Ukrainians and 243 third-country nationals) (Source: <u>IOM, SitRep No. 12, March 2022</u>).



# Core areas of operation Number of staff: 1,238

Number of volunteers: 12,000 regular registered volunteers nationwide, with up to 6,749 volunteers

1,516 registered branches, with 21 branches actively responding.

The Hungarian Red Cross (HRC) was established in 1818, and its main tasks include blood donor recruitment, first aid, social welfare, disaster management and Red Cross Youth activities. Its Tracing Service restores family links broken due to armed conflicts or natural disasters. The HRC

county, town and area branches cover the entire country. Unconditional help and the permanence of charity are how the Red Cross cares for the weak and vulnerable with its volunteers.

### **Operational priorities:**

Number of branches:

The Hungarian Red Cross' overall aim is to support the integration and social cohesion of displaced people from Ukraine living in Hungary. Through its headquarters in Budapest and branches in 20 different counties, the National Society plans to deliver sustainable services for displaced people from Ukraine and vulnerable Hungarian people by

- Providing health services and information, including primary healthcare, blood donations, first aid trainings, health screening, psychosocial support, and hygiene promotion across all regions of Hungary.
- Distributing relief items, including food, clothes, or non-food household items to the people in need.
- Providing financial assistance in the form of multi-purpose cash and sectoral cash responses, with IFRC
  as technical lead, and prioritizing specific vulnerabilities identified from ongoing programmes and needs
  assessments.
- Establishing dignified shelters replacing the shorter-term accommodation centres and addressing the various needs for an enhanced social inclusion.
- Carrying out activities related to social integration of affected families, including marginalized groups.
- Advocating and mainstreaming protection, gender, and inclusion (PGI) minimum standards across all response options.
- Investing in NS strengthening to enhance long-term capacities with focus on human resources development, volunteer management, branch development, communications and fundraising capacity building.

<sup>&</sup>lt;sup>34</sup> Details of the Hungarian Red Cross response activities and the number of people reached as of 28 February 2023 can be found at <u>IFRC GO</u>.



### Core areas of operation



The activities of the Red Cross in Slovakia territory date back to the establishment of the Czechoslovak Republic in 1918. In Slovakia, branches were gradually established in cities, such as Banská Štiavnica, Nitra, Bratislava, and Košice. Since then, in compliance with the Geneva Conventions and their additional amendment protocols and the resolutions of international conferences of the Slovak Red Cross Society (SRC) and Red Crescent Movement, the SRC has performed essential duties in times of peace or conflict.

### **Operational priorities:**

The Slovak Red Cross' overall aim is to support the integration of displaced people from Ukraine living in Slovakia, while contributing towards strong social cohesion. Through its 33 regional branches, the National Society plans to deliver sustainable services for refugees, migrants and vulnerable Slovak people in the coming years.

- Scale up the network of Humanitarian Service Points across Slovakia to provide assistance and counselling on accommodation, education, employability, and health.
- Strengthen existing health and social services from Slovak Red Cross branches and enable displaced people from Ukraine to access these services, such as transport for people with special needs and loaning health equipment.
- Build the institutional capacity of Slovak Red Cross to provide high-quality psychological first aid and referrals to specialised mental health services for displaced people from Ukraine and Slovak people in need.
- Ensure readiness of the Slovak Red Cross to respond at border crossings and key transit points in case
  of a new influx of people from Ukraine, as well as other emergencies related to migration and climate
  change.
- Engage with displaced people from Ukraine, third country nationals and Slovak host communities to understand their needs, challenges, and expectations (CEA).
- Consider protection, gender, and inclusion (PGI) minimum standards across all services, including guidance for managing child-friendly spaces and adapting services to meet the needs of people with disabilities.
- Invest in National Society strengthening to enhance long-term capacities with a focus on volunteering management, branch development, communications and fundraising.

Details of the Slovak Red Cross response activities and the number of people reached as of 28 February 2023 can be found at <a href="#">IFRC GO</a>.
 Public



### Red Cross Society of the Republic of Moldova<sup>36</sup>

### Core areas of operation











7







Number of staff:

Number of branches: 20 registered branches, with 16 branches actively responding.

Number of volunteers: 1,260 regular registered volunteers nationwide, with up to 1,103 volunteers

actively responding.

The Moldova Red Cross Society (MRCS) mission is to assist vulnerable people in coping with the effects of emergencies and socio-economic crises by mobilizing the power of humanity and ensuring appropriate means and services to protect human life and dignity.

### **Operational priorities:**

- Establishing Cash and Voucher Assistance programmes, including multipurpose cash focusing on seasonal support (summer and winter assistance) and Cash for Health during potential contingency situations and emergent displacement crisis.
- Increasing crisis preparedness and capacity to cover relief assistance (food, non-food, household items).
- Mainstreaming Safeguarding, Protection, Gender, and Inclusion, and Community Engagement and Accountability considerations throughout all operation programmes.
- Ensuring coordination and complementarity of Movement members' actions in-country.
- Aiming at scaling up operations to be able better to implement the response plan and other upcoming emergencies, the MRCS, with the support of IFRC and Movement partners, will also focus on the National Society Capacity Strengthening component (increasing organizational & administrative capacity at HQ & branch level, volunteer management development, creating Emergency Mobile Response Units (EMRUs), updating contingency planning document, logistics/procurement, finance, Planning Monitoring and Reporting systems development, HR system establishment).

<sup>&</sup>lt;sup>36</sup> Details of the Moldova Red Cross Society response activities and the number of people reached as of 28 February 2023 can be found at IFRC GO.



# Core areas of operation Number of staff: Number of branches: 47 registered and actively responding branches Number of volunteers: 5,984 regular registered volunteers nationwide, with up to 7,056 volunteers actively responding

The Romanian Red Cross (RRC) was founded on 4 July 1876, and began work in the present headquarters of the Coltea Hospital in Bucharest. The RRC is the only humanitarian organization in the country which has clear duties as an auxiliary to public authorities, especially in the field of prevention and intervention in case of disaster.

### **Operational priorities:**

- Supporting the livelihoods and mid-to-long-term integration of displaced persons through seven Multicultural Centres, RRC branch offices, and other modalities via language classes, job skills trainings, assistance with accompaniment and interpretation at official procedures and appointments, after school programs for children, and community building activities.
- Providing community-based Health & Care services, including mental health and psychosocial support, through five Integrated Health and MHPSS Centres, roving mobile health caravans, a MHPSS referral hotline, Psychological First Aid (PFA), home care and ambulance services, strengthening referral pathways for public health services, and a pilot Community Health Volunteering programme covering nine branches.
   All RRC Health & Care activities are being designed and implemented with a long-term vision for contributing to strengthening national health care systems in Romania.
- Expanding the capacity of Humanitarian Service Points (HSPs) being operated by the RRC, including the
  further development of the RRC Humanity Concept Store HSP model to provide essential support to
  displaced persons, people on the move, and members of host communities in Romania in the form of
  food, clothing, hygiene items, and essential household items, as well as information, PFA, and other
  essentials.
- Providing targeted cash and voucher assistance to displaced people from Ukraine residing in Romania in order to support their basic needs, health, and livelihoods. In parallel, strengthening the cash preparedness of the RRC.
- Increasing Restoring Family Links capacities in order to support displaced persons and people on the move to reconnect or reunite with missing family members.,
- Providing emergency shelter support to national and local authorities by providing basic needs items at
  collective accommodation centres and warehousing winterized tents and other emergency shelter items
  in case of new increases in arrivals of displaced persons. Also, capturing learnings and contributing to
  development of guidance around host family support aimed at bettering future shelter programmes for
  displaced persons in the region.
- Continuing the provision of international aid to the Ukrainian Red Cross Society to support the URCS'
  emergency response and reconstruction operations through humanitarian convoys and facilitating
  logistics hubs in Bucharest and northern Romania, while further developing the logistics capacities of the
  RRC.

Public 28

\_

<sup>&</sup>lt;sup>37</sup> Details of the Romanian Red Cross response activities and the number of people reached as of 28 February 2023 can be found at IFRC GO.

• Strengthening the organizational capacities of the RRC through long-term investments and mobilizing technical support in order to increase community preparedness and resilience in the event of future emergency situations. The primary areas of focus for development of the RRC include: Strategic National Society Development and developing policies and essential systems (HR, Finance, Logistics, IT, Information Management, Planning Monitoring, Evaluation, and Reporting), developing the RRC legal base through relevant and appropriate assessment tools (Preparedness for Effective Response, Safer Access Framework, etc.), branch and volunteering development, development of communications, humanitarian diplomacy, and resource mobilization capacities, strengthening of Community Engagement and Accountability and Protection, Gender, and Inclusion systems and policies, and Disaster Risk Reduction.





The Belarus Red Cross (BRC) is the largest humanitarian organization in Belarus, present in all 158 districts. BRC works in humanitarian aid (including COVID-19 response), home-based care and active ageing, community mobilization, health promotion and disease prevention, disaster response, and refugees' integration. BRC has also been responding to other population movements since mid-2021 which has impacted an estimated 20,000 people spread across several countries, mainly Belarus, Poland, and Lithuania, and provided support to 700-2,000 people in the dedicated logistics centre.

### **Operational priorities:**

Belarus Red Cross will continue supporting displaced people from Ukraine who are staying in Belarus temporarily or permanently. BRC response will focus on activities covering basic needs mainly through Cash and Voucher Assistance, as well as health, information provision, livelihoods support and advocacy. To ensure that necessary support is provided and to be prepared to other possible scenarios, BRC plans the following National Society Strengthening activities:

- Branch development
- Volunteer management systems
- Fundraising
- Improving emergency preparedness and response systems.

Within the suggested timeframe of the operation, BRC will ensure that displaced people from Ukraine in Belarus are fully integrated to the society and have access to the essential social security services.

<sup>&</sup>lt;sup>38</sup> Details of the Belarus Red Cross response activities and the number of people reached as of 28 February 2023 can be found at <u>IFRC GO</u>.
Public



# Core areas of operation Number of staff: Number of branches: 84 registered branches, with 51 branches actively responding. Number of volunteers: Approx. 20,000 volunteers registered and actively responding

The Russian Red Cross Society (RRCS) focuses on relief, health and care, disaster management, humanitarian values, and organisational development. Since May 2017, the IFRC and the Russian Red Cross Society have been implementing projects that provide humanitarian assistance to 497,529 most vulnerable conflict-affected displaced people from eastern Ukraine in the Russian Federation.

### **Operational priorities:**

- Providing families arriving at in Temporary Accommodation Points (TAPs) with shelter, medical assistance, food, and non-food support from the humanitarian aid collected in the country and legal assistance to be registered in the country (with a status of an asylum seeker or as an applicant for naturalization). Russian Red Cross Society plans to put particular focus of its response on people staying outside of the state-run accommodation facilities, to help people in need access state services.
- Provision of support to people arriving in Russia in the mobile humanitarian service point in Belgorod. Establishing additional mobile humanitarian service points according to the emerging needs.
- Provision of MHPSS to people who arrived from Ukraine.
- Provision of humanitarian assistance in accordance with the needs emergency food, emergency shelter, medical supplies, medical support, and WASH.
- Provision of cash and vouchers assistance to the most vulnerable families which arrived from Ukraine.
- Winterization activities with the focus on provision of warm clothes for those who arrived recently.
- Distribution of pharmacy vouchers to the arriving families. Provision of rehabilitation items.
- Scaling up the capacities of the Russian RC in provision of humanitarian assistance to the large influx of people, in CEA, PMER, Strategic Engagement and Partnerships (SEP), and other sectors.
- Case management and addressing individual needs.
- First aid provision and trainings for staff, volunteers, and general public.
- Vocational trainings for people who left Ukraine.
- Restoring family links and providing information to people who left Ukraine. Provision of information and collection of feedback via telephone helpline of the Russian RC.

To respond to future challenges, as well as to ensure efficient response to the current crises, RRC will focus on:

- Branch development and management
- Volunteer management
- National Society development.

<sup>&</sup>lt;sup>39</sup> Details of the Russian Red Cross response activities and the number of people reached as of 28 February 2023 can be found at <u>IFRC GO</u>.

### National Societies' response activities in Ukraine 40

### Austrian Red Cross

Since February 2022, Austrian Red Cross (AutRC) has expanded its pre-existing partnership with URCS through bi- and multilateral financial contributions, procurement and transport of relief items, delivery of ambulance vehicles, and deployment of technical experts. AutRC established longer-term presence in Ukraine in Lviv, Uzhhorod and Kyiv. AutRC funded projects geographically focus on Lviv, Zakarpattia, Kyiv and Chernihiv.

The URCS, with support from the AutRC, has supported a total of 843,000 people affected. Key highlights for the year include:

- Established 12 Mobile Health Units (MHUs) in Kyiv, Chernihiv, Donetsk and Zakarpattia; more MHUs planned in Mykolaiv, Zaporizhzhia and Kherson.
- Launched home-based care (HBC) services in three oblasts: Kyiv, Chernihiv and Zakarpattia.
- Supported 35,000 people through AutRC-funded health services, including MHUs and HBC.
- Reached 545,280 people with relief assistance (including food parcels, blankets, kitchen sets, hygiene kits, stoves) across Ukraine.



- Supported 52,500 host families with cash assistance through the cash for host family programme in Kyiv, Chernihiv, Lviv and Zakarpattia.
- Assisted 15,600 people with emergency cash in Kherson and Mykolaiv oblast.
- Supported 900 people with voucher assistance in Kyiv oblast, with additional food voucher distributions foreseen in Chernihiv, Zakarpattia and Lviv.
- Assessed 123 collective centres hosting IDPs and supported 112 supported with distribution of essential household items and repairs.
- Rehabilitated 23 collective shelters hosting IDPs as part of winterisation efforts.

- Covered utility payments for collective centres.
- Repaired windows for 1,200 households.
- Developed URCS pre-clinical health and care services.
- 613 URCS staff and volunteers received trainings in CEA, logistics, psychosocial support (PSS), first aid (FA), CVA.

### British Red Cross

British Red Cross (BRC) support to the response included the following:

- Launching the Ukraine and impacted countries crisis Emergency Appeal (EA) in February 2022. Since then, the EA, with contributions from the Foreign Commonwealth and Development Office (FCDO), the Disasters Emergency Committee (DEC) Ukraine Humanitarian Appeal, and others, has reached a total of GBP 188.6 million (approx. CHF 214 million). BRC pledged contributions multilaterally to IFRC and ICRC. DEC funds were earmarked to IFRC for Poland CVA, Romania CVA, and Ukraine CVA in the amount of GBP 29 million in earmarked Cash programming. For URCS, BRC pledged EA funds for the URCS winterization plan.
- Supporting the Movement response through the deployment of 57 delegates.
   Delegates were deployed to IFRC, ICRC, bilaterally (Danish RC, Finnish RC, URCS and in joint ERUs), crossing several technical areas (CVA, IM, Logs, CEA, HR, MHPSS, Shelter, FSBN, RFL, Safeguarding, Management).
- Setting up a strategic bilateral partnership with URCS in 2022. An in-country office has
  now been established in Kyiv with a Ukraine Country Manager in place. Two oblasts
  (more specifically Kyiv City, Kyiv, and Chernihiv oblasts) have been identified for BRC
  branch support. BRC are actively recruiting a team to deliver this strategy, including
  Head of Programmes, Programme Managers for each oblast, an IM Delegate, a Cash
  Delegate, and a Procurement Logistics Officer. To further engage in branch
  development through branch development and volunteer management (BRAVO)
  package as well as supporting operations. Operational support for Kyiv City and Kyiv
  Oblast will likely focus on home-based care.
- At the National Committee-level, supporting URCS in the following strategic areas: CVA, IM, RFL and Humanitarian Diplomacy.

### Canadian Red Cross

Canadian Red Cross (CRC) has supported URCS with the following:

- Launch of 4 MHUs in Cherkasy region that cover 121 remote settlements, so far having assisted 8,385 people with healthcare consultations.
- Provision of technical support for the feedback survey<sup>41</sup> from MHU users.
- Rehabilitation of the Children Hospital in Cherkasy.
- Recruitment of 10 psychosocial therapists in Lviv Hospital. Between October 2022 and January 2023, the Hospital provided 1,938 sessions for inpatients and outpatients, mostly suffering from post-traumatic stress disorder symptoms, sleep disorder, anxiety, and stress management.

32

<sup>&</sup>lt;sup>41</sup> Two surveys were conducted in November and December 2022 contacting 94 and 110 users, respectively, by phone. The survey uses a composite indicator of four criteria to assess the satisfaction level: (i) ease of access, (ii) operational hours, (iii) personal conduct and behaviour of staff, and (iv) expectation of received medical services. The level of satisfaction was rated at 87% in the first survey, and at 98% in the second. When asked for suggestions to improve the services, 37% requested to increase the frequency of visits, 12% requested to expand the list of medicines provided, and 5% asked for specialists.

- Dispatchment of 39,000 essential household items, including kitchen sets, tarpaulins, family tents, blankets and hygiene parcels, reaching an estimate of 38,800 people.
- Conducting assessments in 18 collective centres in Cherkasy and Poltava oblasts.
- Full rehabilitation and procurement of refurbishment items for two collective centres.
- Distributing 227 wood stoves in collective centres.
- Covering utility bills of three collective centres in Vinnytsia oblast since November 2022.
- Allocating CAD 25 million (approx. CHF 17 million) to IFRC for the cash response in Ukraine through multi-purpose cash assistance.
- Technical and financial assistance for Branch and Volunteer Development activities in Cherkasy and Poltava oblasts. The assistance covered 4 local branches in Cherkasy oblast and 5 local Branches in Poltava Oblast. CRC deployed a technical Delegate who is working with the URCS Inter Regional Manager providing technical support to the regional and local branch Organisation Development specialist.
- Rehabilitation and repairs of the URCS offices and equipment.

### Danish Red Cross has supported URCS with the following:

### Danish Red Cross

- Establishment of humanitarian supply chain that has delivered more than 10,000 tons of humanitarian relief items, including 7,000 from DRC to all regions of Ukraine. More than 150,000 people received short-term food assistance in the initial months and 180,000 have received monthly food parcels.
- Assisting 200,000 people with hygiene kits covering hygiene needs for one month including for specific population groups: women, men, older people, and babies.
- Supporting more than 250,000 people with a variety of shelter and household items including sleeping sets, blankets, mattresses, tarpaulins, and kitchen sets.
- Assisting 15,000 households with shelter repairs through distribution of emergency shelter kits in Mykolaiv.
- Launching multi-purpose cash assistance to support households hosting IDPs with a monthly allowance for three months in Chernivtsi, Kirovohrad and Khmelnitsky. To date, 11,770 people have received cash assistance.
- Scaling up country-wide delivery of psychosocial support services since the conflict escalation reaching more than 100,000 people in 19 regions. The assistance has included basic recreational activities, psychoeducation and awareness raising.
- Training over 5,000 people in PSS, with 5,000 staff and volunteers participating in peersupport sessions.
- Scaling-up home-based care activities in Chernivtsi and Kirovohrad with an ambition to
  provide assistance to over 600 older people and people living with disabilities in 2023
  through trained social workers. The support includes hygiene assistance, ensuring
  medication is taken according to schedule, supporting with purchase of key household
  items and providing psychosocial support.
- Managing MHUs in Kirovohrad and Mykolaiv, increasing the access of people in vulnerable situations to primary health care services and reaching more than 2,000 people to date.

- Supporting the development of over 30 local branches in six regions of the country. The support includes building capacity of branch staff and volunteers for emergency response, equipping distribution and assistance points and supporting the long-term development of the branch.
- Restarting youth engagement activities following the conflict escalation and in 2023 will support URCS to roll-out of youth development activities and trainings in six regions.
- Strengthening URCS capacities for disseminating IHL and engaging with key stakeholders over several years.
- Launching podcast series in November December 2022, focusing on disseminating IHL with more than 164,000 people listening in.



### French Red Cross

French Red Cross has supported URCS with the following:

- Relief items, including 100,000 baby kits (15 trucks), 30,000 diapers (3 trucks), 178,776 units of powder milk (7 trucks), 364,360 food kits (51 trucks), 400,000 hygiene kits (46 trucks), 46,080 units of sanitary pads (2 trucks), and 67,500 leaflets (2 trucks).
- Cash donation of EUR 300,000 (approx. CHF 298,815) for the purchase of winterization items, that are yet to be distributed in March 2023.
- Donation of 15 trucks to help URCS conveying humanitarian assistance all over the country.
- The French Red Cross, hosting the Global First Aid Reference Centre on behalf of the IFRC, is in process of launching First Aid programming to support URCS in the frame of the 2023-2025 Strategy.

### German Red Cross

Since the escalation of the conflict in February 2022, German Red Cross (GRC) followed an integrated approach to enhance URCS' capacities and programme delivery at the national and regional levels. GRC has supported the URCS with the following:

 Alongside contributing to URCS branch development and volunteer management, GRC delegates provided in-person technical support to URCS regional branches in Volyn, Rivne, Lviv, and Odesa.

- Launching home-based care (HBC) programmes in Volyn, Rivne, Lviv, Kyiv City, and Odesa, reaching 978 people in 2022.
- Launching eight mobile health units (MHUs) in Rivne and four in Volyn and reaching 16,205 people. The regional branches in Volyn and Odesa are currently preparing for the launch of more MHUs.
- Integrating PSS activities into existing intervention sectors by training URCS staff and volunteers in Rivne, Volyn, and Odesa. In 2022, 2,157 people have participated in PSS activities in those oblasts.
- Building linkages between different programmatic areas and strengthening operational processes including logistics, finance, and administration.
- Supporting significant URCS national initiatives, including CVA programmes and Winterisation support. With the support of GRC, URCS distributed *Silpo* vouchers to 20,125 people in Dnipro, Zaporizhzhia, Poltava, Kropyvnytskyi, Cherkasy, and Zhytomyr in May. In June-August, URCS distributed *AVRORA* vouchers to 4,857 people in Kryvyi Rih, Sumy, Vinnytsia, Kirovohrad, Trostyanets, and Uman. GRC is supporting a further Silpo vouchers distribution in December.
- Providing heating equipment, including stoves and generators in addition to covering the utility costs of collective centres in Rivne and Volyn, and the costs of refurbishments to collective centres in Dnipro, Odesa and Zaporizhzhia.
- Contributing to URCS relief items with hygiene kits, blankets, and medical equipment.

### Italian Red Cross

Italian Red Cross assistance to the URCS included the following:

- Support to the URCS Emergency Response Teams: overall technical support in the organising ERT's structure and procedures, the establishment and organization of a National Command and Control Centre (NC3), as well as support through in-kind donation of specific vehicles (yet to be delivered), trucks and Snowcat.
- Running 20 MHUs in Vinnytsia and Zhytomyr regions (10 MHUs in each), that have
  collectively provided more than 10,265 healthcare services (over 40% of which were
  provided to IDPs). MHUs are continuing their activity of supporting local health
  authorities and both authorities and communities have shown great appreciation of
  their work.
- Delivery of 10 Ambulances in December 2022.
- Delivery of 790 tons of humanitarian aid (food, medical Items, generators and other essential household items and special vehicles for URCS) to Ukraine through ICRC Forward Operating Base in Suceava for a collective value of about EUR 4,200,000 million (approx. CHF 4,183,410).

- Development of a new Community based health and first aid (CBHFA) strategy: a CBHFA programme in Ukraine supported by the Italian Red Cross was already in place but could not be implemented due to the latest events. The Italian Red Cross is therefore involved in developing a new and updated programme with URCS and other partners to better address the needs and the gaps in the current scenario.
- Delivering modular houses to URCS for the establishment of two different settlements in Andriivka and Zhytomyr continues. After agreeing on the programme with the local authorities, a tender has already been put in place. Delivery of such modules is scheduled for the beginning of spring 2023.



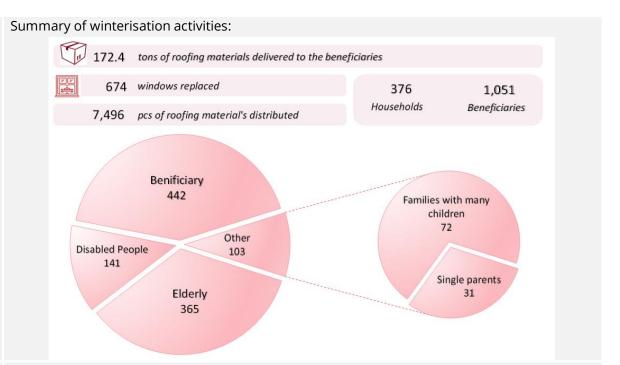
- In partnership with Coca Cola, donating 60,000 food parcels. The procurement and delivery of these parcels is already ongoing with the support of IFRC. The parcels are being delivered to URCS's warehouses for further distribution.
- In coordination with IFRC and URCS, carrying out a field visit in order to develop and disseminate information regarding Italian Red Cross operations in Ukraine on the occasion of the anniversary of the start of hostilities. The visit resulted in the publication on Italian outlets of the short documentary on the Italian Red Cross intervention in Ukraine since February 2022.

# **Luxembourg** Red Cross

Luxembourg Red Cross and URCS have been working together for over 30 years expanding their collaboration in 2014. Since the escalation of the armed international conflict in February 2022, Luxembourg Red Cross has supported URCS in the following ways:

- Implementing projects related to shelter rehabilitation of individual houses as well as the rehabilitation of medical infrastructures.
- Delivering 1,186 tons of humanitarian aid relief items (food, health, WASH, and shelter) into the affected areas of the country, including Kyiv, Sumy, Dnipropetrivsk and Donetsk regions in coordination with URCS and ICRC. 814,000 people have received the support the amount of which reached over EUR 3 million (approx. CHF 2.9 million).

- Supporting URCS with organizational development (HQ and branches level).
- Providing an amount of EUR 703,173 (CHF 699,015) of medical supplies to 24 hospitals and 5 emergency services in Ukraine. The focus was on the support of the medical infrastructure through the provision of medical supplies in Donetsk oblast, more specifically in the cities of Toretsk, Vuhledar, Lyman, Kostyantynivka, Kramatorsk, Soledar, Selidovo, Sloviansk, Myrnohrad, Pokrovsk, Bakhmut, Kurakhovo, but also Irpin in Kyiv oblast and Oktyrka in Sumy oblast.
- Distributing 45,025 tons of medical supplies, including paediatric, palliative care, COVID-19 prevention, medical supplies for surgical needs and trauma casualties, cardio care, asthma, analgesics, and thyroid hormone replacement therapy. Medical equipment included paediatrics, pulmonary ventilation device, surgical instruments (more specifically for trauma), laboratory equipment and obstetrical equipment.
- Supporting 7 local branches, including Toretsk, Bakhmut, Luhansk RO URCS (in Lysychansk), Myrnohrad, Avdiivka, Sloviansk, Maryinka, one village council and one medical infrastructure with 2,000 hygiene kits supply and diapers distribution.
- Supporting 10 waterboards located in Donetsk oblast, incl. Kostyantynivka, Druzhkivka,
   Sloviansk, Mykolaivka, Drobropillia, Myrnohrad, Chasiv Yar, Pokrovsk and Lyman cities.
- Distributing 93.1 tons of water equipment including pipes, valves, generators, power tools, motor pumps, electrical goods, chevron cuffs, and pressure. The total amount of money spent in the WASH sector is EUR 352,990 (CHF 351,115).
- Allocating EUR 162,072 (CHF 161,221) to assure food security and livelihood support to people in vulnerable situations in Toretsk, Maryinka, Sloviansk, Myrnohrad, and Avdiivka. In total, Luxembourg Red Cross has supported more than 15,000 people with 2,200 food kits and child nutrition.
- Providing 9 medical facilities with construction materials in Donetsk region. The given construction materials are windows, construction nails, self-tapping screws, duct tape, hammers, roofing, and interior accommodation.
- Rehabilitating 4 hospitals: Children's Department of MNPE "Irpin Central City Hospital", Medical centre of MNPE "Irpin Central City Hospital", State Institution "Ukrainian Health Ministry Heart Institute" and MNPE "Kyiv Regional Children's Hospital" in Boyarka city.
- Completing the rehabilitation works of the State Rehabilitation Institution "Rehabilitation Centre for Persons with Disabilities" in Liutyzh that will be finalised in end-spring 2023.
- Supporting Donetsk, Kyiv and Sumy regions with winterization activities:
  - Repairs of windows and roofs for hospitals, collective centres and individual housing (houses-apartment)
  - Distribution of generators and heaters
  - Distribution of briquettes, and coal
  - Providing basic households' items such as bedding kits, cauldrons, and petrol generator to Pokrovsk, Bakhmut, Bohuslav and Skvyra collective centres.



## Norwegian Red Cross

The URCS, with support from the Norwegian Red Cross, has achieved the following:

- Established 20 MHUs, including 9 MHUs operating in Khmelnytskyi, 7 in Ternopil and 4 in Dnipropetrovsk regions in order to improve the access to primary health care services in IDPs concentrated areas and to facilitate specialised treatment.
- Provided primary health care (family doctor), sexual and reproductive health (gynaecologist), psychological support (psychologist) services, as well as ECG tests, blood glucose tests, rapid STI tests, and COVID-19 tests, issuance of medicines, according to doctor's prescriptions, referrals to other healthcare levels.
- Provided primary health care services to 71,240 people, including 9,037 people with MHPSS.
- 25 URCS social helpers provided home-based care services to 155 lonely older people in Khmelnytskyi region.
- Trained around 3,013 IDPs in shelters and collective camps on First Aid.
- Provided transportation services for IDPs from evacuation trains in Ternopil and Khmelnytskyi regions using 2 specialised ambulances donated by the Norwegian Red Cross.
- First Aid and Emergency Response Teams transported around 132 injured people as well as people with disabilities.
- Assisted 1,895 people with psychological assistance, hot drinks, access to charging devices at the heating point in Khmelnytskyi railway station in January - February 2023.

 Participated in education in emergencies (EiE) capacity strengthening (staff and technical) and received operational support on EiE projects and programmes, e.g., school-based first aid education, cash for education, youth engagement for safer schools, and safe access that are carried out jointly with or complementing ICRC's Access to Education (A2E) work as part of the Movement approach to education pilot project.



# Spanish Red Cross

During the first year of emergency, the Spanish Red Cross contributed to the Relief Operation in Ukraine in following ways:

- Shipping relief items to cover basic needs of the population affected.
- Providing technical assistance to the URCS to improve its capacities and exploring possible ways of collaboration in the sectors of Livelihood (LLH) and National Society Development (NSD).
- Participating in the Technical Working Group in preparing the 2023-2025 One Movement Plan.
- Opening an office in Kyiv to support the URCS in September 2022.
- Delivering food and essential household items: for the first mobilisation table, Spanish Red Cross provided 1,600 blankets, 10,000 food kits, 12,260 hygiene kits (unisex), 2,000 hygiene kits (male), 2,000 hygiene kits (female), 1,000 hygiene kits (baby), and 2,500 sleeping kits; for the winterization plan the Spanish Red Cross delivered 111 generators.
- Contribution of EUR 200,000 (CHF 198,954) to URCS Emergency Cash Pooled Fund.
- Providing URCS Rescue Teams with vehicles: two rescue vehicles (4x4), two multipurpose vehicles, and two communication vehicles. All these vehicles are expected to arrive during the first half of 2023.
- Providing URCS Logistic Teams with two vans and two 4x4 vehicles.

- Conducting national assessment to analyse the impact of the escalation of the conflict on livelihoods and potential recovery options. For this activity, Spanish Red Cross deployed a delegate during the months of July – August of 2022. The assessment was presented during the first week of September to the Livelihood Technical Working Group and was included in the URCS One Plan 2023 - 2025.
- Deploying LLH Delegate for Ukraine to support the URCS and the PNSs in the development of their LLH projects to be incorporated throughout 2023.
- Supporting the URCS Volunteer Development Unit: the URCS commissioned Spanish Red Cross an assessment on Youth and Volunteer Management to identify possible areas of collaboration between the two National Societies. To perform it the Spanish Red Cross deployed a delegate during the months of July and August.
- Deploying an NSD Delegate for Ukraine to support the URCS' Volunteer and Youth Development Unit in the areas of collaboration previously agreed on the assessment.

## Swedish Red Cross

The Swedish Red Cross has supported the Red Cross Red Crescent Movement's response in Ukraine through the following:

- Deploying twenty delegates from Sweden to contribute with their expertise in various areas.
- Establishing a country presence in Ukraine.
- Providing financial contributions to the IFRC regional emergency appeal, both unearmarked and thematically earmarked for PGI and CEA; The ICRC emergency appeal; the URCS' Winterization Program; The URCS' newly established Emergency Pooled Fund; and The IFRC Reference Centre for Psychosocial Support's Ukraine appeal.
- Together with the Austrian Red Cross, providing financial support to a programme in Kyiv and Chernihiv that is implemented by URCS and aimed at strengthening the resilience for winter conditions and covering basic needs.
- Technical support to the Red Cross & Red Crescent Movement's response in the areas of Community Engagement & Accountability and Protection, Gender and Inclusion, both regionally and in Ukraine.
- Facilitating an in-kind donation of vehicles and 47 generators.

## Swiss Red Cross

Following the escalation of the armed conflict in Ukraine in February 2022, URCS requested the Swiss Red Cross to support its branches in Ternopil and Ivano-Frankivsk regions in the sectors of health, shelter and settlements, basic needs and National Society strengthening. Since March 2022, Swiss Red Cross has provided URCS with the following support:

- Establishment of a field office in Ivano-Frankivsk, covering Ivano-Frankivsk and Ternopil regions (with the team of Field Delegate, Shelter Delegate, CVA Delegate and Health Delegate) in March 2022.
- Establishment of a coordination office in Kyiv (Country Coordinator, Finance/Administration Delegate and Logistics Delegate; one technical Delegate is embedded with the URCS to support long-term development in HBC and one Fundraising Advisor, deployed in January 2023) in August 2022.

- Opening of a second field office in Kirovohrad (Field Delegate, CVA Delegate, Health Delegate and Shelter Delegate) in September 2022<sup>42</sup>.
- Improving living conditions in collective centres for IDPs, including via the distribution of electronic and WASH equipment, beds and bedding kits:

	Western Ukraine	Central Ukraine	Total
Number of IDPs assisted with temporary accommodation	2,954	787	3,741
Number of CCs supported by improving facilities and equipment	45	10	55
Number of beds distributed to CCs	8,000	0	8,000
Number of CCs supported with generator/ improved heating system (solid fuel boiler)	6	2	8

- Supporting the following durable accommodation solutions in Western Ukraine (in process of implementation).
  - Durable solutions in Ternopil region:
    - Petrykivka Regional Geriatric Boarding House: MoU is signed by all parties.
      It is envisaged to create 18 wheelchair accessible bathrooms, construct
      necessary water and sewage connections, and renovate existing walls
      and doors. The accommodation is available for people with disabilities
      and older people that are IDPs or inhabitants from the region with a
      need for special care. The Ternopil Regional Council undertakes to
      receive persons falling under these categories and to provide them with
      adequate living and care conditions.
    - Administrative Building in Kozivka (Velikohaiv village council): internal refurbishment will be done with SRC support, while the municipality finances the isolation of the façade and external connection of the building. This option will allow 16 IDP families of 3-4 persons to be accommodated.
  - Durable solutions in Ivano-Frankivsk:
    - Hospital in Yabluniv: Project foresees to refurbish the sanitary facilities
      of the hospital (replacement of WASH facilities, providing wheelchair
      accessible toilets). Currently, 17 IDPs are accommodated there.
    - Geriatric boarding house in Korshiv: Project envisages the deconstruction to the structure and reconstruction of the complete building, where 44 IDPs with disabilities or with a need for special care will be accommodated.
    - Burshtyn school building; The refurbishment process of this facility is divided in three phases: 1) replacement of windows; 2) provision of electricity and sanitation services and 3) rooms layout. Currently the contract with the construction company has been signed. The windows

41

<sup>&</sup>lt;sup>42</sup> Overall, Swiss Red Cross delegation includes 3 offices, comprising 9 national staff members contracted by the URCS HQ. Also, SRC is funding 1 URCS NC finance officer in Kyiv and 46 URCS branch staff in Ternopil (19), Ivano-Frankivsk (17) and Kirovograd (10) regions.

have been produced and installed. Currently, 42 IDPs are accommodated there.

- In Kirovograd a potential durable accommodation solution would be the refurbishment of Kanizh Lyceum of Novomyrhorod City Council, which is a standard shelter with the capacity of hosting of 40 people with 36 IDPs currently reside there.
- Providing financial support of CHF 1,444,899 for multi-purpose cash and CHF 980,656 for e- and paper vouchers.

	Western Ukraine	Central Ukraine	Total
Number of IDPs supported with CVA	15,094	3,000	18,094
Total amount of CVA provided (CHF)	1,733,004	692,550	2,425,555

• Supporting hospitals and clinics with medicine, HBC, PSS, and essential equipment such as children's hospital beds and patient beds for older people.

	Western Ukraine
Number of social workers who provided HBC	73
Number of individuals receiving HBC	594
Total value of emergency medicine delivered (CHF)	125,940
Total value of additional medical supplies and equipment donated (CHF)	20,161

- Ensuring technical and strategic advisory services towards significant upscaling and sustainable development of URCS' national program on HBC and active ageing.
- Strengthening local capacities, including branch development through training and mentoring on emergency response.

	Western Ukraine	Central Ukraine	Total
Number of URCS branch staff trained on logistics	7	5	12
Number of URCS branch staff trained on CVA	14	-	14

• Delivering medical materials and equipment, foldable bed kits, medical supply, vehicles, firewood, generators and other items with an overall worth of CHF 1,812,763.

## Turkish Red Crescent

Turkish Red Crescent (TRC) has supported the URCS with the following:

- Mobilising 65 truckloads of relief items through 18 shipments, one mobile kitchen and two specialists to assist the population affected in Ukraine and Moldova.
- Dispatching 886.7 tonnes/2,011,806 units of tents and containers, sheltering items, hygiene items, food and drinking water, clothing, medicine and medical materials including first aid kits.
- Assisting 228,349 people with a total worth of CHF 1.9 million.

# National Societies' response activities in secondary impacted countries

In addition to countries bordering Ukraine, the impact of the crisis is also affecting countries beyond immediate neighbouring states. In the first instance, this includes other European countries receiving increasing numbers of displaced people from Ukraine, particularly diaspora countries and countries where they have connections or family members/friends. National Societies in these countries are using domestic capacities and funding to support these new arrivals. 75% of the 54 National Societies in the IFRC Europe region have reported actions in response to the situation. These actions are related to their response domestically, internationally or in raising resources for the response in Ukraine. The IFRC has established a support and monitoring strategy for the National Societies beyond Ukraine and immediate neighbouring countries and a matrix for the prioritization of resources based on the needs and operational strategies of each National Society. The strategy seeks spaces for coordination, peer support, knowledge management, resource allocation and technical support in an adequate and orderly manner. The IFRC has also established a mechanism to provide support to nationals temporarily stranded in foreign countries (outside of Europe and the Central Asia Region) who face short-term difficulties in terms of basic needs and are supported by Red Cross Red Crescent National Societies upon the request of authorities. The main services are focused on providing humanitarian assistance and information through fixed and mobile HSPs and the provision of health services, re-establishment of family contacts, psychosocial support, distribution of humanitarian aid (water, food, clothing), and shelter solutions. The impact of the crisis is also seen at a global level, where countries in other regions of the world are starting to see this affecting economic and food security terms. The IFRC monitors, analyses, and considers scenarios for this potential indirect impact beyond Europe, outside of this Emergency Appeal; and while domestic resources are being depleted to host and provide support and humanitarian services to new arrivals, consideration to grant support to targeted NS are being considered – based on the proportional needs, relative to available funding.



# **Bulgarian Red Cross**

#### **Achievements**



The Bulgarian Red Cross (BRC) has supported over 170,583 people affected since the onset of the crisis.

At the beginning of the response, BRC has raised nearly CHF 3 million from the public, including in-kind donations. With the aforementioned support, BRC has reimbursed BGN 60,000 (approx. CHF 30,510) to more than 350 people for costs associated with health services. Later in its response, the BRC, in partnership with UNHCR, UNICEF and WHO, has provided CVA, distribution of relief items and reimbursement for costs of medicines to 7,368 people.

Throughout the year, BRC offered PSS services to the population affected reaching 17,101 people in total. BRC also engaged in RFL, information provision and other activities, including presence at border crossings, running a PSS helpline established in late February and a medical advice line that was launched in early March 2022. The NS also provided more than 78,500 consultations through the Blue Dots in partnership with UNHCR, UNICEF and WHO.

In late November 2022, the BRC started a countrywide CVA programme supported by the IFRC. By the end of February 2023, more than 27,800 people had received the first payment using the self-registration app RedRose and 25,000 had received a winterization grant. Additionally, the NS established a helpline that assists people in registering for the CVA and completed a PDM survey reaching 3,000 people with results currently being analysed.

In December 2022, BRC opened seven HSPs in the following cities: Burgas, Dobrich, Varna, Ruse, Plovdiv, Yambol, and Sofia. After monitoring the performance of the HSPs, Sofia HSP was closed due to low demand and additional HSP was opened in Stara Zagora. Six new HSPs have been approved to be opened between 1 March to 30 May 2023.

With the support of the IFRC, the NS has approved and validated its Winterization plan and budget for future activities. 9,153 people from Ukraine were supported by BRC through a winterization campaign in partnership with UNHCR.

As part of WASH support, 15,000 individual adult hygiene kits, 5,000 baby hygiene kits, 10,000 female hygiene pads, 5,000 razors, and 20,000 drawstring backpacks have been procured by IFRC and are now in the delivery pipeline. Moreover, 42,093 people received hygiene kits and 6,017 people received essential household items funded through BRC domestic RM campaigns. Additionally, 3,200 migrants in vulnerable situations received blankets that were donated to BRC by the Republic of Korea National Red Cross.

French Red Cross and Romanian Red Cross have provided 4,114 family hygiene parcels to the BRC. Additionally, as part of shelter, housing, and settlements support, 5,000 sleeping kits were procured and delivered. Food parcels for more than 10,000 people are also in the pipeline for delivery.

#### **Challenges**

Inflation, raising gas and electricity prices complicate country context, leaving many Bulgarians at risk of poverty or moving below the poverty line. To mitigate the effects of economic and energy insecurities, BRC operational plan is targeting 30,000 people, or 10,000 households, directly impacted by the conflict in Ukraine. Operational activities include CVA payments to displaced people from Ukraine and Bulgarian households in vulnerable situations.

## **Croatian Red Cross**

#### **Achievements**



## The Croatian Red Cross (CRC) as supported 15,196 people affected since the onset of the crisis.

From the onset of the humanitarian crisis in Ukraine, CRC provided standardised services (e.g., RFL, PGI, CEA, MHPSS) to the displaced people from Ukraine with a focus on people in vulnerable situations. For the first six months of the response, CRC was able to cover the emergency needs of people affected with the funds raised and in-kind donations through the national appeal.

Additional funds were used to organize reception centres and scale up MHPSS and RFL services. Throughout the year, a total of 103 CRC local branches assisted displaced people from Ukraine in 427 different locations across the country involving more than 400 local and 20 HQ staff as well as over 700 volunteers.

CRC and its local branches have provided more than 43,000 essential household items in the value of HRK 1,473,000 (CHF 196,400) to 1,980 displaced families in Croatia. More than 3,082 items of clothes valued at HRK 208,000 (CHF 27,740) have been distributed at the end of February 2023 in addition to 160 mobile phones and prepaid SIM cards provided to displaced people from Ukraine.

Psychosocial first aid has been provided in individual and collective centres by 47 Red Cross local branches through individual and group discussions, as well as part of various workshops and through visits by Red Cross mobile teams. PSS activities include the provision of information on the access to different social services, assistance when going to doctors and with enrolling children to school. CRC provided psychosocial support more than 24,388 times and reached 4,877 displaced people from Ukraine through individual services and group activities throughout the Republic of Croatia.

#### **Challenges**

Inflation caused by adverse economic conditions is negatively affecting people in vulnerable situations among the local population. While the operation targets first and foremost displaced people from Ukraine, CRC is planning to take the needs of local populations and other vulnerable groups into consideration in the design and implementation of response activities in the upcoming period.

## **Estonian Red Cross**

#### **Achievements**



## The Estonian Red Cross (ERC) has supported 34,097 people affected since the onset of the crisis.

At the beginning of the response phase, ERC staff and volunteers worked in regional reception centres in Pärnu, Tartu, Saaremaa, Rakvereand Talling offering support on COVID-19 testing, information provision, emergency needs assessment, and PSS. HSPs were arranged in ERC local branch facilities, where volunteers and branch staff provide information, basic humanitarian aid (hygiene kits, in-kind and food aid) and other additional services (RFL, FA, PSS, collect feedback etc.) aimed at supporting displaced people from Ukraine. The ERC helpline service was one of the primary information sources for the public. Free counselling was provided for minor health concerns to 340 people from Ukraine and distributing over-the-counter medicines for approximately 500 people.

The ERC Jõgeva and Tallinn Branches have arranged integration camps for children from Ukraine and local school children and youth. The camps were intended for children and youth from Ukraine to adapt and make friends with new classmates. In cooperation with Tallinn City Government, Tallinn Branch supported 250 displaced children attending first grade with backpacks and basic school supplies.

In cooperation with Estonian Association of Pharmacists, ERC volunteers are assisting displaced people from Ukraine on the passenger ship M/S Isabelle, accommodating them on board. There are about 2,000 displaced people on board, who are receiving counselling for minor health concerns, and, if necessary, over-the-counter medicines. The project is covered by the Estonian Red Cross.

ERC tracing and RFL services are active (20 RFL volunteers have been trained) and the NS is collaborating closely with ICRC colleagues. Twelve three-day children camps were organized for children affected by the conflict in Ukraine and their classmates, with a total number of 195 participants, where RFL and other proception needs are also assessed. The camp curriculum was based on the "human-to-human" approach, safe places, and PSS support, integrating the host communities and children from Ukraine. As part of strengthening volunteer capacity, ERC has been recruiting, training, and managing volunteers to increase the NS capacity to support people affected by the conflict in Ukraine.

ERC has developed and piloted a three-hour, as well as a three-day (32-hour) PSS training module. The modules were developed based on existing IFRC knowledge and training experience and to match the response context of the conflict in Ukraine, with the aim to establish MHPSS voluntary support for people affected by the conflict in Ukraine. MHPSS trainings for ERC volunteers and staff involved in the Ukraine and impacted countries response were also organized. Furthermore, First Aid trainings, specifically created for displaced people from Ukraine, have been developed and are conducted in several accommodation centres with close collaboration with the Social Insurance Board.

On the local branch level, ERC is cooperating with local municipalities and the Estonian Social Insurance Board in collecting feedback and mapping the needs of displaced people from Ukraine. To collect overall feedback, a system has been set up, active discussions are ongoing, and information is provided in-person at HSPs or via phone. Furthermore, if necessary, people are referred to other service providers.

#### **Challenges**

A new influx of people from Russia might challenge the absorption capacity of existing state support mechanisms, which may affect state-provided basic services to displaced people from Ukraine. This, consequently, may also influence the NS's planned activities and implementation plan. Regarding operational constraints, there is a real need for Ukrainian and Russian-speaking PSS service providers to be able to provide the necessary support to vulnerable people in need of such services. High inflation rates and the energy crisis in Estonia have a severe impact on the displaced, as well as the local communities. High food prices and living costs without increased benefits have lowered the standard of living.

# **Georgia Red Cross Society**

#### **Achievements**



## Georgia Red Cross Society (GRCS) has supported 2,000 people affected since the onset of the crisis.

During the first six months of the response, GRCS focused on conducting needs assessments and providing mental health and psychosocial support and practical information to displaced people from Ukraine on available services and support in Georgia. The GRCS worked on establishing and operating Humanitarian Service Points (HSPs) at Tbilisi, Kutaisi and Batumi Airports and Georgia-Russia border Larsi check point to ensure a welcoming reception and referrals to the humanitarian services in Georgia for people affected by the armed international conflict. GRCS also launched national fundraising campaign and raised a sum of GEL 2.5 million that was earmarked as donations to people in Ukraine. The GRCS sent four trucks loaded with 100 tons of humanitarian aid consisting of food and hygiene items, including baby nutrition and hygiene items, as well as some equipment and food for pets to Ukraine.

As part of its national response, the GRCS took on a leadership role in coordinating a national platform comprising all MHPSS service providers in Georgia that offer targeted support and services to the displaced people from Ukraine. The GRCS provided MHPSS assistance to displaced people from Ukraine through its Helpline Service in Georgia. The services included psychosocial support and active listening for incoming callers, as well as providing information, and referrals to relevant services in Georgia.

The GRCS established Child-Friendly Spaces (CFSs) by conducting a tailored needs assessment targeting parents, teachers and children to examine the relevance and need of targeted support to families through CFSs. The results of the assessment were presented to the school community to validate the findings and to collaborate on the design of CFS. The GRCS plans to welcome 1,500 Ukrainian students of 3 public schools (2 in Tbilisi, 1 in Batumi) in the newly established CFSs.

In November, GRCS organised an event at the Georgian National Museum, focused on MHPSS for children from Ukraine in Georgia during which the children were encouraged and empowered to speak out about their personal experience and share thoughts about the situation. In December, GRCS distributed New Year gifts to 600 students from Ukraine in a public school in Tbilisi together with the IFRC and the Ukrainian Embassy to Georgia, and 500 food and hygiene parcels to families displaced from Ukraine in Georgia who are residing in western Georgia.

As part of utilising its expertise in MHPSS, GRCS continues supporting external organizations with capacity building. GRCS conducted several trainings on Community-Based Psychosocial Support and Self-Care for external organizations providing support to displaced people from Ukraine. The trainings are focused on the following topics: Community-based Psychosocial Support, Stress and coping, Psychological First Aid and self-care. A total of 20 volunteers from 4 different community-based humanitarian organizations completed the training course.

Finally, GRCS continues its focus on needs assessment of the displaced people from Ukraine. The NS questioned 369 people in ten regions across Georgia and found that food and accommodation remained the priority need among the majority of the population affected.

#### Challenges

Throughout the year, obtaining accurate information on displaced people from Ukraine in Georgia and their specific needs remained a great challenge. According to the research of the GRCS, no designated public authority or social service is responsible for compiling data on displaced people from Ukraine in the country. GRCS is actively utilising the capacity of its branches to track the information about the affected people and map the needs of displaced families from Ukraine. In parallel GRCS is negotiating with the Georgian authorities on signing a memorandum of understanding on uninterrupted information provision to the GRCS on population movement statistics.

## **Hellenic Red Cross**

#### **Achievements**



## The Hellenic Red Cross (HRC) has supported 8,424 people affected since the escalation of the armed conflict.

Since the intensification of the international armed conflict (IAC), the HRC supported people affected through two main pillars. First, with access to information as aid, psychosocial support activities, educational activities, employability sessions, as well as social welfare support through the Multifunctional Centres (MFCs) in both Athens and Thessaloniki and their integrated helpline support. Second, with access to healthcare in Greece, through the Educational Health Stations in Athens and Kallithea, as well as with outreach activities through the Mobile Health Team (MHT) in Athens.

By joining the Emergency Appeal in September 2022, the HRC reinforced its existing services capacity with Ukrainian and Russian interpretation, as well as its HSP capacity in the North of Greece to increase the accessibility of these services for people affected. Within a year since the escalation of the conflict, the HRC reached a total of 8,424 migrants of different status through its HSPs, out of which 19% (1,585) are people displaced by the IAC. It is notable that 2 out of 3 people displaced from Ukraine who have benefited from HRC services identify as women.

To reach people on the move through the border crossing in Promahonas, as well as other areas in the North of Greece where people affected by the conflict are residing (including Accommodation Sites of Serres and Kleidi), the NS has recruited and trained staff for a MHT, which will be starting activities in April 2023. Furthermore, to respond to the needs of the affected population that resided outside urban areas, the HRC developed an internal referral mechanism to the HRC's regional offices and branches.

To expand its MHPSS capacity, the Health and Social Welfare Department defined roles and responsibilities and developed a Standard Operating Procedure (SOP) to ensure a coordinated and person-centred approach. Activities were focused on individual, family, or group PSS and assessment; 55 people were reached through psychiatric support. MHPSS focal points participated in a series of meetings organized by the IFRC MHPSS team, including an MHPSS Organisational Capacity Assessment, with discussions on ways to provide support to NS in the development of MHPSS actions, in view of the expansion of the services for the EU4Health Project.

Educational Health Station (EHS) in Athens and Kallithea and the MHT in Athens continued supporting displaced people from Ukraine with primary health care services, and hygiene and health promotion activities, reaching a total of 1,817 people. To disseminate information COVID-19 vaccination, awareness on breast cancer prevention, as well as outreach on vaccination to an unaccompanied minor and a GBV shelter where minors from Ukraine are residing. The Accompaniment and Referral Service (ACCREF), providing specialized interpretation and accompaniment to facilitate access to healthcare in public hospitals, as well as delivering Information sessions on health-related topics, such as navigating through the Public Health System, reached a total of 181 people on the move from Ukraine.

The MFCs in Athens and Thessaloniki have supported in total 6,607 people with protection and prevention activities. With a mainstreamed approach to CEA across services, the HRC received 1,507 feedbacks through various Red Cross channels, provided 39,627 information and orientation sessions through the MFC Helpline, out of which 7,334 were calls and interpretations supporting people from Ukraine. Additionally, the HRC continued its PGI mainstreaming activities, including trainings of staff and volunteers reaching 138 people, as well as identifying and referring 291 protection cases.

The NS sent over 58 tons of humanitarian aid, consisting of food, blankets, antiseptics, water bottles, power generators, baby milk, and pharmaceutical aid, reaching the warehouse of the URCS in Chernivtsi. The HRC placed a MHU that provided medical aid to affected people at the Romanian-Ukraine border.

## **Challenges**

Throughout the year, one of the main challenges in the operation was the delay in recruitment across activities due to short contracting periods, heavy need for cross programmatic coordination, as well as internal delays, especially in the implementation of new activities. This affected the deployment of the MHT in the North. At the time of reporting, all positions under this operation have been filled.

Despite outreach efforts from the HRC, the number of migrants from migration routes accessing some services remains higher in comparison to people displaced from Ukraine. The HRC has actively participated in inter-agency coordination mechanisms, maintained ongoing communication with the Ukrainian Embassy in Athens and the Ukrainian consulate in Thessaloniki, as well as conducted outreach activities in Athens through the MHT to inform the target population on current and future available services. To tackle this challenge, following consultation with the target population, the HRC aims to revise its CEA and communication strategy to both adapt its channels, as well as some of its services to take the feedback into account.

Accentuated by the reduced number of organizations distributing essential household items, compared to the early escalation of the crisis, a higher need for the relief distribution was noted amongst the affected population. To respond to this need, the HRC increased its coordination with the branches, including provision of household items as an additional activity in its revised strategy.



## **Lithuanian Red Cross**

#### **Achievements**



## Lithuanian Red Cross (LRC) has supported 75,365 people affected since the escalation of the armed conflict.

Throughout the year, LRC assisted displaced people from Ukraine across 15 HSPs providing various services, including MHPSS, information provision, CVA, distribution of hygiene kits and essential household items. LRC also supported the affected population in official procedures, such as temporary protection and asylum cases. Moreover, LRC established a helpline for displaced people from Ukraine, operated by LRC staff and volunteers.

The NS has particularly focused on providing information on the State-provided financial support available to displaced people from Ukraine with the aim to include more people in the social security net. NS staff and volunteers have furthermore actively provided consultations on how to secure employment in Lithuania.

In July 2022, with the support of PNS, LRC launched its CVA programme targeting people in vulnerable situations. As part of the CVA programme, LRC has established complaint and PDM mechanisms. By the end of 2022, LRC had distributed 11,240 vouchers to older people, families in vulnerable situations and people with disabilities. Additionally, LRC supported 24,268 people with restricted commodity vouchers, including families with children up to 5 years old.

In November 2022, LRC was preparing for potential increase of arrivals from Ukraine due to the cold weather and destroyed infrastructure. In collaboration with the government, LRC worked on preparing 18 accommodation places for displaced people from Ukraine.

As part of the operational plan, LRC concluded recruitment processes for MHPSS, CVA, and Volunteer Training Officer posts to respond more effectively to the wide spectrum of the needs of displaced people from Ukraine.

In the beginning of 2023, LRC conducted several assessment surveys on the needs of displaced people from Ukraine. The results of the assessment highlighted the affected population's needs for reimbursement related to medication and access to MHPSS.

#### **Challenges**

In 2021, more than 4,000 displaced people from various countries arrived in Lithuania from the Belarus border and were detained in migrant reception or registration centres. With the escalation of the conflict in Ukraine in 2022, the majority of local stakeholders within the country shifted their focus and resources on responding to the needs of displaced people from Ukraine. Although most of the NS staff and volunteers were also involved in the response to the Ukraine crisis, LRC continued assisting displaced people who arrived in Lithuania from Belarus providing MHPSS, information provision, safe referrals, legal assistance, RFL, and other services.

# **Red Cross of Montenegro**

## **Achievements**



## Red Cross of Montenegro (RCM) has supported 11,242 people affected since the escalation of the armed conflict.

Since the first arrival of displaced people from Ukraine to Montenegro, the Red Cross of Montenegro has been providing MHPSS, workshops for children and adults, RFL services, and support in accessing healthcare services (pregnant women, children, and people with disabilities).

The RCM free call centre for people from Ukraine provides information in three languages: Ukrainian, Russian, and English. This includes information on temporary protection-related rights and application process, access to health and education systems, as well as activities and services of the Red Cross. RCM has prepared and printed information materials on assistance and safety tips for families from Ukraine. To promote the project and raise the awareness of the community and affected people, RCM and local branches constantly share different content through social media, televisions, radio, and electronic media.

Since its response to the emergency operation, RCM has conducted various workshops on MHPSS, PFA, and FA for both adults, as well as children. In total, RCM have organised 23 workshops reaching a total of 71 people.

Humanitarian Service Points are run at 10 local branches, supporting people in official procedures, providing information and humanitarian aid with volunteers involved in direct response at the HSPs. Complementarity between the Route Based Migration Programme and the Ukraine and impacted countries EA is achieved through excellent cooperation between RCM and the IFRC.

From the beginning of its response, 2,060 hygiene parcels for adults were distributed, as well as 640 baby hygiene parcels. Due to pressure from the local population, the RCM distributed 15% of the relief goods that had been procured through the operation to Montenegrin people in need. As such, 450 hygiene parcels have been distributed to the local population. During the winter months, in response to the increasing number of requests for winter clothing, the NS distributed 1,430 sets of clothes.

In February 2023, the NS piloted cash assistance in three MRC branches and cash assistance was provided to 290 households (686 people).

RCM organized a total of 257 Montenegrin language classes for children and adults. According to the Ministry of Education, more than 500 children are enrolled in schools in Montenegro, while others follow online school from home. RCM procured and distributed sets of school materials to 170 people. In addition to language learning, RCM also organizes trips on Montenegrin culture for people from Ukraine to encourage their integration in the local community.

#### **Challenges**

The delivery of assistance to displaced people from Ukraine arriving to Montenegro is impacted by economic difficulties, including high inflation due to the energy crisis. Vulnerable members of host community and other migrants have growing needs. This has been putting a growing pressure on local Red Cross branches that face challenges in their prioritisation of target groups for humanitarian assistance and raising resources to cover the needs.

The directive for temporary protection for people fleeing Ukraine is the first of its kind in Montenegro, and due to its novelty, health centres have not been able to recognise certificates for temporary protection. This was a big challenge for displaced people from Ukraine, but through support from the RCM team all related cases were successfully resolved through direct communication between team members and medical staff.

# The Red Cross of the Republic of North Macedonia

#### **Achievements**



The Red Cross of the Republic of North Macedonia has supported 482 people affected since the escalation of the armed conflict.

The Red Cross of the Republic of North Macedonia operates registration points in Skopje and other cities for displaced people fleeing the conflict in Ukraine. Registrations are carried out by twenty volunteers (ten in Skopje and ten scatter in other cities Monday to Friday between 08:00 – 16:00 on Red Cross premises.

Furthermore, distribution of food and hygiene parcels takes place once per week on the premises of the Red Cross. Vouchers for clothes and shoes were provided to 360 people and 35 host families sheltering displaced people from Ukraine have received cash assistance.

At the end of the reporting period, 198 sessions of Macedonian language classes had been held. Classes were held twice per week. Currently, a total of 75 people divided into three groups, two groups of adults and one group of children are taking these language classes.

Medicaments and medical assistance were provided for the chronically ill people and as part of symptomatic therapy. 143 people calling the helpline received assistance in mental health and psychosocial support. 880 parcels with hygiene items and 949 parcels with food items were distributed to families from Ukraine.

Two trainings have been conducted for 40 Red Cross volunteers and staff engaged at registration points and volunteers responsible for the provision of PSS. One summer camp on child protection and RFL for 50 persons (children and adults) was organized.

For the needs of this operation, two hand operated forklifts were purchased for the Red Cross warehouse in Skopje, as well as shelves for storing goods, food, and non-food items.

#### **Challenges**

Inflation in prices of food and other vital consumer goods continues to exacerbate the needs of the poorest segments of society already experiencing economic hardship following the COVID-19 pandemic. The onset of winter brought additional hardship to poorly equipped migrants who are not prepared for the cold and harsh winter weather. The growing needs of this group is considered in the prioritization of activities in the future phases of the operation. This may result in tensions within the local population living in poverty and lack the means of livelihood.

## **Turkish Red Crescent**

#### **Achievements**



## Turkish Red Crescent (TRC) has supported 9,135 people affected since the escalation of the armed conflict.

Throughout the year, the Turkish Red Crescent (TRC) supported displaced people from Ukraine with distribution of ready-to-eat food and beverages to all new arrivals along the border gates; distribution of hygiene and clothing items, as well as provision of PSS services to families accommodated in dormitories and temporary accommodation centres (TAC). TRC also organised activities in child friendly spaces (CFSs) in Edirne (mobile), Kirklareli, Bursa, and Antalya provinces. With the support of the IFRC Emergency Appeal, TRC provided PSS, child protection, privacy and prevention from sexual exploitation and abuse (PSEA) training, social cohesion, empowerment and sociocultural activities for children accommodated in hotels in Antalya and at schools opened in Elazığ TAC. TRC has also supported 2,505 individuals (804 households) in Elazığ TAC with CVA. The amount disbursed was TRY 3,9M (approx. CHF 195,000).

The TRC have started initial discussion to sign protocols to formalise the collaboration with the Ukrainian associations in Ankara (Crimean Tatar Association), Antalya (Ukraine Family Association) and Istanbul (Crimean Tatar Association) for the purpose of local stakeholders' capacity strengthening. Ministry of Family and Social Services (MoFSS) collaborated with IFRC in order to provide temporary collective accommodation to children evacuated to Türkiye from Ukraine in the aftermath of the armed conflict. Within this scope, IFRC will be providing support to children and their guardians or caregivers for their accommodation in two hotels located in Antalya by the end of 2023 through American Red Cross. Estimated start date of the accommodation support is the beginning of April 2023.

TRC held a series of meetings with public enterprises, non-governmental organizations, such as the IOM UNHCR, Ukrainian associations, Embassy of Ukraine in Ankara, Consulate General of Ukraine in İstanbul and Consulate of Ukraine in Antalya to identify the needs of the affected population. Focus Group Discussions (FGDs) were conducted with the population affected coming to Türkiye. According to the findings, prominent needs of the displaced population included access to health services, shelter, children's education, clothing, transportation, essential household items, nutrition and hygiene items, legal counselling, and empowerment of Ukrainian associations.

## **Challenges**

In February 2023, three major earthquakes occurred with magnitudes of 7.7 and 7.6 in Kahramanmaraş and 5.6 in Malatya. The disaster caused massive destruction in Türkiye with the death toll of more than 48,000. The quakes inevitably necessitated urgent changes to several plans and rescheduling of some activities. In Antalya and Elazığ TACs, the Disaster Preparedness Programme, which is a five-session programme describing and assessing disasters as well as providing clues and tips for protection, was organised for children together with some recreational activities to help them cope with the negative impacts of the earthquakes. Hotel accommodation support was provided to seven people displaced from Ukraine to help their evacuation from the affected earthquake zone to Ankara.

The main challenge in responding to the needs of displaced people from Ukraine in Türkiye was the lack of comprehensive needs analysis conducted in the country. As a response to this challenge, TRC conducted its own needs assessment. Lack of interpreters in the early stages of the operations partly impeded the progress of the structured multi-session activities in CFSs. Determining the provinces for the implementation of the planned activities has been challenging as well, as it is hard to observe the mobility of the displaced population in the country. Furthermore, the legal status of people fleeing the armed conflict between Russia and Ukraine is not clear and there is uncertainty around how they will benefit from different services provided based on legal status.

## **DREF operation - Egyptian Red Crescent**

From 19 March to 31 July 2022, the Egyptian Red Crescent (ERC) launched a DREF operation to support 2,000 Egyptian nationals stranded in Ukraine and their families in Egypt, in addition to 2,000 Ukrainian and Russian nationals stranded in Egypt after the crisis unfolded. As part of the health intervention ERC procured 10 sets of Personal Protective Equipment (PPE) for Emergency Response Team volunteers; it provided psychological first aid services to 700 people; follow-up services through the Mental Health and Psychosocial Support Centre to 310 people and distributed 700 food packages. At the beginning of the crisis, ERC supported the South Sinai ERC branch with 4,000 hygiene kits that were distributed to Ukrainian and Russian citizens stranded in Sharm el Sheikh. With this DREF, ERC replenished 3,300 hygiene kits. The WASH team distributed 700 hygiene kits for returning citizens and conducted a campaign to deliver specific messages including how to use the hygiene kit. This reached the same 700 people who received the hygiene kits. As part of the Restoring Family Links intervention, the Emergency Operation Room conducted 39 international calls to cover reports. The MHPSS team conducted three international calls to follow-up with returnees. 101 local calls were made at Cairo Airport for returnees from Ukraine. Internet service was provided to 18 returnees at Cairo Airport.

# **Needs analysis and scenario planning**

# **Needs analysis**

In all countries, the National Societies are uniquely positioned to respond as auxiliary to the public authorities in the humanitarian field. While the situation develops, the Red Cross has exclusive access and is currently the only actor to deliver humanitarian assistance at scale in many contexts. The IFRC's wider membership is contributing to the response in support of affected National Societies. Complementarity between this Emergency Appeal and the action of the ICRC is ensured through country-level coordination mechanisms at strategic, operational, and technical levels and with IFRC and ICRC senior leadership oversight.<sup>43</sup>

Despite the harsh winter circumstances, damage to water and energy infrastructure and the ongoing conflict and security threats<sup>44</sup>, the ripple effects of the conflict are widening, causing fuel shortage and economic impacts in refugee-hosting countries and beyond, the situation at the start of 2023 remains of grave concern and continues to require a coordinated humanitarian response at the regional level.

Mitigating the effects of a harsh winter, worsened by attacks in Ukraine on energy and civilian infrastructure, and of the rising prices globally has remained a focus of the humanitarian response within Ukraine and in neighbouring countries in the first quarter of 2023.

The needs spread far beyond Ukraine itself to the many countries across Europe, where people are facing the immense stress and negative psychological impacts of their experiences. On top of that, they are adjusting to new cultures, learning new languages and securing income in an already-strained economic climate. This is why mental health and psychosocial support will remain priorities for the RCRC response for both those in Ukraine and those who have left for other countries.

Access to health-specific assistances is particularly challenging – and crucial – for vulnerable groups, such as older persons and persons with disabilities, as well as the women and children who comprise the clear majority of the displaced population, and further support is required to avoid magnifying vulnerabilities and the potential rise of harmful coping mechanisms.<sup>45</sup>

The 3.6 million people targeted by the operation fall into three categories defined in the immediate response strategy:

 $<sup>^{\</sup>rm 43}$  See page 8 for details on membership and Movement coordination.

<sup>44</sup> UNOCHA

<sup>45</sup> Ukraine Situation 2023 RRP



#### **People in Ukraine**

This includes displaced persons and returnees, host communities and those sheltering in places that the Ukrainian Red Cross Society can reach. Millions of people are directly affected by the conflict in Ukraine, living in damaged homes or buildings that do not protect from the cold. Communities are without power, running water and heating in parts of the country, with many struggling to stay warm and access water and food.



# People on both sides of the borders, crossing into neighbouring countries and beyond

Many people lack basic needs including food, water, shelter, and sanitation. National Societies respond to these needs and have a permanent and flexible local presence. Support to border areas is also coordinated with the ICRC as per the evolution of the conflict.



## People in neighbouring countries and beyond

This group of people faces short-term difficulties in terms of basic needs, as well as medium and long-term socio-economic risks as well as permanent shelter, restoring their livelihoods, MHPSS and integration needs.

# Scenario planning

The Ukraine and impacted countries emergency is a deeply complex and fluid situation. The ultimate outcome is far from clear, but millions of people have already experienced displacement, disruption, or dramatic changes in their daily lives as the consequences of the conflict cascade around the world. Existing humanitarian issues, economic vulnerabilities and social tensions have been complicated by the additional crises, putting huge pressure on the response, as well as coping mechanisms.

In February – March 2023, the IFRC Regional Office for Europe organised a virtual scenario planning workshop on Ukraine and impacted countries, with the **aim to identify plausible ways the current conflict in Ukraine will impact the Emergency Appeal countries within the next 6 months, as well as the potential humanitarian consequences.** The outcomes of this scenario planning exercise with participation of the National Societies have been informing the revision of the country response plans and will be feeding into the revision of the Emergency Appeal.

## **Operation Risk Assessment & Mitigation Measures**

The emergency response is a complex operation spanning multiple countries, each with its own unique context, challenges and dependencies that are closely intertwined.

The IFRC has enhanced its technical risk management capacity across the operation and has been providing support to country teams in identifying issues and risks to effectively respond to these. The IFRC has developed a Risk Management Plan for the Ukraine response, built on a common approach to risk management, shared ownership of risk and empowerment for country teams and management to take informed decisions on managing risks.

To help National Societies navigate the complex risk environment and respond effectively within the dynamic context, IFRC teams continuously re-assess the situation on the ground so that the teams can anticipate challenges, better prepare, and adjust to the evolving context. IFRC has reinforced its humanitarian diplomacy efforts, advocating for the role of the RC based on the fundamental principles including neutrality and impartiality.

Limited energy supplies in Ukraine and frequent power cuts have further exacerbated the existing vulnerabilities of affected populations across Ukraine. As part of the winterisation strategy, IFRC worked closely with the NS to provide lifesaving assistance protecting affected people from harsh winter conditions. The IFRC and National Societies worked closely with host governments and other humanitarian actors to manage the risk of duplication of efforts and to maximise the positive impact of activities implemented.

Security Risk Management (SRM) is well integrated as an essential enabler into IFRC's risk management framework to ensure it effectively carries its duty of care responsibilities, protects its assets and donor investments, and promotes sustained and safe access to individuals impacted by the armed conflict in Ukraine. Building on a robust structure including the Global Security Unit (GSU) in Geneva, a Regional Security Coordinator (RSC) based in Budapest, and dedicated field level Security Coordinators in Ukraine, the IFRC has been cooperating with all Movement partners (ICRC, HNS and PNS) and other stakeholders in systematically assessing safety and security risks, implementing effective risk mitigating measures, and formulating adequate contingency plans.

## **Operations Constraints**

During the first wave of displaced people, people arriving from Ukraine seemed to have the economic means to support themselves and sufficient language skills to seek support. Now, there are reports that the average profile of displaced people is changing and that more women with children and older persons are among recent returnees.

A range of vulnerabilities can be envisaged as the context constantly changes. A lack of updated detailed assessments of protection risks and vulnerabilities affects operational planning and delivery.

In addition to a continuously challenging and rapidly changing security environment, hostilities in Ukraine and large-scale population movement cause workforce shortages, dysfunctional markets, destruction of the vital primary industries, disconnected logistics networks, broken health services and closure of educational institutions. The disruption of significant infrastructure, including the energy sector, major supply chains, and livelihoods lead to an economic decline on household and individual levels, leading to poverty and weakened social resilience. These factors are highly disruptive to operational planning and delivery and require agile and adaptable approaches.

**Humanitarian diplomacy** remains a critical function in this crisis and requires complementary and collective advocacy among Movement partners at varying levels of the operation. This includes careful consideration of the auxiliary role and Red Cross laws of National Societies and the provisions of the Geneva Conventions and their operational resonance. Movement responsibilities under international humanitarian law are fundamental to this response. Just as important is our advocacy for access to humanitarian assistance and basic services for all migrants and displaced people, irrespective of status and at all points of vulnerability along their routes. This will require a longer-term vision as the situation evolves and the needs of both displaced people from Ukraine and host communities change.

During the first phase of the operation, **volunteer capacity** for scale-up was identified as one of the limitations for the timely implementation of the planned activities. National Societies with the support of the membership are developing/updating country plans to strengthen their volunteer programmes for activities scale-up in parallel to the use of digital solutions that demand fewer physical human interactions.



Limited capacity in **Corporate Services** (Human Resources, Administration, Finance, etc.) at the National Society headquarters and branches but also in the IFRC Regional Office was identified at the beginning of the response. Some back up was provided by the Global Services Centre and priority should be given to strengthen Corporate Services to support the effective delivery of relief as well as strengthening national societies' capacity.

Community engagement and accountability capacity and systems in-country, particularly for feedback, was identified early on as a key area and gap in both Ukraine and neighbouring countries. Feedback provides a way to listen to the concerns and priorities of the affected people (displaced people and host communities) respond to queries and to identify any rumours and misperceptions. This is particularly important in this response where misinformation is prominent. A comprehensive overview of resources for information and knowledge is needed on the channels that people prefer and trust. Many applications and products are currently being developed by different organisations, but a more harmonized approach is needed to enable easy access for the affected population to reliable information and effective feedback processes. Development of strong feedback channels will gain trust among refugee populations and enable Red Cross actors to produce needs-based programmes centred around input provided by those it seeks to help.

## **B. OPERATIONAL STRATEGY**

The IFRC Secretariat, with its member National Societies, has launched a Federation-wide response plan for 1.2 billion Swiss francs, which aims to assist 3.6 million people affected over two years along three main pillars: Health & Care and Water, Sanitation and Hygiene services (WASH), with Integrated Assistance support (that includes Shelter, Livelihoods, and Multi-Purpose Cash Assistance) with the establishment and scaling up of Humanitarian Service Points, and protection and prevention. Globally, 58 National Red Cross and Red Crescent Societies have supported the response to date. The IFRC Secretariat is supporting this Federation-wide response plan by appealing for 550 million Swiss francs to scale up support to National Societies in Ukraine and neighbouring countries.

Although the geographic scope of hostilities has reduced compared with the first few weeks of the crisis, the needs of people across Ukraine, including displaced people and those remaining in hard-hit areas, continue to deteriorate. Hundreds of thousands remain without or have reduced access to water, gas, electricity, and mobile communications. At the same time, internally displaced persons in western Ukraine face challenges securing adequate shelter and finding ways to support themselves and their families. The Red Cross Red Crescent Movement has been scaling up its response to respond to the increasing needs within Ukraine as well as in the neighbouring countries.

This Operational Strategy is part of a Federation-wide approach, focusing on activities across the three (3) following priorities, with an overall focus on National Society Strengthening:

- 1) Health and Care, including Water, Sanitation, and Hygiene (WASH);
- 2) Integrated Assistance, including Shelter, Multi-Purpose Cash, and Livelihoods;
- 3) Protection and Prevention.

## C. DETAILED OPERATIONAL REPORT

# Health & Care including Water, Sanitation and Hygiene (WASH)

(Mental Health and psychosocial support / Community Health)

National Societies since the beginning of the crisis have supported over 3.86 M people with Health & Care, including MHPSS services; and 3.52 M people with WASH services at border crossings, health centres, collective centres and host communities as part of the Federation-wide response.



## **Health & Care**

#### **Objective:**

Most vulnerable displaced people are provided with high-quality health and care services including MHPSS.

IFRC is helping to respond to growing health and care concerns as a result of the conflict in Ukraine, with lack of medical supplies, healthcare staff and critical infrastructure worsening every day.

Needs analysis both in Ukraine and in receiving countries have identified medication and medical supply shortages particularly concerning people with non-communicable diseases; health facility damage and destruction; interrupted access to essential health services; low vaccination uptake; unsafe and/or unsanitary living conditions; and depleted health systems and resources. After two years of responding to the Coronavirus disease (COVID-19) pandemic, national health systems are also struggling to meet increasing demands.

<u>Health and Care Operational Strategy</u> focuses on addressing the needs identified above by both delivering and ensuring access to direct health services and products; strengthening the responding National Societies' capacities in health and care and advancing their auxiliary role in their countries; as well as coordinating with internal and external partners.

## Regional

# **Key Highlights**

Under **Health & Care** sector, ROE team established coordination and communication activities among National Societies in Europe region to prepare and respond as per the IFRC approaches of Global Health Security. In May 2022, the ROE initiated the Professional Health Services Mapping project (PHSM) that is scheduled to last two years. The project is implemented by the Emergency Health and PMER teams at the IFRC Secretariat with the key objective of mapping all key professional health facilities, services, and capacities across the IFRC Network. The project is piloted in 3 countries: Finland, Sweden, and Germany. The aim of this project is to acquire more

profound knowledge on professional health services offered at the RCRC Network by mapping facilities and services owned, operated, and provided by each NS at domestic level.

Health & Care team activities included further advancing the auxiliary role and capacity of Red Cross Societies with competencies of staff, volunteers, and people-centred sustainable development initiatives in FA, MHPSS, active engagement with communities, identifying needs, health risks, and solutions. The Regional Office for Europe (ROE) worked on developing a road map for Health sector with the focus on the assessment and access to health systems and how National Societies could be supported.

Health & Care teams, in collaboration with Migration team, conducted analysis of available health services in accordance with different profiles of the population affected, such as temporary protection, non-temporary protection, third country nationals, and host communities.

Cash and Health working group in the ROE developed Cash and Voucher Assistance for Health position paper outlining the strategy for CVA and Health outcomes by understanding the gaps and feasibility of the CVA programme in Health sector in different countries. The team will conduct Health in Emergencies Preparedness and Response, including Cash and Health activities capacity building activities in Ukraine and the region for next year, involving American Red Cross, German Red Cross, and Norwegian Red Cross.

The team has also developed a Frequently Asked Questions (FAQs) document focusing on radiation accident and health consequences in order to support the staff and volunteers with their queries related to potential nuclear disaster in Ukraine and impacted countries.

Under **MHPSS** sector, ROE and National Society teams developed the **EU4Health** programme proposal with the budget of EUR 28.4 million (approx. CHF 2.8) involving 25 countries. The aim of the programme is to provide comprehensive support to a total of 593,207 people affected by the ongoing conflict through the following:

- Provision of PFA within MHPSS services delivered in person, via helplines and other service platforms.
- Building and/or strengthening capacities and capabilities of the RCRC National Societies' staff and volunteers, frontline responders and other professionals.

Throughout the year, MHPSS delegates worked across the Europe region, including Poland, Slovakia, Romania and other countries. In early 2023, MHPSS team scaled up its technical support missions to Ukraine and impacted countries with visits to Romania, Slovakia, Montenegro, Poland, Czech Republic and Baltic countries undertaken by the regional MHPSS team. The missions include opportunities for MHPSS capacity assessment, identification of areas for technical support, activity planning for 2023 focusing on harmonised approach of all ongoing MHPSS initiatives in the region. With additional funding secured from the French Red Cross and the Danish Red Cross, community based MHPSS activities are implemented across 10 countries.

With the new funding opportunities, the **MHPSS portfolio has become a flagship portfolio** that other regions are looking to learn from. A learning event has been scheduled in June 2023 in Geneva for IFRC global MHPSS focal points, another one by the MHPSS Research network, and more will likely follow. The opportunity to scale up and intensify capacity building efforts is one-of-a-kind, as other regions are struggling to secure MHPSS resources.

IFRC ROE has established close cooperation with the IFRC Reference Centre for Psychosocial Support (IFRC PS Centre) to ensure a coordinated approach with regards to the technical support for National Societies through the following activities:

• A **Psychosocial First Aid Training of Trainers** (ToT), facilitated by the IFRC PS Centre under the EU4Health project, was held between 24 – 28 October in Budapest, Hungary. 20 participants from 5 participating NS, namely the Czech Republic, Hungary, Poland, Romania, and Slovakia, have attended the training. As a result of the ToT, the trained participants are in turn to train approximately 50 people in each National Society as part of after-training action. In October, further effort has gone into contacting and mapping the MHPSS interests, needs, and capacities of the 20 additional NS set to join

the expanded EU4Health project, with an estimated total of 26 National Societies. The aim of the expansion, in addition to meeting the MHPSS needs of the people fleeing from Ukraine, is to foster peer-to-peer mentorship and support among the National Societies considering that experiences and capacities differ from one NS to the other.

- A **PFA ToT was also successfully conducted** in Tbilisi, Georgia, with the support of the IFRC South Caucasus Country Cluster Delegation. Representatives of 10 National Societies, namely Estonia, Azerbaijan, Armenia, Kazakhstan, Belarus, Kyrgyzstan, Russia, Tajikistan, Georgia, and Turkmenistan Red Cross/Red Crescent Societies participated in the training.
- A **Caring for Staff and Volunteers ToT** was also conducted in Budapest between 21 25 November by the IFRC PS Centre, which was attended by participants from 6 National Societies: Czech Republic, Hungary, Poland, Romania, Slovakia, and Ukraine.
- The series of MHPSS webinars "Let's talk about MHPSS" was launched in January 2023. The series of webinars are designed to improve the understanding of the implementation of different MHPSS services by providing a forum for the open and honest exchange of experiences of NS MHPSS focal points. Around 160 MHPSS colleagues from National Societies discussed the understanding of the MHPSS Movement framework and MHPSS digital solutions at two webinars that have already taken place in 2023.

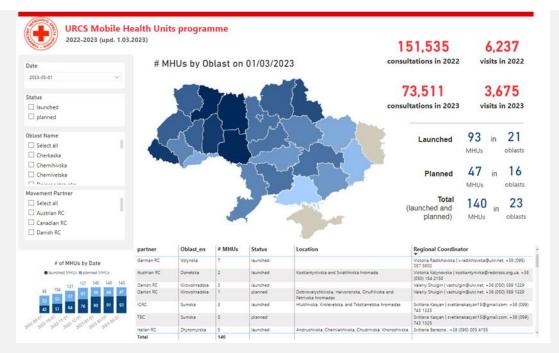
# **Challenges**

While significant funding opportunities to implement MHPSS activities are coming in, the lack of human resources capacity across Ukraine and impacted countries continues to be an issue. Although most NS implementing MHPSS activities have now identified MHPSS focal points and are gradually increasing their capacity within the sector, several NS, including Russia, Belarus, and the South Caucasus countries, outside the main funding streams, still rely on support from ROE with regards to their Ukraine response. The ROE MHPSS team has individual meetings with these NS and relevant cluster officers to organise technical support and identify funding opportunities. Lack of health focal points in different countries is making it challenging to understand the health needs and prioritise early actions related to health access for people who are displaced and are on the move to other locations.

Mapping of health sector resources and services available to displaced people across the region (within the Red Cross Movement and outside) is an ongoing challenge.

#### Ukraine

Since 24 February 2022, the URCS has trained 94,208 people on FA (online and offline). During the one-year response, the NS has also provided MHPSS to 429,407 people, including 117,095 children engaged in recreational activities in child-friendly spaces. The URCS has also distributed 46,000 PSS kits to the affected population.



When the conflict in Ukraine escalated in February 2022, the URCS served as an auxiliary to the government of Ukraine and coordinated closely with the Ministry of Health (MoH). URCS procured medicine and medical equipment on behalf of the MoH. The Head of the URCS Zakarpattia <sup>46</sup> regional branch and the head of the MoH in Zakarpattia region signed the MoU that defines the services between the URCS and the MoH for the health service centres and mobile health units (MHUs) in the region.

As of the end of February 2023, URCS, with the support of the RCRC partners, has launched 93 MHUs in 21 region across Ukraine and is planning to launch 47 additional MHUs. Altogether, it is planned that URCS will be running 140 MHUs in 23 regions within Ukraine. To ensure smooth provision of health and care services, IFRC and PNS<sup>47</sup> support in obtaining vehicles, fuel, coverage of URCS teams' salaries as well as standardising MHUs services across Ukraine was crucial. So far, MHUs staff and volunteers have provided around 225,000 consultations to the people affected.

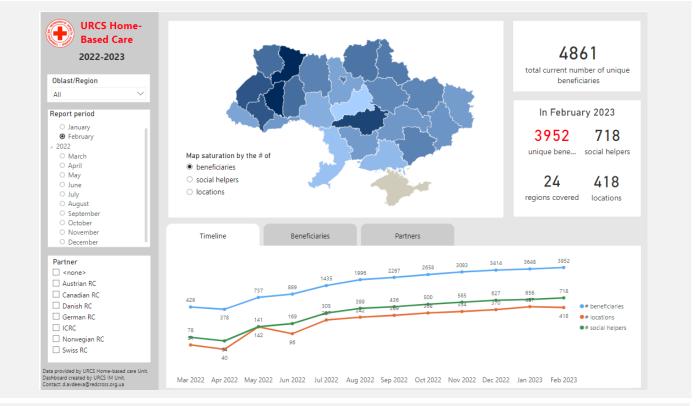
#### Further IFRC support to the URCS included:

- Provision of the diesel generators for the URCS clinics, branches and state health facilities assisted by the URCS to ensure an uninterrupted supply of the electricity during the massive electricity cut-offs.
- Financial support for human resources: trainers of first aid and emergency response teams.
- Internal (Movement) and external (national level) coordination with the partners in the health sector.
   During the reporting period, as part of the RCRC Movement Coordination Mechanism, the IFRCS was supporting URCS with co-facilitation of the health-related Thematic Working Group (TWG) meetings across different subsectors.
- Developing Health & Care sector strategy for the URCS One Plan for 2023-2025 for the following subsectors: MHU, HVN, HBC, Health promotion and disease prevention, including TB and HIV awareness and risk communication campaigns, Health Infrastructure Rehabilitation, FA, and MHPSS.

The URCS is currently working on developing strategy and training package for home-visiting nurses (HVN) and home-based care (HBC) to increase the number of caregivers in the country. The URCS will provide services to older people as well as the families of soldiers and wounded civilians, based on the initial discussions with the MoH and the Ministry of Defence (MoD). Altogether, with the support from different partners, during the year, URCS has provided HBC services to almost 5,000 people with the support of 718 social helpers.

 $<sup>^{\</sup>rm 46}$  <code>Dashboard</code> on the Healthcare activities in Zakarpattia region.

<sup>&</sup>lt;sup>47</sup> Partner National Societies' response activities in greater detail are reflected under the "National Societies' response activities in Ukraine" section.



#### **Belarus**

Since February 2022, the National Society has supported 5,829 people affected with Health and care, including MHPSS, services. Belarusian Red Cross has been providing FA and PSS at border crossing points, sanatoriums, its local branches, and via helpline, called "201" referring most difficult cases to professional services. Additionally, the NS has stationed health care professional to assist people affected at Novaya Huta border crossing point. BRC has also established a Mobile pharmacy in Poddobryanka village, another border crossing point. The pharmacy provided medical examination services as well as food to displaced people from Ukraine.

Between 2022 to 2023, BRC also carried out reimbursement for medical services or medicine activities supporting displaced people from Ukraine in life-threatening situations. With the support of United Nations Population Fund (UNFPA) in Gomel and Brest, BRC provided necessary medical support for women in the so-called "Orange Spaces". As part of the NS Strengthening activities, 30 volunteers received FA trainings in Grodno and Gomel regions while 4 staff (one as co-facilitator, three as participants) of BRC participated in the ToT in PFA in Tbilisi, Georgia.

## Hungary

During the year, HRC has reached 17,325 people with Health and care activities. Between February and March 2022, HRC set up three health points at the Ukrainian border in Zahony, Lónya, and Barabás. These were the most frequent points of entry for people arriving from Ukraine. HRC presence was requested by local municipality that offered the space where the health units were stationed. Later in the response, Barabás health point was handed over to Caritas with HRC shifting its focus on health services in three additional locations: Győr, Szeged, and Dunaújváros. Another important location for the provision of health care was at the Romanian border at Lőkösháza.

Health & Care continued scaling up its Health and care services in the accommodation centres managed by the NS. In these centres HRC provided basic healthcare, PSS, support linked to COVID-19, vaccination support to children, and referral path for health care specialties as needed, for example linked to maternity, HIV, TB, and other specialties. Media visibility of the HRC medical units at the Ukrainian border helped the Red Cross to receive financial and equipment support.

In October, HRC staff and volunteers participated in the first ToT session organised by IFRC and IFRC PS Centre. The session was a part of the new PSS project that was launched in October 2022 and is funded by **EU4Health**.

Other Health & Care activities of the HRC included FA trainings for staff of other NGOs and organisations present in the country; PSS and FA trainings to RC volunteers and staff; development of ERU; receiving training in emergency ultrasound. As part of the winterisation plan, HRC health team was providing vitamins and medicines to the county branches to assist displaced people from Ukraine.

The IFRC ROE supported Hungarian Red Cross Health Emergency Response Operation (H-HERO) that aims to develop NS capacity for international response becoming part of IFRC Surge deployments and, in particular, Emergency Response Units (ERUs).

#### Moldova

Since February 2022, MRCS volunteers have been working at the Refugee Accommodation Centres (RACs) providing psychosocial support by organising activities for children and helping local staff prepare food and provide any other support necessary. MRCS has reached 14,060 people with mental health and psychosocial support services, including 2,167 children welcomed in child-friendly spaces. 975 people have been trained in first aid, while 248 received trainings in MHPSS.

MRCS is closely monitoring the COVID-19 situation, which may influence the response to the crisis operations. To prevent the spread and actively promote vaccination among the population affected, MRCS has been focusing on information provision on COVID-19 protection and prevention measures in Refugee Accommodation Centres (RACs) and schools.

Throughout the year, RCRC Movement support to MRCS included the following:

- Norwegian Red Cross and Luxembourg Red Cross supported MRCS in implementing PSS activities for children and displaced people from Ukraine in RACs.
- Norwegian Red Cross supported the NS on the following trainings: "Psychosocial support for achieving well-being" for displaced families from Ukraine in Ungheni, Anenii Noi, Edinet, Balti, Comrat, Calarasi and Drochia; pre-medical FA in case of a traffic accident.
- Luxembourg Red Cross supported MRCS in the social integration of displaced people from Ukraine (adults, children and adolescents) and hygiene promotion activities at schools.
- French Red Cross, jointly with the ICRC, provided assistance in FA related initiatives of MRCS: establishment of a FA system at HQs and branches, selecting a dedicated person to be trained on FA; organising training for volunteers and community members.
- Swiss Red Cross supported MRCS in voucher assistance for food in Ungheni and Chisinau, targeting 1,500 people with disability.
- IFRC and Swiss Red Cross organised trainings for the MRCS volunteers from Chisinau and Criuleni on CVA.
- ICRC organised FA in emergencies trainings for MRCS volunteers.
- Canadian Red Cross held discussions with MRCS on establishing National Society disaster management system, supporting the development of the disaster management Activity Plan, and conducting necessary training and assessments.

#### **Poland**

Since the escalation of the armed conflict, Polish Red Cross (PRC) has supported 8,500 people affected with primary health services and 1,070 people with MHPSS. PRC Search and Rescue teams engaged in FA, primary health services, and referrals for people arriving at the border crossing areas and train stations.

To enhance quality psychological support to persons fleeing Ukraine and to increase the National Society's capacity, PRC started implementation of multi-country MHPSS related EU4Health programme activities in May 2022.

By February 2023, PRC has implemented a number of activities as part of the EU4Health project:

- PFA trainings: 181 PRC staff, volunteers, including first line responders from other organisations, have completed PFA trainings. This includes the Training of Trainers PFA in Budapest (3 people), Restoring Family Links (RFL) department (22 people), PRC Infoline operators (7 people), Ukrainian-speaking psychologists (2 people), firefighters in Poznań (40 people).
- During October 2022, PRC took part in the Psychological Support in Emergency Medical Services Conference.
- In November 2022, 4 people received caring for staff and volunteers training in Budapest.
- In January 2023, two psychologists joined the PRC Infoline team providing MHPSS via phone calls, chatbot and in person at the Mazowiecki branch in Warsaw.
- All Infoline staff (9 people) received training in PFA and as well as technical and supervisory support to
  provide direct PFA and transfer calls to a professional psychologist. A real-time chat function is also
  available to tailor MHPSS support to youth based on their preferences.
- From January to February 2023, 7,065 people requested for support from the Infoline, including information on existing support at PRC, direct support from MHPSS staff and referrals.

In terms of bilateral cooperation, Spanish Red Cross has supported PRC Search and Rescue teams, conducting primarily FA interventions, providing emergency vehicles and equipment for telecommunications, transporting volunteers, and rescue materials.

#### Romania

Throughout the year, RRC achievements in MHPSS included developing a road map for MHPSS Capacity Building, training programme and a plan for a care system for volunteers and staff. The RRC supported 2,524 displaced people from Ukraine with MHPSS-related activities and 5,864 people with primary health services.

In July, the RRC, with funding from the Korean Red Cross (KRC), opened a Multicultural Centre where NS provides activities, predominantly for women and children, including language classes and PSS.

In September, directors from 35 RRC branches and 12 members of the RRC leadership team, including the Secretary General, participated in two-day trainings on subjects such as CEA, PGI, MHPSS, and Safer Access with support from IFRC and ICRC. In October, the NS conducted five PFA ToT sessions.

In partnership with the French Red Cross (FRC) and IFRC, RRC operated mobile health caravans in counties around Romania and later expanded its services to reach more displaced people from Ukraine. RRC together with FRC also opened Health centre in Bucharest.

#### Russia

In response to the ongoing crisis, the Russian Red Cross Society has established a helpline for MHPSS and PFA, in addition to RFL, information provision, and referral system. Trained RRCS specialists have been providing assistance in Temporary Accommodation Points (TAPs) at least at four regional branches. Currently the National Society is expanding the number of branches providing health and care services to assist a greater number of people affected. Displaced people from Ukraine tend to request for assistance in the purchase of medicines. To help people to meet their needs, the RRCS has distributed more than 17,500 pharmacy vouchers.

IFRC has deployed two MHPSS Officers to provide technical assistance to RRCS in MHPSS sector with special focus on displaced people witnessing traumatic events. IFRC also supported establishing and training MHPSS teams (635 RRC staff and volunteers) in 32 regional RRCS branches. Three staff of the Russian Red Cross Society participated in the PFA Training of Trainers in Tbilisi, Georgia.

Additional IFRC support to the Russian Red Cross includes enhancing the access to health services for displaced people through the provision of medical insurance; covering HIV treatment in Belgorod, Volgograd, Lipetsk, and Voronezh.

In 2023, Russian Red Cross Society aims to provide the required medical assistance to the population affected that is not covered by the state or is difficult to access due to the length of paperwork and is based on needs analysis conducted by the National Society.

#### Slovakia

Throughout the year, Slovak Red Cross (SRC) provided FA, PSS, and medical referral services at border cross points, transit hubs, and other locations. The National Society provided PSS to 15,279 people while CFSs received and cared for 2,158 children. A total of 28,686 displaced persons from Ukraine were provided with primary health services and 3,481 with COVID-19 testing. National Society procured 10,000 MHPSS kits prepositioning them in branches. Since February 2022, a total of 8,375 people have received FA training.

In addition, the NS expanded access to referrals, adapted transportation for people with reduced mobility to access health services and developed a plan of integrating MHPSS into the Shelter programme. National Society organised PFA and self-care trainings across SRC branches for staff and volunteers involved in the operation. The minimum information on MHPSS and PGI was translated and put in place at border points. In June 2022, the first joint training on PFA, CEA, and PGI was conducted with SRC headquarters staff and staff of the Dunaiska Streda branch. In July, another three-hour joint training on PFA, CEA, and PGI was organized in Klin for Dolný Kubín branch.

To prepare for a potential new influx of displaced people from Ukraine, the Government of Slovakia produced a Contingency Plan that outlined the national response and official coordination mechanisms. Slovak Red Cross was included in this plan as the standard provider of FA and basic health services at the three main border crossings and reception centres, in case more people arrived in Slovakia in the near future.

By February 2023, SRC has implemented a number of activities as part of the EU4Health project:

- Development of the MHPSS capacity building strategy for the immediate and mid-term response for the next two years in Slovakia.
- Attending PFA ToT training in Budapest in October and training on Caring for Staff and Volunteers, delivered by the PS Centre, in November 2022.

Throughout the year, RCRC Movement support to SCS included the following:

- Danish Red Cross supported three Slovak Red Cross branches (in Banska Bystrica, Humenne and Prievidza) in establishing community centers with community based MHPSS activities for displaced people from Ukraine as well local communities. Services provided include awareness sessions, outreach visits, psychoeducation and peer support groups.
- Norwegian Red Cross, in partnership with IFRC, office undertook a health mission in Slovakia, aiming to better define and plan for the cash for health interventions.
- IFRC supported Slovak Red Cross in procuring medical equipment, including wheelchairs and other items that can be loaned to displaced people from Ukraine.
- IFRC and Slovak Red Cross conducted a feasibility study and subsequently designed Cash for Health intervention programme in Slovakia. Some of the interventions identified included reimbursement for medicines or medical check-ups or conditional vouchers for psychological counselling or other specialist health care services.

In December, SRC took significant steps ensuring that policies within the health portfolio are in place: for example, the Health Equipment Loaning Programme (HELP); policy on transportation services for people with disabilities.



# Water, Sanitation and Hygiene

**Objective:** 

Comprehensive WASH support is provided to the most vulnerable people, resulting in an immediate reduction in the risk of water-related diseases and improvement in dignity for the targeted population.

Approximately 17.7 million people are estimated to need access to safe water, sanitation, and hygiene (WASH) assistance, due to damaged water treatment facilities, pipelines, and pumps, limiting repairs because of continuing alleged shelling. WASH assessments were carried out in Ukraine and impacted countries, which included field visits to observe humanitarian service points, reception centres, longer-term accommodation centres, and host communities. In Ukraine, centres hosting IDPs were assessed by multi-sectorial teams. In Uzhhorod, IFRC and the Austrian Red Cross have undertaken the interventions. In Lviv, the joint assessment is undertaken by the Austrian Red Cross and ICRC. Specific needs of the displaced people from Ukraine and IDPs staying within host communities have not yet been identified in most countries and require further assessments. A substantial effort in understanding the situation and needs of marginalized groups is also necessary to develop an appropriate response. The KoBo Toolbox has been used to collect data in a systemized and organized way complemented with a narrative report.

# Regional

## **Key Highlights**

Based on the outcome of the assessments, various projects focusing on hygiene and health promotion have been proposed to different National Societies with and through IFRC country teams. The formulation of interventions was based on country-by-country discussions due to the differences of needs in the countries. These interventions aim to complement the distribution of hygiene items provided in the different centres and to host communities to reduce the risk of possibly emerging diseases. Longer-term hygiene activities are embedded in the overall health programme where joint hygiene and health promotion activities are envisaged with a special focus on community outreach through community engagement.

Developing a system for voucher for hygiene items distribution is currently under discussion in a few countries, while discussions regarding the introduction of CVA activities are also taking place. The need for rehabilitation and repair and the provision of WASH infrastructure at the different centres and host communities has been identified in Moldova and Ukraine. In Moldova, WASH is envisioned primarily in terms of hygiene kits distribution and support to Humanitarian Service Points in the event of an influx of displaced people in the future.

In Ukraine, the Austrian and German Red Cross lead on the ongoing activities that involve WASH. The Austrian Red Cross, for instance, provides basic infrastructure in Lviv, such as washing machines, heaters, etc., to centres where the need has been identified while conducting the cross sectoral assessments.

Information, Education and Communication (IEC) materials for WASH are currently being developed for the affected population in collaboration with the Health and MHPSS teams, focusing on vulnerable and marginalized groups in Ukraine and surrounding countries with the support of the Netherlands Red Cross. In cooperation with CEA, the operation team is working to identify the best platforms, channels, and spaces to reach these groups.

An internal Roma working group has been established and is supported by Netherlands Red Cross. The community has been identified as one of the marginalized groups that need support within the operation. The group is currently collecting different data, background information, and contacts of other NGOs working with Roma communities. Once sufficient data is available, it will help design an appropriate response. Information will be made available to all sectors.

<sup>&</sup>lt;sup>48</sup> OCHA Ukraine Situation Report (Updated on 10 February 2023).

#### Coordination

<u>Internal RC coordination:</u> All programmes will be designed based on assessment results with the direct involvement of the National Societies, PNS, and IFRC. There is strong coordination between the Ukrainian Red Cross Society, Austrian Red Cross, German Red Cross, ICRC, and IFRC in Ukraine. The Austrian and German Red Cross lead on current WASH activities. Coordination with the region and PNS for possible need of British Berkefeld HFK portable gravity water filter system, which can be donated from donor in Portugal, is ongoing.

<u>External Coordination:</u> Engagement and representation in country-level inter-agency coordination mechanisms and working groups in Moldova (Accommodation and Transportation Working Group) as part of the Regional Refugee Response Coordination, led by UNHCR and Ukraine (Ukraine WASH Cluster) also directed by UNHCR.

# **Challenges**

While there is still uncertainty about how the situation will develop, there is a need to plan for mid- and longer-term interventions. Due to the challenging situation, National Societies are overloaded with work which makes planning and implementation of projects difficult, yet the process is ongoing. Most countries mainly want to distribute hygiene items and other in-kind donations until cash programmes are in place. In some cases, continuous distributions of in-kind hygiene materials, including menstrual hygiene items, will be required.

#### **Ukraine**

Throughout the year, the URCS provided hygiene kits to over 2.37 million people and supported people in areas heavily impacted by the conflict with the access to drinking water. The NS, with the support of RCRC partners<sup>49</sup>, conducted WASH assessment in collective shelters, and based on the results, provided required items to satisfy basic needs of the people staying there. Also, URCS provided assistance – drinking water supply – to affected people in the areas where water supply was heavily damaged.

URCS continues to provide hygiene services in two hygiene centres for IDPs in Kamianets-Podilskyi (Khmelnytskyi region) and has established new centres in Poltava and Chernihiv regions, where people / mostly IDPs can wash their clothes.

## **Belarus**

Since the beginning of the crisis, BRC has been distributing hygiene items to cover most urgent needs of the displaced people from Ukraine at the border crossing points. People who were accommodated in recuperation centres or were staying with their relatives and friends, received hygiene items upon their request after applying for the support at the local BRC branches.

## Hungary

During the early phases of the conflict, HRC conducted needs assessments, including a joint WASH-Health-PGI assessment, at different reception and transitional centres. Hygiene and essential household items were identified as major needs in all reception centres, transit centres and host communities. HRC responded to the identified needs by distributing hygiene items to 63,435 displaced people from Ukraine. The NS also conducted hygiene and promotion activities, including information on COVID-19 prevention.

#### Moldova

IFRC Surge teams conducted a joint WASH-Health-Shelter needs assessment when the conflict escalated and facilitated further discussions on mid-term and long-term activities. MRCS volunteers promoted measures of protection and prevention of COVID-19 in refugee placement centres and hygiene measures in placement centres to prevent the spread of communicable diseases among displaced people, especially children.

<sup>&</sup>lt;sup>49</sup> Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section. Public

During its one-year response, the MRCS branches continued distributing hygiene kits and water filters to displaced people from Ukraine and host communities. In total, 16,920 people have been reached with hygiene supplies. Additional hygiene parcels are either going to be procured or are already ordered.

MRCS distributed 660 water filters from its stocks to host families and displaced people in vulnerable regions with low water quality. MRCS offered host families and displaced people from Ukraine 320 pieces of 10 litres jerrycans for water storage in regions with water deficits. In November 2022, MRCS staff and volunteers participated in the personal hygiene activity at the secondary school in Chisinau for schoolchildren from the 4<sup>th</sup> grade from Ukraine and Moldova. The activity was carried out within a project implemented by the MRCS with the support of the Luxembourg Red Cross.

In January 2023, MRC was distributing hygiene and other essential household items in RACs, the General Directorate for the Protection of Children's Rights, the Centre for Resources and Help for Children, the Social Assistance from Chisinau municipality, and National Administration of Penitentiaries

So far, MRCS has distributed 35,267 hygiene and food parcels, blankets, bed linen, towels, and pillows due to support of the IFRC, ICRC and PNS and 16,625 clothes, toys, jerry cans, bedsheets, kitchen sets, toothbrushes, pillowcases, blankets, dish/cutlery, bedsheets, quilts, pillows, water filters offered from its stock. MRCS offered to 35 children in the penitentiary no. 10 hygiene kits under the NRC Twinning Partnership programme for hygiene promotion.

#### **Poland**

The IFRC Poland team, in coordination with Logistics ERU teams, which conducted three rotations, delivered at the beginning of the operation sanitary products to PRC branches for nationwide distributions through local branches and main humanitarian actors. The activity was conducted with PRC teams in specific areas across the country, particularly in affected regions.

As of the end of February 2023, PRC has supported 106,189 people with hygiene kits through the PRC branches, distribution points at reception centres, border crossing areas and other accommodation centres.

#### Romania

RRC has been operating in HSP in Bucharest assisting displaced people from Ukraine with hygiene and sanitation products.

## Russia

A total of 90 000 hygiene kits were distributed to the displaced people from Ukraine by the Russian Red Cross. The hygiene kits and hygiene items are distributed in accordance with the needs identified.

#### Slovakia

In January 2023, the National Society was preparing to distribute the in-kind goods received through IFRC, including 5,000 hygiene kits, 1,000 baby kits and 2,000 sanitary pads. A KoBo tracking tool for in-kind distributions has already been prepared by the IM team. Furthermore, SRC has provided basic hygiene supplies to approximately 45,322 people.

## **Integrated Assistance**

(SHELTER, HOUSING AND SETTLEMENTS, MULTI-PURPOSE CASH, LIVELIHOODS)

National Societies since the beginning of the crisis have supported over 16.77 M people under the integrated assistance approach with services at border crossings, health centres, collective centres and host communities, while 1,021,092 people received Cash and Voucher Assistance (CVA) as part of the Federation-wide response.



## **Shelter, Housing and Settlements**

**Objective:** 

Communities in crisis-affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.

Millions of people have been displaced by the conflict in Ukraine. Most of these people are staying with host families or have rented accommodation such as hotels and apartments. However, these situations may not be sustainable given the limited resources of both displaced and host families. Many others are passing through and temporarily staying in reception or collective centres that are often insufficiently prepared, and there is a need to support the authorities to improve the conditions for people in communal settings, supporting short-term settings, and exploring medium- and long-term solutions. Family situations and collective centres may not always meet shelter adequacy standards and afford adequate conditions for dignity and safety. Furthermore, the drop in temperatures during winter will make accommodation in collective centres without heating very challenging. Through a combination of emergency and early recovery assistance, IFRC seeks to support communities in crisis-affected areas to restore and strengthen their safety, well-being and longer-term recovery employing tailored shelter and settlement solutions. Beyond delivery of the services described below, through this operation IFRC also seeks to strengthen the National Societies' capacities in the design and implementation of shelter support initiatives such as the host family support programme, with the intent that these new skills and strategies will remain in-country for future localised actions.

# Regional Key Highlights

At the beginning of the response phase, the focus of National Societies, as part of the integrated assistance approach, was the provision of in-kind assistance, such as clothes, blankets, mattresses, bed linen to cover basic needs related to shelter and to improve the living conditions in the transit or reception/collective centres where people are staying for a limited period before continuing their journey toward their final destination.

While this was the focus of the first months, at this stage, planning for medium- and long-term shelter interventions to support the integration of those who will decide to stay in what they consider a secure destination is continuing to progress. In the region, there are ongoing efforts to roll out national shelter programmes that may include assistance for rental and host family support, such as is ongoing in Poland and Slovakia.

Mapping ongoing and planned shelter activities in both EU and non-EU National Societies and identification of coordination focal points is continuous. Support and guidance have been provided to various IFRC country-based teams to assist them with their engagement with National Societies on the suitability of host family support and rental assistance in their context.

For the rental and host family assistance, two pilots, one in Lodz, Poland, and one in Poprad, Slovakia were initiated. In Poland, rental assistance using cash modality is provided directly to displaced people from Ukraine, while in Slovakia, the assistance is provided to landlords. Selection criteria and targeting approach to people assisted have been developed, tested, and implemented. Registration, enrolment, payments and follow up visits to the accommodation are interlinked. For the registration and enrolment process EspoCRM application is used, and then once everything is in place and approved, it links to RedRose for payments. Housing adequacy

verification and monitoring visits information is collected through Kobo tools. This mechanism has a scalability potential within a short time and can be used in other countries for such assistance.

In Ukraine, support is also provided in the form of exploring other type of shelter assistance options, such as construction of transit sites or repair assistance, in order to facilitate the return of people to some of the areas previously affected by the armed conflict. There have been efforts to engage with the rest of the countries of the first ring, such as Hungary and Romania, as well as neighbouring countries to share best practices related to different shelter interventions. This has also allowed an understanding of shelter options and the role of NS in the countries of destination for those intending to relocate for longer periods.

During the implementation of the shelter programme in Slovakia and a few other countries, it was observed that there is a need to provide shelter assistance to the local vulnerable population who are facing the risk of eviction and/or had been chronic vulnerabilities, which have exacerbated due to the economic crisis, rising inflation rates, as well as the growing demand for rentals. An extensive discussion took place during the Operations Manager Workshop, held in Budapest between 8 – 10 November 2022, which was followed by discussions with the Slovak Red Cross. Based on these discussions it was recommended to provide support in shelter assistance up to 20% of the local population who are struggling to pay the rent and are at risk of eviction. Inclusion of local families in the shelter assistance will be a key step toward integration and social cohesion.

The first activity module of the Safe Home Programme supported by DG HOME has progressed in countries that are already supporting hosting arrangements with existing staff and resources, while other participating National Societies are preparing and waiting for the Project Agreement to be signed and resource allocation.

Internal coordination between Movement partners is done at the sectoral level to secure the implementation of an integrated approach to maximise the impact of the intervention and with ICRC, Operating National Societies and Partner National Societies to secure alignment and further reach.

Engagement and representation in country-level inter-agency coordination mechanisms and working groups in Moldova (Accommodation and Transportation Working Group), Hungary (Basic Needs WG), Slovakia (Basic Needs WG) as part of the Refugee Coordination Model led by UNHCR and established in neighbouring countries, and with the Shelter Cluster in Ukraine where the Cluster System has been activated, and it is also led by UNHCR, as co-lead of the shelter cluster for conflicts.

#### **Challenges**

While the situation remains fluid, there is ongoing need to identify the needs of displaced people (outside Ukraine) and IDPs (in Ukraine) to develop and implement appropriate responses for the mid-to-long term.

Ongoing discussions and investigations are occurring in impacted countries around support to displaced people from Ukraine in mid to longer-term housing options. The availability of housing stock compared to the needs in most countries remains short requiring a lot of administrative work to find rental accommodation and make agreements with owners for example.

#### **Ukraine**

During the one-year response, the URCS moved forward with the provision of shelter assistance. The NS conducted needs assessment and provided relief, bedding and household items in collective shelters organised by the state and local authorities.

In July 2022, in cooperation with the Lviv local authorities, the URCS opened a model-type shelter for over 100 pregnant women. URCS is constructing 120 houses with support from the Italian Red Cross<sup>50</sup>, 40 in Zhytomyr and 80 in Andriivka (Kyiv region).

<sup>&</sup>lt;sup>50</sup> Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section. Public

Moreover, based on the URCS and IFRC MoU with the Ministry of Communities, Territories and Infrastructure Development (MCTID) and in line with the NS auxiliary role to the government, during the reporting period, the URCS supported around 130,000 IDP hosting households that provided residential housing for over 470,000 IDPs, using the state platform "Prykhystok" or registration with the local authorities, to cover the utility expenses (UAH 450 per IDP hosted or CHF 11.85). To cover increasing utility costs for heating in winter, the amount of assistance increased to UAH 900 (CHF 23.70). Payments have been provided for the period of hosting from April 2022 up until December 2022. A post-distribution monitoring (PDM) survey among the hosts and focus-group discussions (FGD) among IDPs hosted are planned in April 2023. The results of the PDM and FGD will further inform quality enhancement in the process, taking technical and protection concerns into consideration.

In late 2022, IFRC, together with the RCRC partners, supported the URCS in finalising the Winterisation Strategy to ensure the proper humanitarian response during winter. The overall objective of the URCS winterisation response was to ensure that warm, safe, and dignified living conditions were available for all affected population. Moreover, the URCS' collaboration with various government offices resulted in direct request to assist urgent shelter needs in specific geographic locations or in the forms of lists of persons that they register. Where funding requirements did not permit the needs of all to be met, the NS prioritised assisting people following the criteria:

- internally displaced persons (IDPs)
- persons with disabilities
- older people (over 65 years old)
- large families (3 or more children under the age of 18)
- single parents
- unemployed persons since 24 February 2022
- relatives of those killed or missing because of hostilities
- persons whose houses were destroyed or damaged in the conflict.

Additional support from the Movement partners included:

- Delivering food and in-kind household items (including blankets, sleeping bags and sleeping kits, kitchen sets etc.) as part of winterisation assistance to people in need, including for the IDPs residing in the collective centres throughout Ukraine.
- Delivery of 130 diesel generators for covering the URCS, regional and local authorities as well as health and social care facilities' needs for uninterrupted electricity supply.
- Drafting the URCS Shelter Strategy that was shared with the PNSs for input as well as in preparing for an introductory basic shelter training for its shelter staff that was delivered in February 2023.
- Organising a Shelter workshop with URCS and all the partners on the ground to align the RCRC shelter assistance in Ukraine.

#### **Belarus**

Between March and April 2022, BRC provided hot meals, FA, and PSS services at Poddobryanka (Gomel region) border crossing point. The service provision was stopped due to security reasons; however, Belarus RC is ready to start providing the services again when the situation changes and if there is still a need.

In June, BRC opened a crisis centre in Brest region. Families accommodated in the centre were provided with food, hygiene items and clothes as well as medical and employment support. Similar centres are operating in Gomel and Grodno. BRC is planning to open crisis centres in Mogilev, Vitebsk, and Minsk region, too.

BRC offered housing in hostels, crisis centres or crisis rooms of BRC for displaced people from Ukraine. The NS also provided counselling on accommodation and referral to the district social welfare centres and distribution of essential household items. In 2022, BRC also worked on supporting people affected with food and clothing in the recuperation centres and dormitories.

## Hungary

Distribution of food, clothing, and essential household items was one of the major means of support offered by Hungarian Red Cross to the affected population from Ukraine throughout the year. HRC scaled up its provision of services (CFS, provision of food, site management) to short and long-term accommodation centres that were set up by different local administration units. In the fully managed by HRC accommodation centres, the NS provided a comprehensive range of food and essential household items, including clothes, toys, mattresses, fans, and kitchen equipment.

The NS was also present in number of shelters across the country organising activities for children mainly. In November, a shelter in Győr-Moson-Sopron County was closed due to the lack of heating in the premises and people were relocated to smaller houses each accommodating 5 to 15 people and operated by HRC in cooperation with other charity organisations, churches, or local municipalities. In December, HRC set up a nursery in Oroszlány shelter. The nursery is serving as a social space for activities for small children.

HRC also worked on delivering food and essential household items at the Transit Centre as per agreed shifts with other NGOs (2-3 shifts per week). The NS also participated in managing Budapest's BOK Arena together with the Disaster Management authorities and other NGOs/organizations.

Up until now the National Society has distributed 91,974 litres of water, 160,603 portions of meals, and 58,897 clothing and household items to the population affected.

## Moldova

Throughout the year, RCRC Movement partners have provided extensive support to the MRCS:

- IFRC supported MRCS in renting a temporary warehouse of 1,600 m<sup>2</sup> to store procured household items
- IFRC, ICRC, Luxembourg Red Cross, Portuguese Red Cross, Swiss Red Cross, and Turkish Red Cross contributed to the following distributions carried out by the MRCS:
  - 35,267 hygienic and food parcels, blankets, towels, and pillows to the population affected.
  - 250 blankets and 250 towels, 250 pillows, and 250 hygienic parcels for the RAC in Chisinau, MRCS offered 100 blankets and 100 towels, 100 pillows, and 386 hygienic parcels for the RACs.
  - 650 hygienic parcels, 650 blanket for children with disabilities, and 200 hygienic parcels for babies in vulnerable situations donated directly to the General Directorate for the Protection of Children's Rights.
  - 27 pillows, 27 blankets, 427 hygienic parcels, 427 bed linen sets, 54 towels, 400 blankets, 27 disinfectant sets to the Centre for Resources and Help for Children.
  - National Administration of Penitentiaries addressed to the MRCS for 300 litres of disinfectant, 182 blankets, and 450 heating pillows.

From its own stock, the MRCS has distributed 16625 clothes, toys, jerry cans, bedsheets, kitchen sets, toothbrushes, pillowcases, blankets, dish/cutlery, bedsheets, quilts, pillows, and water filters to the population affected. MRCS has also procured and distributed 3,000 food parcels requested by the host families and vulnerable people in Moldova to ensure a people-centred approach and meaningful participation. The displaced population in Moldova is supported by host families offering them shelter.

In December 2022, IFRC started the cash programme for the refugees from Ukraine in Moldova. In January 2023, MRCS received 10,000 food parcels and 22,760 blankets from the IFRC. The items were purchased for the winterisation programme to support displaced people from Ukraine and people in vulnerable situations from Moldova.



Further procurements planned by the National Society include purchasing 20,000 travel and dignity kits, electric generators available from Swedish and Finish RCs, heaters, electric kettles, phone chargers and fire safety kits, 24 camping beds, 200 foldable chairs and 32 tables.

In collaboration with the IFRC, MRCS continues to analyse the needs of the refugees and adjust them to the Emergency Appeal funding. MRCS has also pre-stocked 20,000 migrant kits considering the number of refugees some organisations expect until March 2023 (potential 200,000 crossings) with IFRC logistics support and guidance.

#### **Poland**

When the conflict in Ukraine escalated, IFRC Surge teams conducted a joint WASH-Health-Shelter assessment in Poland to define the strategic lines of intervention, linking the initial relief response to a more long-term intervention to meet the shelter needs.

By February 2023, the Polish Red Cross has delivered relief assistance for basic needs to 1,200,000 people. Throughout the year, the distributions took place at the border crossing points, temporary accommodation and reception centres, as well as transit and registration centres. Relief goods were also delivered to temporary shelters and other facilities ran by the PRC, for example in Mszana Dolna, Łódź, and Stargard.

In summer 2022, guesthouses and hotel owners asked displaced people from Ukraine to vacate the places they lived in to prepare for the peak tourist season. The PRC branches that spontaneously hosted displaced people from Ukraine were also running out of resources. To mitigate these challenges and to elevate some of the pressure off PRC branches, a rapid market assessment was developed, and a Rental Assistance and Host Family Support programme was designed in different branches targeting approximately 2,500 households, as well as prioritizing host family support. However, in December 2022 it was decided by PRC not to continue the Host Family Support Programme. This, based on internal risk and capacity analysis. Hence, on the base of resources available as of February 2023:

30 families were assisted in Lodz, out of which 7 will continue to be supported for a period of 3
months due to the higher vulnerability. Linkages were created between all assisted households and
the Red Cross Integration Centre opened in Lodz in February 2023, providing livelihood, life skills
and psychological support thanks to funds from German and Spanish Red Cross. Also, Community

- Engagement and Accountability mechanisms were put in place to ensure a gradual phase out from the programme.
- 150 families are targeted for rental support in the Nadarzyn-PTAK collective shelter in Warsaw in line with Government decongestion strategy of collective shelters.

Both in Lodz and Warsaw the Rental Assistance programme is comprise of:

- Provision of rental assistance for a period of 6 months.
- Provision of one-off conditional cash for purchasing of essential housing items.
- Provision of support for disability adaptation up to 20% over the total number of displaced families supported.
- Provision of support to most vulnerable people through extension of 3 months assistance to up to 20% over the total number of displaced families supported.

For Nadarzyn-PTAK collective shelter, to be able to identify households to be included in the rental assistance programme, PRC signed a collaboration agreement in February 2023 with a local MHPSS organization, *Fundacja Odbudowy Odporności*, thatwill provide profiles of families to be included in the programme to PRC on the basis of set criteria.

Currently, the PRC Legal Department is reviewing a partnership agreement between PRC and the Central Roma Council under which PRC is planning to support 50 families from Roma community.

For the Winter Contingency Plan, PRC worked closely with Movement partners, specifically with German Red Cross and IFRC for the procurement of 6 equipped tents to be set-up at border crossing points and main gathering places in case of new arrivals. The items were distributed and stored in Warsaw, Lublin and Podkarpakie warehouses.

#### Romania

At the beginning of the response phase, RRC distributed fresh meals, non-perishable food, household items, hygiene products, clothing, SIM cards and other essential items at several border crossings, branch offices, and Humanity Concept Stores. Humanity Concept Stores were opened in storefronts and branch offices around the country and provided displaced people from Ukraine as well as local communities in vulnerable situations with food, clothing, and hygiene. The number stores were expanded to reach more people in additional locations, particularly in preparation for winter season.

The RRC also provided support to government-operated temporary collective accommodation centres in the form of beds and bedding, hygiene kits, heaters, power generators, and other materials. More than 7,000 people in accommodation centres, provided by the authorities, other NGOs or through private initiatives, have received aid in essential items: 70,559 kg of food and hygiene products, 500 blankets, 500 mattresses, 1,000 sheets, 4,500 sleeping bags, 500 towels, tableware, pillows, and others. In addition, phones, SIM cards, and external batteries were given to those in need to keep in touch with family. In addition, the RRC has provided hot meals, financial support for the purchase of medicines and plane or train tickets.

The RRC increased its stock of shelter-related items that were stored in its warehouses in Bucharest to be distributed in cooperation with the national and local authorities in case of large numbers of new arrivals of people fleeing Ukraine.

#### Russia

Fifty-one regional branches of the Russian Red Cross Society (RRCS) have been involved in providing humanitarian support to displaced families from Ukraine across 114 humanitarian aid collection and 109 distribution points. The RRCS coordinated collection of humanitarian aid in Russia and has collected and delivered more than 1.8 thousand tons of humanitarian aid to the displaced people. For this purpose, a temporary warehouse for storage and sorting of humanitarian aid was built by the RRCS in the Rostov Region. RRCS has also raised over CHF 3 million for the humanitarian assistance to be provided to the people affected.

#### Slovakia

During the first three months of the response, SRC branches distributed relief items (including cooked food, food parcels, clothing/shoes, hygiene items, school supplies) to approximately 272,696 people to cover their basic needs. The distribution was organised in hotspots, reception centres and transit centres.

At the same time, the Slovak Red Cross headquarters and IFRC conducted assessments to identify sustainable medium- to long-term shelter assistance options for both the displaced population and host communities. In June, the teams completed shelter assessment, including a rapid rental market assessment and key informant interviews (KIIs) with the branch staff, municipalities, host families and displaced families. Following preliminary findings, cash assistance programme for shelter, including a host family support and a rental assistance component, was proposed to the Slovak Red Cross. The National Society agreed to implement the programme in six of its branches.

In July and August, the Slovak Red Cross focused on developing shelter programme workplan and budget, technical standard operating procedures (SOPs) and minimum housing standards. On 28 July, the response team held a National Shelter Programme workshop with SRC branch directors and staff to discuss and validate the targeting strategy; selection criteria and scoring system, analyse problems and risks, discuss options for the exit strategy, handover to local authorities and organisations, and provide guidance on integrating PGI, CEA and MHSPP into shelter programme. Following the workshop, the strategy, approaches, and materials were adjusted to reflect discussions held during the workshop.

The Netherlands Red Cross 510 group provided information management (IM) support to the Bratislava office to set up the CVA IM architecture for the Cash for Shelter pilot. Two colleagues from 510 joined the operation in Slovakia and worked with the IFRC Surge Shelter Coordinator and the SRC Operations Manager to finalise the digital toolkit to be used for registration, selection, and enrolment of participants in the programme and payments.

A pilot for the implementation of shelter rental assistance and host family support was initiated in Poprad. Selection criteria for people assisted was finalised through the use of existing mechanism (EspoCRM and RedRose) for CVA registration, eligibility determination and payments. The eligibility of the family for one, two or three bedrooms depended on the number and ages of the family members that was automatically calculated by EspoCRM. For the verification of the housing adequacy standard, documentation of follow up visits to the accommodation, Kobo tools was used due to its ability to work offline and deal with complex entries. The interface of three applications was tested in real time situation and implemented in Poprad.

The learning from the pilot shelter programme in Poprad has been incorporated to the programme. Monitoring visits to confirm the occupancy of the enrolled families, protection concerns and other issues between host and hosted families were conducted, 100% occupancy was found without any concern from either family.

The Humanitarian Service Points (HSP) staff has been assisting families to identify the accommodations and making agreements with hosting families. To increase the registration and enrolment of the displaced families, significant steps have been taken, including intensive CEA activities, dissemination of the programme to multiple actors and ensuring the proactive involvement of the registered families in the accommodation identification process.

In 2023, Slovak Red Cross has transitioned from emergency shelter to mid to longer-term shelter support by implementing a housing and accommodation programme. The housing and accommodation programme in Slovakia gained momentum in February; registration and enrolment have increased compared to the previous months. By the end of February 2023, 369 people had registered for hosting or rental support, and out of these, 209 households (76 households for hosting support while 133 for rental support) were enrolled for rental and hosting support in various branches through Humanitarian Service points and received at least one month rent including one-off payments for purchasing housing items. Households who were eligible for a third payment also received a winterization grant of EUR 300. To promote and sustain the hosting support and cohabitation,

the hosting situation is continuously monitored, and issues are addressed. It was observed that host families report to Red Cross an increase in energy consumption due to the hosted families. The Red Cross conducted awareness-raising activities to conserve energy and reduce energy bills. Flyers were developed to sensitize the displaced people on the use of energy as well as hosting families were given information to adopt techniques to reduce heat loss during winter. During the formulation of the tripartite agreement, displaced families were given an orientation on adopting water/energy-efficient behaviour.

To promote self-sufficiency among the displaced people to continue the rental support after the end of this programme, the Branches which are involved in the shelter support also run integration activities through language training and other activities.

The criteria and enrolment process were finalized in February after consultation with branches and the 510 teams and now the enrolment and payment system is in place to roll out the Slovak family support programme which targets 60 most vulnerable families; a 20% of the overall target that are at risk for eviction.



#### **Cash and Voucher Assistance**

## **Objective:**

The most vulnerable displaced communities have their needs addressed through the use of cash.

Giving cash to people affected by disasters is an effective, efficient, and transparent way of providing relevant and adequate humanitarian assistance to the most vulnerable. Cash assistance ensures people have the freedom, dignity, and independence to decide on their own recovery. It also supports local economies by restimulating the markets in areas where affected people live.

## Regional

## **Key Highlights**

For the past year, CVA has been a central part of the Red Cross Red Crescent (RCRC) Movement response to the immense humanitarian needs due to the intensification of the international armed conflict. The IFRC worked with National Societies in the region to integrate cash programming into their own systems. Part of this process included finalising data sharing agreements between IFRC and National Societies, training on tools and providing access to systems that currently in use. In less than 1.5 months after the escalation of the crisis, with support from the IFRC and/ or ICRC, National Societies in Ukraine, Russia, and Poland launched CVA programme. Between April to July 2022, National Societies in Romania, Slovakia, Belarus, and Hungary joined the programme, too.

Later in the year, the regional CVA team worked closely with National Societies in Bulgaria, Moldova, as well as in the Baltic and Balkan regions. The team provided capacity support to the country offices through weekly CVA country level meetings, currently covering Slovakia, Bulgaria, Hungary, Poland, Ukraine, Moldova, Russia, Belarus, Romania, and the Baltics. The CVA Preparedness Delegate is working closely with country teams to identify those National Societies interested in support for Cash Preparedness and supporting them to inform the country plans for 2023.

Two main payment solutions were offered for cash distributions in responding countries: the IFRC VISA cards and MoneyGram, with the latter offering digital pick up and IBAN transfers in addition to face-to-face pick up. In the countries with an ongoing cash intervention, automatized chatbots are available to people assisted through Telegram, WhatsApp, or Viber. <u>A self-registration app</u> for CVA built by RedRose is now being used in Romania, Poland, Slovakia, Hungary, Bulgaria, Moldova, and Lithuania.

The latest achievements of the regional CVA team include planning the launch of self-registration app for CVA version 2.0 with some important features being tested by implementing new multipurpose cash programme in Lithuania. The updates include a service that is able to read a variety of ID documents from different countries

which will better allow it to be deployed for programmes supporting host communities and more exportable outside this operation. It will also have the option to introduce enhanced checks in order to confirm applicant's location as well as a number of new automated products to reduce the burden on staff or volunteers and respond more quickly to registrants' requests.

The regional CVA team is currently providing technical support to the regional Shelter team to implement rental assistance using cash transfers and have also started discussions with Health team for potential programmes that include CVA as the preferred modality to provide assistance to people with healthcare needs. Internal coordination activities performed by the regional CVA team include ongoing discussions with Partner National Societies concerning CVA activities and access to Framework Agreements with Financial Service Providers and RedRose. The team is also engaging with IFRC working groups and other parts of the Movement on the topic of common assistance platforms and access to remote registration for migrants. External coordination activities include continued engagement at country and regional Cash Working Group level.

With the support of Netherlands RC 510 team, the regional CVA team has now published multi-purpose cash (MPC) <u>dashboard on IFRC GO</u>.

In addition to incorporating recommendations of the Cash-Hub's CVA review, the regional team monitors responses from the Post Distribution Monitoring (PDM) via a PDM dashboard allowing the team to analyse programme activities across the region, as well as to maintain the accountability of the programme to the target group. Participating countries have the space to add additional questions to the core PDM form and align it with the minimum donor reporting requirements, including the needs of the other programme sectors, such as Shelter, Health, and Education.

#### **Challenges**

IFRC Regional CVA team is working closely with Global Cash team and legal adviser to overcome some of the pending issues for app 2.0 launch.

## Ukraine<sup>51</sup>

Cash and voucher assistance is the central response modality of the IFRC response to the crisis in Ukraine, which is in line with the findings of the regular IOM surveys in Ukraine that show that up to 70% of IDPs and non-displaced people are in need of financial assistance as their primary need. In Ukraine, the IFRC works directly with the Ministries to support the Ukrainian Red Cross Society (URCS) in its auxiliary role to the government and the national-level response. These include agreements with 1) the Ministry of Social Policy to assist conflict-affected vulnerable people in need (older 65+ people with low pensions and IDPs with disabilities), 2) the Ministry of Communities, Territories and Infrastructure Development to assist hosts that provide residential accommodation for IDPs (for covering utility costs), and 3) the Ministry of Veterans Affairs to assist war-wounded veterans with disabilities.

1. Cash and voucher assistance to support basic needs of vulnerable conflict affected households and IDPs. MoU with the Ministry of Social Policy / RedRose pilot

The URCS, the Ministry of Social Policy of Ukraine, together with RedRose, signed an MoU to implement a pilot project on cash support for vulnerable categories of IDPs: 65+ older people with the pension below 3,000 UAH, and IDPs with disabilities or chronic illnesses. Out of 48,270 people who registered in the Ministry system (eDopomoga), IFRC agreed to cover 21,076 applications by those who satisfy the set of identified vulnerability criteria. The amount of assistance was UAH 2,220 per person during 3 consecutive months (which were paid in one transfer of UAH 6,660). Overall CHF 4.6 million were distributed under this project. Initially the pilot project was planned to cover IDPs only in Khmelnytskyi region, but upon the registration data, the people assisted were from all the regions of Ukraine.

<sup>&</sup>lt;sup>51</sup> Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section. Public

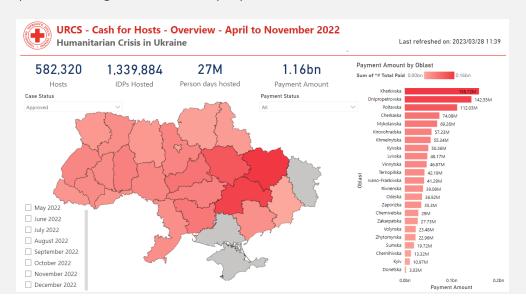
# 2. Ministry of Communities and Territories Development (MCTD) cash assistance to people hosting IDPs for free in their residential premises to cover additional utilities costs

As part of its auxiliary role to the government of Ukraine, the URCS, supported by IFRC, made an agreement with the Ministry of Communities and Territories Development to support them with funding cash transfers for families/individuals hosting IDPs in the amount of 450 UAH (approx. CHF 12) per month for each IDP hosted to cover their utility cost. IDPs and hosts could register with the local state authorities via the web platform or through the Ministry offices via the special website <a href="https://prykhystok.gov.ua/">https://prykhystok.gov.ua/</a>. Hosting households need to apply for this support via Regional Military Administrations as agreed under the MoU between the parties and will be validated after examination of the relevant paperwork submitted. After validation, a different regional list is provided to URCS for payment.

This project was launched by the URCS in April 2022. The IFRC started to make transfers to the hosts in November 2022 and continued doing so during the reporting period, having covered the payments for the hosting months since April till December 2022. Based on the funding available for this project, the IFRC commitment is to support IDPs hosts through a hosting program until the end of winter (March 2023), while continuing to seek more resources to cover the needs until the end of 2023. IFRC is contributing to this project under URCS/RCRC Shelter Strategy (April-September 2022) and Winterization Plan (October 2022 - March 2023). The Ministry collects the data of people assisted from the oblasts and shares them with the URCS for further payments via Red Rose. On 6 September 2022, the parties to the MoU with MCTD, amended the agreement to increase the amount of cash transfer from UAH 450 to UAH 900 (approx. CHF 24) for the hosting months starting from 1 October till end March as part of winterization response, to account utility costs increase due to increasing heating bills in the winter period.

While building a long-term sustainable Cash management platform and system owned and operated by URCS, IFRC has, in the meantime, supported URCS to process people assisted data management and payments through its existing Cash management system – through the global agreement between Red Rose and IFRC. This temporary solution enabled URCS to operate multiple donor funds (IFRC, ICRC, PNS, IOM, UNICEF, Ministry of Reintegration of the Temporary Occupied Territories) in compliance with international CVA guidelines and facilitate the coordination of multiple partners in Ukraine through modalities such as vouchers, multi-purpose cash, and thematic cash assistance. The URCS has also committed to work with Red Rose on the development of their own cash management platform, in order to automate processes and increase transparency and accountability towards CVA activities nation-wide. This process is going to be implemented throughout 2023.

During the reporting period, up to CHF 30 million were spent by URCS, with the support of the partners (mostly IFRC) on this CVA programme. Out of over 582,320 payments done in November 2022 – March 2023, the number of unique hosts that received assistance is around 130,000 people, which hosted the approximate number of (unique) IDPs being around 470,000 people.



# 3. Multi-purpose cash assistance for veterans with disabilities, under the MoU with the Ministry of Veterans Affairs (MoVA)

Within the scope of the MoVA project 25,000 veterans living with disabilities category I and II will be supported with cash assistance to help meet their basic needs. For 4 months, the amount of UAH 4,000 (approx. CHF 100) will be distributed, totalling UAH 16,000 (approx. CHF 400) per person. The data sharing agreement was signed between IFRC and Red Rose. Due to the sensitivity of the veterans' data, this issue was also reflected in the agreement signed with the Ministry. The project, which was planned to start on 24 August and later 14 October, was postponed multiple times, due to such reasons as:

- DIIA (digital state platform for providing state services) infrastructure was damaged by the missile attacks on the electricity infrastructure during October 2022,
- data protection mechanisms and procedures needed to be agreed by several Ministries,
- all these changes needed to be reflected in amendment and technical annexes with the MoU, which have been signed by all parties in January 2023

On 16 February 2023, the programme was finally launched with the registration of the target people, which resulted in the registration of over 9,500 veterans. In February, URCS sent the transfer to over 4,500 people (and the rest was sent during March). Before making the payments, a verification exercise was conducted within the Ministry premises with a team formed by the IFRC and the URCS staff and volunteers. Because of the data sensitivity, personal data regarding selected sample will be taken from the Ministry system. Verification of data will be conducted independently jointly by URCS/IFRC CVA teams, through an agreed sampling size of people assisted. This exercise will continue during the entire duration of program implementation. Meanwhile, Red Rose has completed and tested data sharing with the Ministry and payment transactions with the bank. All technical aspects are ready and well-functioning. During March, it is planned to register another 15,000 veterans for the programme. Also, in April, it is planned to conduct the PDM among the people assisted during the first round to be able to take their experience into account to be able to adjust the programme based on the feedback. And in July, it is planned to conduct a final PDM after the people affected received the entire assistance for 4 months.

Also, IFRC supported URCS in leading the RCRC Movement Coordination on cash assistance in Ukraine. This includes regular engagement with operational PNSs and ICRC. IFRC will continue to provide technical support to partners and ensure that interventions are developed, delivered, monitored, and harmonized, adopting similar tools and approaches to the extent that it is possible and ensuring that learning and good practice are shared and replicated. IFRC and URCS co-chair the Cash Working Group with a renewed focus on how the group promotes the consistent use of harmonized and contextualized CVA guidance, approaches and tools among Movement partners and enabling effective collaboration and partnerships. IFRC also supported the URCS and other partners in the development of the Unified Plan (One Movement / URCS Plan) for 2023-2025 on cash assistance.

Moreover, with the support of other partners, since the beginning of response, the URCS was distributing vouchers to people on the move across Ukraine. Altogether, in 2022, 57,313 vouchers for the retail stores were distributed by the URCS for the sum of around UAH 154 million (CHF 3.83 million).

Also, in September-December 2022, URCS, with the support from ICRC and the partners that contributed to the Emergency Fund, in cooperation with the Ministry of Reintegration of the Temporary Occupied Territories, was distributing hard cash (via the national post office, UkrPoshta) in the amount of UAH 1,200 (approx. CHF 30) per person to 68,922 people who live on the territories that returned under the Ukrainian Government control (including Kharkiv, Kherson and Donetsk region). Altogether, UAH 82.7 million (CHF 2.06 million) were spend on this assistance by URCS.

Also, with the bilateral support of PNSs, like Swiss RC, URCS was distributing cash assistance and retail store vouchers in the regions (Ivano-Frankivsk, Ternopil, Kirovohrad regions) assisting around 18,000 people. And, with the support of Danish Red Cross, URCS regional branch in Cherkasy was assisting with multi-purpose cash grants of EUR 215 to over 9,000 IDP hosting households.

## Hungary

IFRC and HRC in Hungary worked together with external partners starting cash sub-working group under the established Basic Needs Working Group (BNWG) and to discuss CVA planning amongst multiple actors in the country. HRC led needs and market assessments, as well as obtaining information on financial service providers coverage and available funding support by government activities.

As part of the preparation for the CVA programme, HRC and IFRC conducted a pilot programme, involving up to 250 people in three counties of Hungary, to collect evidence on core elements of the CVA programme, such as the correct eligibility criteria of assisted families, as well as the amount and frequency of payments per family.

The study found that displaced people from Ukraine had spent most of the financial support on food, medical, and hygiene items. Smaller payments were linked to education, utilities, telephone, or other personal expenses. No participant mentioned that they used their funds to pay for rent or debt. The results were presented to representatives of the Ministry of Foreign Affairs and Trade, Ministry of Innovation, and Aliens Policing in Hungary. Following high-level advocacy carried out by IFRC leadership, after the successful pilot CVA application in Hungary, the Hungarian Government has approved the CVA programme and HRC was assigned as main organisation implementing CVA programme in the country.

In October, the NS and IFRC launched the nationwide CVA programme that targeted 3,000 individuals with multi-purpose cash to meet their basic needs. The team recruited additional staff, updated relevant systems, for example – RedRose registration application, and set up HRC helpline for people applying for CVA. In December, the target for CVA was increased to 6,000 individuals allowing for financial assistance in winter season. Additional 250 people from the most vulnerable Hungarians were selected by the HRC in close collaboration with the municipality, and they were provided with MPC too. By the end of February 2023, HRC has supported 6,364 people with CVA.

#### Moldova

In Moldova, the IFRC implemented Winterisation CVA programme that targeted 33,333 people, or 1,111 households, affected by the ongoing armed conflict in Ukraine. Out of 33,333 people, 26,667 individuals were displaced people from Ukraine, 6,666 – Moldovan host population. The transfer value for the winter cash support was MDL 1,189 (approx. CHF 60) per person for 5 months in a one-off payment. People to be assisted were selected based on the vulnerability criteria agreed between IFRC and National Societies in the region.

To assist people with registration for the cash assistance and solve the barriers and issued encountered for the CVA, National Society together with the IFRC established Call Canter providing information in English, Ukrainian, Russian, and Romanian languages. An automatized chatbot has been set up to assist people through Viber, WhatsApp and SMS.

IFRC and MRCS met with the Ministry of Labour and Social Protection representatives to coordinate CVA activities in the country. All parties signed the Memorandum of Understanding between the MRCS and the Ministry of Labour and Social Protection. Based on the agreement of data sharing, the list of vulnerable Moldovan populations (families with children with severe disabilities) was shared with the RCRC partners for winter cash assistance.

## **Poland**

With the continued support of the IFRC, by the end of February 2023, PRC Multi-Purpose Cash (MPC) Programme has reached 45,529 individuals (18,970 households) with more than CHF 24.5 million disbursed (between one to four instalments). 16,472 households received all four of their instalments under the operation. Staff and volunteers involved in the programme were trained on CVA, PGI and CEA.

The MPC programme was completed in Warsaw, Lodz, and Bydgoszcz with new registrations starting on 1 February 2023 in Kielce. The registration period was restricted for 14 days following the experience in other

branches where in only few days a high number of people registered to the programme. In total, 2,714 households were approved for the assistance in Kielce.

To ensure that the MPC programme aim assist displaced people who are physically present in Poland, teams working on the programme integrated geo-fencing system within the App. The geo-verification rule was implemented for the first time and tested in Kielce requiring people to confirm their geolocation within 48 hours after receiving the link for registration.

In late 2022, the Cash Working Group in Poland agreed on a winterisation MPC package that included a one-off winterisation top-up. In total, 2,347 households received winterisation assistance. The criteria to receive the assistance included people who already participated in the MPC programme of IFRC and PRC and have at least one person 60 years or older in the household, as this group is less likely to be able to meet their basic needs increased due to the winter period.

To find out the effectiveness of the programme, in February 2023, CVA teams conducted winterisation Post-Distribution Monitoring (PDM) by interviewing 253 individuals. More than 85% of people reported that they were satisfied with the amount received, and nearly 38% of the participants considered that the amount received covered their and their family's winter needs.

IFRC support to PRC in CVA sector included the recruitment of CVA experts, Enumerators for Cash Registration and Application activities, as well as improving the NS data collection techniques and training volunteers in data management related to CVA. German Red Cross implemented similar MPC programme in Lublin reaching 1,000 households.



#### Russia

In coordination with the RCRC Movement, the initial response of the Russian Red Cross included distribution of multi-purpose (food and essential household items) and pharmacy vouchers. Feedback collected from the recipients revealed that most of the people affected preferred receiving financial support in the form of CVA giving them greater flexibility to purchase what was needed.

Displaced people from Ukraine in Russia can receive cash assistance via bank transfer only if they are registered in Russia officially. Those not registered have no access to bank transfers. In order to respond to the needs of displaced people from Ukraine despite their registration status within Russia, the Russian Red Cross continued the provision of multi-purpose and pharmacy vouchers to displaced families from Ukraine that are undocumented in Russia, while launching multi-cash programme for those registered officially.

People to be assisted were selected based on the vulnerability criteria agreed between IFRC and National Societies in the region. The volume of cash assistance was linked to the size of a household (1-2 members: RUB 5,000 (approx. CHF 60); 3-4 members: RUB 10,000 (approx. CHF 120); 5 and more members: RUB 15,000 (approx. CHF 180)).

Distribution of vouchers was organised in 18 regions. A total of 17,805 households (51,634 people) received pharmacy vouchers, 8,698 people received vouchers for clothes and 11,478 households (30,851 people) received vouchers for grocery stores (37,981 vouchers distributed in total). Distribution of multi-purpose cash is ongoing in 32 regions (28 regions with IFRC, 4 regions with ICRC) and around 78,000 people were assisted, including 12,141 households (35,208 people) with the Emergency Appeal funding and 20,943 (43,541 people) households with the ICRC funding.

#### Romania

Since the beginning of the CVA programme in Romania, 76,156 people received CVA support of a total of CHF 22.89 million. Romanian Red Cross Call Centre and service points are available to target group during the registration to solve the barriers and issues encountered for the CVA programme.

The CVA programme surpassed its initial target of 55,000 approved registrations through the mobile self-registration application. After a deduplication process between the RRC and UNHCR CVA programme, people who were registered in both systems were assigned to either UNHCR or RRC, depending on who they registered with first, and removed from the other's system. Registered households have been notified about this change through messages sent directly to their mobile devices.

The Cash Working Group in the country finalised registration processes, eligibility criteria, and selection criteria for participants in the two Winter CVA programme (one being a one-off cash distribution for winter clothes and thermal needs, and another being recurring cash assistance to cover heating costs).

In December, RRC launched the Winter CVA programme that targeted 12,000 individuals. Within three weeks, the target for registration was exceeded with over 22,400 applicants being deemed as eligible. Approved participants received their first tranche of cash payments in the same month.

The NS was also engaged in activities of distributing vouchers for food, clothes and medicine to displaced people from Ukraine as a support during winter and to cover growing needs for medicines and medical treatments, especially for patients with chronic illnesses.

#### Slovakia

Since May 2022, Slovak Red Cross has provided emergency cash assistance to approximately 3,250 households who had to flee Ukraine due to the conflict. In total, more than CHF 3 million has been disbursed directly to families with specific vulnerabilities. The IFRC-supported cash programme was finalised on 31 January 2023, with the fifth monthly round of payments sent to all households. The programme will now be fully handed over

to the Ministry of Labour, Social Affairs and Family that is providing material needs allowance to all people with TP status.

The Red Cross has also partnered with UNICEF and IOM to create referral pathways for households who are entitled to special grants, for instance for people with disabilities.

A Cash for Education intervention has been implemented to support the CVA programme recipients with schooling costs for 1,593 children (aged 3 to 17). The families received EUR 120 per child aged 3 to 17. This amount is aligned with the one-time top up that UNICEF provided to families with children to households who are enrolled for UNHCR cash assistance.

Over the 2022-2023 winter season, the IFRC provided winter cash assistance to a total of 4,596 individuals (2,716 households). This assistance was in the form of a top up to the regular cash assistance through a one-off payment per household with the amount of the assistance being in alignment with the government's social protection mechanism.

All displaced people from Ukraine registered with IFRC multi-purpose cash grant received a top up one-off unconditional multi-purpose cash grant intended to help families meet increased costs during the winter months. The assistance helped people to protect themselves from the harsh winter conditions, which witnessed considerable levels of snowfall and sub-zero temperatures.

According to the findings of a rapid post-distribution survey that was conducted in February 2023, 43% of the respondents said that the winter assistance significantly improved their overall well-being while 41% said there was a moderate improvement in their well-being. Further, the survey revealed that 45% of the respondents were very satisfied while 49% reported being satisfied with the winter assistance. As reported by close to 70% of the respondents, most of the assistance went to purchasing appropriate winter clothing and warm bedding. A small number of the recipients used part of the grant to pay off their debt.

With its domestic funds, Slovak Red Cross has purchased 3,500 supermarket gift cards (Kaufland), with a value of EUR 30 per card. Staff and volunteers at Humanitarian Service Points distribute these cards to vulnerable displaced people from Ukraine to support them in buying the food and essential items that they prefer.

#### **Belarus**

In August 2022, BRC began preparatory work for CVA programme with the support of the IFRC and ICRC. By the end of 2022, a total of 2,466 vouchers were distributed to around 1,589 households in vulnerable situations (around 2,496 people).

Through Belarus RC, with UNHCR funding, around 300 families received CVA in June – August 2022.

CVA delegate is recruited in the IFRC Country Cluster Delegation (CCD) for Russia and Belarus to support the distribution of CVA.

UNICEF will distribute cash for the families with children during winter season. The joint approach was reconfirmed by the IFRC, ICRC, UNHCR, and UNICEF in March 2023. With support of UNICEF, 525 certificates were issued to prepare children for kindergarten and school.

The emergency cash assistance programme was closed on 31 January (the final 5<sup>th</sup> round of Multi-Purpose Cash Assistance (MPCA) payments were sent to people assisted). Red Cross reached all people assisted with larger balances via the helpline/SMS and informed them about the balance. The large majority withdrew their balances.



## Livelihoods

**Objective:** 

Communities in crisis-affected areas and the displaced can recover their livelihoods, while refugees' access to employment opportunities is improved.

IFRC is currently scoping potential support for food security and livelihoods in Ukraine and surrounding countries, identifying interventions that address needs and align with the National Societies capacity, experience, and strategic priorities.

## Regional Key Highlights

Discussions are ongoing with the URCS Livelihoods Unit on livelihoods support options which could aid livelihoods recovery, building on their previous experience. Livelihoods support in surrounding countries will focus on assisting migrants and displaced people in accessing labour markets and successfully gaining employment. Some National Societies have already initiated this support<sup>52</sup>. A Federation partner with extensive experience in supporting refugee employability in Europe is offering to provide specialized support.

Consultation with Federation partners and ICRC is ongoing to ensure livelihoods assistance is well-coordinated and complementary, utilising partner expertise and experience in supporting livelihoods within each country and similar programmes elsewhere working with displaced people and post-conflict recovery. The IFRC Livelihoods Centre has established a help desk specifically for this response and can provide training for National Society staff and volunteers where requested.

Spanish Red Cross to deploy a Delegate to the Region, to start preparing the Employability programme interested countries. Besides Ukraine, Poland and Slovakia have shown interest.

IFRC engages with key agencies supporting Food Security and Livelihoods (FSL) in Ukraine and attends the FSL Cluster to understand current FSL support being provided, identify gaps, and identify where the Federation-wide approach can add value.

#### **Challenges**

While the Ukrainian RC is prioritizing its emergency response, its Livelihoods Unit is developing possible future interventions for the National Society to consider. The most urgent issue currently discussed is the preparations for actions regarding winterization.

Neighbouring National Societies supporting refugee access to employment would welcome support from Federation partners experienced in employability.

#### Ukraine

During the one-year response, 6.56 million people received assistance with hot food and food parcels, including food for children. Additionally, the URCS supported around 72,000 people in vulnerable situations with retail store vouchers (Silpo and Aurora) with the support from the World Food Programme, Save the Children, Estonian Refugee Council, German RC, AutRC, and Swiss RC.

#### **Belarus**

Throughout the year, BRC supported displaced people from Ukraine in employment and organisation of professional training. The NS cooperated with various organisations and assisted 17 people in obtaining employment. Some workplaces provided accommodation significantly improving displaced families from Ukraine situation. BRC also supported families in accessing discounts for meals in school for children.

84

#### **Poland**

Spanish Red Cross has been providing support in strengthening PRC's capacity of implementing the Livelihood employability programmes started with four districts in Poland to improve the access of displaced people from Ukraine to the labour market in Poland.

The Polish Red Cross Gdansk branch started a pilot on employment support to displaced people from Ukraine in July 2022, by providing information on the local labour market in collaboration with the local Employment Service, conducting individual labour guidance and psychosocial support sessions and supporting with CV translation and writing.

The PRC Employment Activation Project has been ongoing since November 2022 in four districts: Pomorskie, Lódzkie, Malopolskie and Mazowieckie. The programme aims to reach a total of 1,512 participants who will receive information on the local labour market, support on CV writing and translation, labour counselling and skills and professional training. In addition, Polish language classes, psychosocial support and legal counselling are also offered. A PRC Employment Project Coordination Team coordinates and supports the project progress at the national level, with the backup support of the Spanish Red Cross. On 9 January 2023, 13 volunteers from three districts were trained.

Up to 28 February 2023, a total of 799 people have been reached by the project, 131 received individual labour guidance, 47 were helped with CV translation, 71 attended group information sessions on the local labour market, 125 received Polish language lessons, and 34 completed one of the 13 professional trainings offered.

The PRC districts have signed collaboration agreements with professional training centres, local public employment services, and other stakeholders providing support for the social inclusion of displaced people from Ukraine in Poland.

In February 2023, the number of displaced people from Ukraine reached with the employment programme were as follows: 183 people in Krakow, 124 people in Gdansk, 98 people in Warsaw, and 67 people in Lodz.

The number of districts implementing the PRC Employment Activation Project will increase in 2023 with two (total six districts). Spanish Red Cross will support the establishment of the project in Wielkopolska and Podkarpackie districts in the following months. Planning activities in those new branches have started. As per agreement with PRC, Movement partners interested in conducting livelihood and life skills programme will follow the model piloted by Spanish RC which will have the technical lead on the sector.

#### Romania

RRC reached over 8,000 people through food assistance at branch offices, border points, and Humanity Concept Stores. 64 children were supported with day-care and language classes and 15 people were provided with consultations on employment. The NS facilitated Romanian language and Latin alphabet courses and assisted children in accessing online classes with their teachers in Ukraine.

In July, the Romanian Government launched its National Action Plan in response to the Ukraine crisis, announcing a range of state-funded activities, mainly focused on housing, employment, and social welfare-related programmes that IFRC and RRC aimed to complement in coordination with national authorities.

In August, multisectoral needs assessment was carried out using a digital platform. The results of needs assessment are being used to define the future humanitarian services in Romania.

A winterization plan has been developed together with Romanian Red Cross. The plan has been endorsed by Ministry of Emergencies of Romania.

#### Slovakia

SRC has been working on livelihoods activities, such as support programme for labour market integration as part of the social counselling and referrals provided at the HSPs. Two SRC branches in Dolný Kubín and Senica were running vocational training courses for displaced people from Ukraine. Branches in Prievidza and Kosice started language courses for the people affected.

Unavailability of childcare services in Slovakia was identified as a significant barrier for displaced women from Ukraine to start work. Publicly available childcare services are very limited and cannot meet the needs of the Slovak population. To open a childcare service centre privately, the legal process and approvals, admin and procedural process are lengthy. Considering these two factors, SRC and IFRC is planning to support children with after school-activities to partly meet the need.

The livelihood framework focusing on integration and employability was developed and shared with Slovak Red Cross HQ. Slovak Red Cross convened a branch-level consultative meeting in first week of February 2023 to discuss the need to move from emergency to longer-term support. Seven branches participated in the meeting. Prior to the consultative workshop, a questionnaire was sent to the branch director to be prepared for concrete inputs during the workshop. Based on each branch's observations and experience, the participants of the livelihood group identified various activities from short to mid-term, which were then grouped into two packages. Now few branches will implement package 1, while others will implement both packages. Entrepreneurship and business skills training will not be part of livelihood strategy due to various reasons.

There is a need to standardize and harmonize the livelihood/integration approach across all the branches, to achieve this, standardization of the intervention has been started and the curriculum duration and prices list has been developed and agreed upon for the language course. The same will be followed for vocational courses.

#### Russia

The Russian Red Cross assists in ensuring that people developed good coping strategies. For instance, in Voronezh, the local branch organizes visiting nurses' courses (144 hours in total, of which 66 hours are practical activities). Certificates, accepted by the state organizations, are issued upon completion. In November 2022, 17 displaced people from Ukraine were trained in such courses and three of those trained have managed to secure employment.

The RRC started a monitoring to identify the most popular professions and areas of education, according to the results of which educational programs will be created within the framework of the RRC, as well as tuition in specialized organizations will be paid. Further support to ensure employability will be provided through the case management system. A database will be developed to ensure that the data is well maintained.

The following were sent to the regions to assist the displaced people:

- more than 13,000 SIM cards with discounted rates
- more than 17,500 pharmacy vouchers
- more than 8,500 vouchers for clothing
- more than 11,000 vouchers for grocery stores.

## **Protection And Prevention**

(Protection, Gender, and Inclusion (PGI), SAFAGUARDING, Community Engagement and Accountability (CEA), Migration and displacement, Longer-term: Disaster Risk Reduction, Environmental Sustainability)

National Societies since the beginning of the crisis have supported over 929,480 people at Humanitarian Service Points, temporary accommodation, and temporary collective centres as part of the Federation-wide response.



# **Protection, Gender and Inclusion**

**Objective:** 

The different people impacted, displaced by or fleeing the crisis are safe from harm including violence, abuse and exploitation, discrimination and exclusion, and their needs and rights are met.

The demographics profile of those who have been impacted and the nature of the conflict has exacerbated pre-existing risks, including trafficking, exploitative labour, family separation, sexual and gender-based violence, and sexual exploitation and abuse, particularly for children. The conflict is strongly affecting children's access to education: in Ukraine, schools either are operating in distance modalities or have suspended learning activities; for children that have left the country, the main barriers are language and transportation. 18 percent of displaced people are children between 5 and 17 years old. In 2022, two-thirds of children in Ukraine have left their homes due to protection risks, and only 62.7% of their protection needs were covered in the past year. Discrimination and practical barriers to accessing services is also a risk, particularly for identified groups of displaced people, such as stateless people, third country nationals and groups, such as Roma, persons with disabilities and LGBTQIA++, as a result of less protective legal frameworks and discriminatory practices. There have been reports of conflict crimes perpetrated against civilians, including the use of sexual violence as a weapon of conflict, and targeted violence against civilians and civilian infrastructure (including hospitals, schools, public buildings, and private homes) in many cities.

Recent Inter-Agency reports and Protection Working Group findings highlighted that many women in particular lacked knowledge of when and how humanitarian distributions are carried out as well as on information about safety and security. Marginalised populations, such as Roma, older people, and female heads of households, often lack access to internet or smartphones and, therefore, information on ongoing events. In addition, a recent Amnesty International report highlights that the raising costs of living have had a particular impact on women and girls, with women reporting having to choose between menstrual hygiene products and food for their families <sup>53</sup> as well as the need for women to be involved in decision making at all levels. Many people noted that they did not know whether they were allowed to stay in neighbouring countries beyond or how to get protection visas, as well as how to obtain long-term work, and therefore travelled back to Ukraine assuming it was safe. Women and children, often unaccompanied, face increased risk of sexual exploitation and abuse when crossing borders.

Key gaps that have been identified for these specific targeted population include: safe Referral pathways for Sexual and Gender-Based Violence (SGBV) survivors using a survivor-centred approach, prevention and response mechanisms on human trafficking at borders as well as safeguarding in general, access to health services, including access to sexual and reproductive health (SRH), with various groups needing access to specialized medication and treatment (hormone replacement therapy, for example), targeted support for the Roma communities, lack of safe and accessible accommodation for women, the LGBTQA+ community and people with disabilities

Through its Protection, Gender, and Inclusion (PGI), and Safeguarding work, <u>IFRC aims to prevent</u> and respond to issues of violence, discrimination and exclusion, while ensuring that people are safe from harm, respected and their rights are guaranteed.

87

<sup>53</sup> Ukraine: Women face grave risks as Russia's full-scale invasion enters its second year - Ukraine | ReliefWeb

## Regional

## **Key highlights**

The Emergency Appeal has completed the PGI and Safeguarding Operational Strategy based on the 17 National Societies' response plans for the operation. The strategy aims to structure and be a guiding document for the Federation-wide network.

- Protection means addressing violence and keeping people safe from harm.
- Gender and diversity are about addressing discrimination and understanding people's different needs, risks, and capacities.
- Inclusion means actively addressing exclusion by meaningfully involving and engaging excluded people in our work.
- Safeguarding refers to our responsibility to keep people safe from any form of harm caused by the misuse of power by making sure that our staff, volunteers, programmes, and communications do no harm to children and adults, nor expose them to abuse or exploitation.

Based on this strategy, a PGI and Safeguarding Action Plan was developed at the beginning of 2023. The action plan focuses on high-level activities and includes information from all National Societies involved in the response. The Action Plan will allow for a coordinated and organised approach within the region, ensuring that best practices are collected. The plan includes actions at the regional and NS levels.

Some of the key regional PGI & Safeguarding highlights since the beginning of the emergency response operation are listed below:

- The first Regional PGI training was held in Budapest in December, with the participation of three National Societies (Poland, Hungary, and Slovakia) and two IFRC Country Clusters (South Caucasus and Greece). As part of PGI mainstreaming, other IFRC sector (Migration, CEA, and PMER) colleagues had the opportunity to share their strategy and identify a common ground between their sector and PGI.
- The PGI Advisory Group for the Ukraine and impacted countries crisis, between IFRC and cooperation NS was established with specific terms of reference. The participants are the Australian Red Cross, British Red Cross, Swedish Red Cross, Canadian Red Cross, Netherlands Red Cross, and IFRC as chair. The group has started meeting monthly as of February 2023.
- The top priority for January 2023 was accompanying the different field teams in their planning and revision of the National Society Response Plans. The Regional PGI Coordinator conducted three monitoring field visits to Georgia, Montenegro, and North Macedonia. In Georgia, the PGI team led one of the working groups during the planning workshop, which allowed the team to work in close collaboration with MHPSS and Health teams to identify synergies and opportunities for the reviewed action plan. During the monitoring visit to Buda and Bar, the PGI team was able to observe the different child-friendly spaces set up, as well as the MHPSS activities. As it was a joint visit with the MHPSS Coordinator, it was an opportunity to think of possible further actions.

#### **Challenges**

Due to the volatile conflict context, the challenges are constantly changing. Due to a lack of Sex, Age, and Disability Disaggregated (SADDD) information in our response, there are gaps for qualitative and quantitative PGI and Safeguarding analysis and response. To tackle this issue, the Regional PGI team is constantly updating secondary data, and working with field teams to include specific PGI and Safeguarding questions in multisectoral assessments as well as advocating for the collection and analysis of SADDD.

Another common challenge is the misunderstanding of PGI and Safeguarding as a concept and practical tool. On the other hand, the capacity of the National Societies and IFRC teams who have a limited interaction with this area of work also poses a challenge. However, this challenge can also be considered as an opportunity when spaces for training and awareness sessions are available to deconstruct and construct new knowledge.

Finally, linked to the previous challenge, there is a lack of leadership engagement toward PGI and Safeguarding. IFRC field teams and PGI focal points have been key players in advocating to strengthen the file. Therefore, one of the top priorities of the Regional PGI team is the capacity building of PGI and Safeguarding focal points within the Europe and Central Asia region to raise awareness of the importance of the mainstreaming and operationalization of PGI and Safeguarding. Recruiting PGI and Safeguarding staff has also been a challenge, as there is a lack of applications with the needed expertise in the region.

#### Ukraine

As part of its response, the URCS participated in multi-sectoral assessments (WASH, Shelter, Health, Migration/PGI) of selected shelter sites for internally displaced people (IDPs) living in Zakarpattia region. The assessment team visited approximately 14 sites to understand the needs of IDPs and identify recommendations for adjustments and improvements that could be made.

IFRC ROE PGI team supported the National Society to conduct a short ToT on PGI and develop a short list of items for Child-Friendly Spaces. The team continues to participate in external coordination with the Protection Working Group in the country. IFRC has supported the creation of the CEA/Accountability of Affected Populations (AAP) TWG's sub-group with the focus of PGI/Safeguarding to support the work of the Feedback Manager responsible for handling complaints. The IFRC Regional PGI Coordinator, Swedish Red Cross and Canadian Red Cross<sup>54</sup> are supporting the development of Complaint Mechanism, including Referral Pathways and SOPs, to be integrated into the URCS Feedback System. This will enhance the URCS' accountability to the affected populations. The work is done in coordination with the Ukraine Protection Cluster and UN Inter-Agency AAP WG.

In June 2022, based on the request of the URCS Feedback Manager, the Safeguarding Coordinator co-facilitated a five-day training in Lviv on "How to receive and respond to sensitive complaints" for the Feedback Manager and staff at the URCS Information Centre in Lviv.

#### **Belarus**

Belarus Red Cross has engaged in the following PGI activities over the year:

- Organising meetings with the volunteers in Zhlobin (Gomel region) was organized to provide information about RCRC principles, code of conduct, emergency response and violence prevention.
- Providing displace children from Ukraine with games, books, and colouring books.
- Information provision in a form of 4,000 printed material on prevention of violence, non-discrimination, inclusion and RFL.
- Launching annual charity campaign to prepare children to school.
- Organising Christmas Tree charity and New Year's events for displaced families from Ukraine as well.
- Providing counselling to women on violence prevention in the orange room for women's counselling at Zheleznodorozhnaya regional organization of Gomel Branch of BRC. In January 2023, 21 woman received assistance.
- Equipping children's rooms in regional organizations (Kalinkovichi, Mozyr, Novobelizky region of Gomel).
- Organising educational activities. Up until know BRC has held 20 different classes for 53 children.

## Hungary

At the beginning of the response phase, HRC set up mother and child-friendly spaces engaging health teams, in checking for issues related to protection and violence.

In August and September 2022, HRC were working with the district education offices to help children enrol to kindergartens or schools (administrative help, access to obligatory vaccines). For secondary school students

<sup>&</sup>lt;sup>54</sup> Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section. Public

living in Szeged shelter HRC arranged the possibility to attend online courses in Ukraine. HRC has also distributed school supplies for children in shelters.

HRC organised activities for children that were developed on a mobile and as needed basis with the help of Spanish ERU. Specifically by location:

- In Záhony train station, HRC volunteers and staff provided daily activities for children and continue to do so for up to 20 children daily.
- In Győr, a qualified teacher is supported displaced children and their families who were planning to join Hungarian schools in September. The number of children supported through this activity was 46.
- In Dunaújváros, a kindergarten teacher from the Ukrainian community conducted daily activities for children of kindergarten age.
- In Szeged, HRC organised activities for children including singing contests, drawing, LEGO sessions, and other games.
- In the centres managed by the HRC, the NS established child-friendly spaces. On average, 30 children were welcomed in HRC centres.

#### Moldova

Following the Twinning Partnership Agreement with the Norwegian Red Cross, MRCS held a national training "Stop Violence! Stop Bullying!" for all of the MRCS branches. Additionally, all MRCS local branches ran informative sessions focusing on Gender-Based Violence in public spaces and schools. The National Society has also organised trainings on FA for 25 families living with Down Syndrome. Under the Agreement with Norwegian Red Cross, MRCS local branches carried out activities on social inclusion of children with disabilities under the slogan "Disability doesn't mean isolation". Chisinau Red Cross branch started a series of activities for unaccompanied children from the Centre for Resources and Help for Children to help them better integrate into society.

#### **Poland**

Since February 2022, PRC has scaled-up its PGI capacities through the following activities:

- Increasing the number of trainings on PGI and Safeguarding targeting volunteers responding to the needs of the population affected.
- Recruiting PGI Officer and planning to further recruit PGI Focal points in 16 branches.
- Ensuring that safeguarding measures are integrated into recruitment along with screening practices.
- Integrating the PGI approach in all aspects of the Poland operation and developing an implementation plan for the PGI activities.
- Developing safeguarding screening mechanisms and introducing it to new volunteers, including development of tools, translations of materials (Statutory declaration, Child Protection Policy).
- PGI and Cash team in Warsaw providing cash assistance for vulnerable members of Roma community.
- Conducting trainings (Introduction to PGI, PRC CVA Enumerators on PGI for Cash Programming, Volunteer training on Child-Friendly Spaces, Referrals Training CVA team, PGI training for the Rescue Group) for volunteers.
- Organising trainings of the following topics: PGI definitions, Code of Conduct, reporting mechanism, referral pathways, and Protection from Sexual Exploitation and Abuse (PSEA) for 110 PRC staff and volunteers.
- Completing PRC safeguarding self-assessment coordinating with OIAI around support to PRC to establish a safeguarding system, including securing one year funding for PRC to trial integrity line.
- In partnership with IM, MHPSS, ICRC, Call Centre, and RFL teams, creating referral pathways process and database.

• Participating in the inter-sector working group meetings (PSEA, Protection, Child Protection) and the European Parliamentary Group Committee on Women's Rights meeting' where IFRC presented RCRC roles and works regarding the Ukraine and impacted countries crisis response.

#### Russia

With support provided from ICRC, RRC has been working on RFL.

- Number of applications since the beginning of the Ukrainian crisis: 16,393.
- Number of applications: 1,292, of which in progress: 450, and found: 105.
- Number of applications closed: 737.

## Slovakia

Since February 2022, SRC has scaled-up its PGI capacities through the following activities:

- Updating its internal policies, procedures, and content related to volunteering to include protection
  mainstreaming, specifically related to children, women, older people, and people with disabilities. In
  July 2022, the Red Cross Volunteer Code of Conduct and Basic Induction handout were updated mainly
  with respect to the rights and duties of volunteers.
- Developing plans and tools for shelter, cash and vouchers assistance, and the establishment of HSPs to ensure mainstreaming of PGI.
- Welcoming children, older people and women to child friendly spaces in HSPs.
- Supporting the establishment of child-friendly spaces, including private and comfortable areas for breastfeeding, at all border crossing points. A total of 2,158 children from Ukraine have made use of the child-friendly spaces provided at local Slovak Red Cross branches.
- Orientation, supervision, and coaching were provided to the helpline officers on an ongoing basis.
- Implementing internal referral system and pathway (from HSPs to NSHQ/PGI Delegate) in EspoCRM case management system, integrating PGI.
- Organising community-based activities, using disaggregated data available in ESPO so that people with disabilities, pregnant women, older people and children are invited too.
- Ratifying new Statements of Commitment on PGI, Child Protection, PSEA and Environmental Management during General Assembly of Slovak Red Cross.
- Participating in external coordination mechanisms, such as the Protection and Inclusion Working Group and the PSEA Task Force, co-chaired by UNHCR and the Slovak government.
- Providing transportation for people with chronic illnesses or mobility issues who cannot access regular
  transportation to access registration services, accommodation, or other services, including medical, was
  first put in place at the border as part of a two-week pilot project. The pilot for this service has shown
  continued demand. Thus, since 28 February 2022, 2,343 people have been reached with transportation
  services, including 314 with transport to medical services and 1,803 with other type of transport
  services. The most common routes were to and from border points, reception centres, temporary
  accommodation sites and medical service providers.
- Participating in trainings on PGI all year round.
- Organising and revising joint CEA, PGI, MHPSS, and RFL training package for staff and volunteers at Humanitarian Service Points.

 Together with the ICRC raising awareness among local branches and Humanitarian Service Points, as well as external partners about the availability of Restoring Family Links (RFL) services for displaced people.

#### Romania

Romanian Red Cross has developed a referral system in Budapest in order to provide appropriate services for people in need in the health centre. With the support of the French Red Cross, the National Society is developing referral pathways including violence and trafficking in the where the health caravans are to be carried out.

In September 2022, the National Society conducted trainings on PGI, PSEA, and Safer access for directors from over 30 RRC branches.



# **Community Engagement and Accountability**

Objective:

The diverse needs, priorities and preferences of the affected communities guide the response ensuring a people-centred approach through meaningful community participation.

Community engagement and accountability is a way of working that recognises and values all community members as equal partners, whose diverse needs, priorities, and preferences guide everything we do. We achieve this by integrating meaningful community participation, open and honest communication, and mechanisms to listen to and act on feedback, within our programmes and operations. Evidence, experience, and common sense tells us when we truly engage communities and they play an active role in designing and managing programmes and operations, the outcomes are more effective, sustainable, and of a higher quality.

Rapid, informal assessments and data gathering by CEA surge delegates at border, registration and other assistance sites, and review of secondary data have found recurrent requests for information on shelter, jobs, RFL and education. Information requests on temporary protection and cash and other assistance grew from March. CVA registration processes include consultation on preferred communication channels, which provide additional data in countries where CVA is operational already and confirm the comfort of many affected people with digital media. Distinct needs of some specific groups in terms of language and accessibility to information, for instance of Roma communities, are being identified. As feedback mechanisms develop and improved needs data will continue to be collected, analysed, and shared with operational teams to ensure programme are needs based.

## Regional Key Highlights

In alignment with both the CEA and overall response strategy, a customised approach was developed for each country, according to needs, priorities, and National Society capacities. Core activities for information provision, community consultation and feedback systems, National Society capacity strengthening, and inter-agency coordination continue to be the CEA focus, with plans for the longer term to strengthen community connections and build community voices in humanitarian diplomacy products.

The teams developed CEA approach for the CVA programme and customised it to according to the needs of National Societies in Poland, Slovakia, Romania, Hungary, and Ukraine, with training of staff and volunteers, the establishment of helplines in each country, communication materials and SOPs. A particular focus has been on ensuring all digital elements of the CVA programme are accessible, inclusive and community friendly, as well as that in-person provision is created for those who might not be reached through digital processes, such as helplines.

Another successful sector-specific approach to CEA was the collaborative work between the CEA and Migration teams. Together, both teams ensured National Society Humanitarian Service Points met the information and

feedback standards of this standard IFRC migration tool. This includes working to increase awareness of procedures for temporary protection for displaced people from Ukraine.

The CEA team continued to work closely with PGI and Safeguarding regional staff. Most recently, as more sensitive complaints are received through feedback mechanisms, there have been improvements made to the referral pathway process, through better defined information flows and coordination with UN agencies leading on referral pathways. The *PGI and CEA Considerations for Winterization* document was produced to support country teams to mainstream minimum CEA and PGI activities during winterisation planning and implementation.

Holistic approach to feedback and complaints has allowed IFRC to adapt the feedback coding framework for this specific context. This tool allows NS to identify a theme for each feedback received through a feedback mechanism. The aim is now to get all National Societies to use it, so the operation can look at the data in an organised way. Using the feedback of technical teams in the field, the CEA team defined a standardised Coding Framework for the operation, which contains the minimum criteria needed in order to have a snapshot of the region and aims to serve as a tool for consolidating the activities that have been implemented at the country level. These minimum criteria can be adjusted based on the country needs.

CEA teams in the region have developed regional community feedback dashboard, which, at the moment, includes only six countries. However, the plan for the coming months is to integrate the other countries that have implemented feedback mechanisms. This dashboard helps Movement actors to digest and better understand feedback trends to improve programming. In this regard, fourth meetings have been organised with the country operation managers to review the feedback collected and define actions based on these comments. Current feedback trends include insights questions about how to access other Red Cross and other organization support and a large number of questions continue to be requests for information about Cash and Voucher Assistance, including its scope and ways to access it. However, there has been an increase in comments and questions regarding health and psychosocial support services and shelter as well.

The American Red Cross have provided support to review the response approaches to 'Information as aid'. This piece of work looked at how HSPs identify information gaps and how NS provide information and guidance on best approaches. There was a specific focus on how information is shared with both older and child populations, and alternatives to digital information sharing. The report was shared and presented to the Operations Managers and the operation's CEA team to serve as a basis for planning and adapting some of the activities on the ground.

CEA team is actively participating in inter-agency coordination mechanisms in each country where they are active (Poland, Slovakia, Hungary, Romania, Ukraine) to ensure harmonisation of information needs assessment processes, identify potential areas for collaboration, such as training resources and information mechanisms and to avoid duplication. Structures include working groups on Accountability to Affected Populations (AAP) (part of protection WG) and Risk Communication and Community Engagement (RCCE) structures. In Ukraine, CEA is taking part in an AAP task force set up by OCHA to build a coordination structure around AAP, including an AAP WG under the Cash WG. CEA is also active in an RCCE WG that WHO has set up. This group will focus on health RCCE. Links have also been made to potential partner agencies, such as Internews and Translators without Borders/Clear Voices. The partnership with the Netherlands Red Cross 510 Digital team has broadened to include data visualization support whilst the IM team have limited capacity. This work is supporting the regional dashboard for the response in order to share feedback trends with Operation Managers to inform programming.

Ongoing contact with PNS with a focus on CEA. This includes liaison with American, British, Canadian, Netherlands, Danish, German, and Swedish RCS, all providing inputs to the CEA components of the response. A quarterly meeting has been established for sustained cooperation along country, regional and thematic lines. There are regular, bi-weekly coordination between IFRC CEA and ICRC Information as Aid and AAP at the

regional level. A Movement-wide CEA technical working group has been established in Ukraine. The purpose of the TWG is to support URCS in mainstreaming CEA/AAP tools into programming to ensure the response in Ukraine is guided by specific needs, priorities and concerns of the diverse communities impacted by the crisis. Similar groups will be established in other impacted countries as longer-term plans become clearer to build on the current informal cooperation and good relations. Coordination with ICRC has been strengthened, allowing joint CEA/AAP approaches to training for URCS and where necessary other impacted countries.

#### **Challenges**

The multiple demands on National Societies challenge the pace of scale of some activities, particularly as some CEA-related activities, such as feedback mechanisms and participatory programme design, are new to them. The rapidly evolving information eco-system, as agencies set up information provision mechanisms and materials, including chatbots, helplines and hard-copy materials, challenge efforts to ensure affected people's experience to find needed information and give feedback easily despite the collective will for that.

The unpredictable context and population movements within and across countries make targeting information services and capacity-strengthening measures difficult. The multiple directions of the population movement in and out of Ukraine compound this.

The multiple languages involved in the response due to its multi-country nature, together with the limited availability of multi-lingual interpreters and translators, also pose challenges for consistent information provision in finding, on the one hand, operators for call centres who are able to engage with displaced people from Ukraine, and, on the other, National Society and IFRC staff who need to resolve feedback or queries, but who collectively operate in at least three different languages.

The IFRC CEA team has been established and is actively working with National Societies. However, due to lack of resources it is likely that some delegates will not be able to continue until the end of the year. For this reason the IFRC CEA team has focused on strengthening the capacities of National Societies and ensuring the sustainability of the CEA actions being developed.

Harmonising and compiling the feedback collected in each country in order to have a way to analyse trends and other issues across the response remains a challenge. Differences in National Society capacities, coupled with the diversity for methodologies and technologies used for feedback documentation are the main obstacles. With the support of the IFRC IM team in Geneva and the Netherlands Red Cross 510 team, in addition, thanks to feedback from the CEA team in Ukraine, a standard Coding Framework has been developed, which will be used by all National Societies under the response, who have feedback mechanisms. An SOP for the management of the Coding Framework to ensure its integrity was developed and agreed with the CEA team. The implementation of this new Coding Framework is in process and more countries such as Georgia, Croatia and Montenegro want to participate in the implementation.

An additional challenge is ways to measuring the impact that feedback has on the operation. Continued coordination is required to ensure the number of evidence-based operational decisions made on feedback provided by the community.

Furthermore, the team has been facing challenges when it comes to primary data collection. For now, the team has heavily relied on secondary sources, however, it is necessary to collect primary data that goes beyond needs assessment.

#### Ukraine

A CEA Coordinator was deployed to Ukraine to support the URCS CEA approach, including the development of feedback systems, URCS capacity strengthening and support to PNS CEA approach. The IFRC CEA Delegate became a member of the Ground Through Solutions (GTS) advisory group and participates in meetings on the GTS' *Perception Tracking Project in Ukraine*, research on perceptions of affected people on the aid received from different humanitarian organisations. The CEA Delegate is supporting on the development of research tools for

conducting quantitative and qualitative perception surveys in Ukraine. For "information as aid", the main communication channels used by URCS headquarters are Facebook, Twitter, and LinkedIn, as well as a Telegram channel for sharing information on first aid. A dedicated person in URCS is responsible for answering any comments and questions on social media.

URCS re-established its Information Centre in Lviv at the beginning of May 2022. IFRC supported the URCS Information Centre with EspoCRM and Coding Framework integration. URCS has appointed two people from URCS Information Centre and one person from the URCS Communications Department to attend BBC Media Action training on Humanitarian Broadcasting, i.e., Lifeline Communication Training, to support collaboration of media and humanitarians to co-create helpful information for affected populations. In its first month, the call centre received more than 72,000 calls from across Ukraine, since then, the number of calls has increased every month. In total, the Information Centre has received 578,546 phone calls, 24,200 feedback comments from the URCS website feedback form, 6,500 emails and 471 chat bot messages, from the beginning of the response in Ukraine (May 2022 to February 2023). Initially, in May 2022, most calls were for information requests on Red Cross services, WASH, food, and essential household items. Whilst requests for food and WASH remained in August, there has been an increase in support for financial assistance in line with the start of CVA programme in Ukraine, in addition to more requests for shelter support and evacuation. In October, an increase in requests related to the winterisation have been received.

The IFRC CEA team is continuously providing support in capacity strengthening to the URCS Information Centre, including the IM assistance in establishing the CRM, coding framework, chatbots, feedback collection and report analysis, as well as trainings for the operators on handling sensitive calls, such as PGI, CEA, PSEA, and trainings for the URCS management from HQ and Zakarpattia branch, including PNS managers on the importance of the CEA and PGI mainstreaming, governance, risk of SEA and Child Protection breaches and accountability.

CEA-IM Officer for the URCS Information Centre has started working in the end of August and is supporting integration of the Coding Framework into the EspoCRM system of the centre. The Coding Framework will provide a more elaborated and informative analysis of the feedback received through the Information Centre's communication channels and it will be further linked to the branch-level feedback channels. IFRC supported the URCS Information Centre in the development of a training package on the use of the new Coding Framework and roll out of this training with the Operators and the URCS Feedback Manager.

IFRC also supported the URCS Information Centre to initiate integration of the IFRC Regional Coding Framework into EspoCRM to support harmonization of feedback categorization and analysis. The process will be completed by the end April 2023. IFRC supported the URCS Information Centre team in preparation for the Global Launch of the IFRC Feedback Kit. The URCS Information Centre shared its experience in setting up an effective feedback mechanism in a complex environment, including its process in handling sensitive feedback. The new IFRC feedback kit will be utilized in supporting URCS in setting up/reinforcing branch level feedback mechanisms within the response and to complement the URCS Information Centre. The story about the work of URCS Information Centre with the title "Operating a helpline on the frontline" was published on the Community Engagement Hub and the IFRC's Exposure.co site.

A volunteer perception survey was launched in May to all URCS volunteers, in total 143 responses were received. This data was presented to the URCS and together with the URCS CEA focal point, NSD Coordinator and Communications team recommendations were developed to address the learning points identified.

IFRC's regular coordination with the RCRC partners operating in Ukraine has continued, including co-chairing the CEA-AAP TWG (on behalf of URCS) alongside ICRC as the Co-convenors and Swedish RC. The CEA-AAP TWG is meeting on a regular, bi-weekly basis and in September 2022, the ToR for the CEA-AAP TWG was finalized and endorsed by the TWG members. Additionally, a special TWG session was held in November 2022 for members to participate in the remote PGI assessment, carried out by Canadian and Swedish Red Cross. In January 2023, IFRC together with the Co-chairs, have developed a new action-oriented CEA-AAP TWG agenda for 2023, based on the recommendations from a feedback survey carried out amongst the TWG members.

IFRC has resumed participation at the Inter-Agency AAP Working Group. Notably, IFRC initiated a conversation between the WFP ETC Chatbot team and URCS Information Centre on triangulation of feedback trends and supporting harmonized messaging. The URCS Communications team will review and formalize this collaboration, as well as loop the ICRC Call Centre team into the initiative to ensure harmonized messaging from the Movement.

Due to the absence of a CEA counterpart within the URCS National Committee, the IFRC CEA team took a lead, and, jointly with the RCRC partners in Ukraine (including Canadian Red Cross and Swedish Red Cross), supported the URCS in the development of the CEA Sector Plan within the One URCS Plan for 2023-2025. The CEA Sector Plan for URCS was reviewed and endorsed by the CEA-AAP TWG.

The CEA Coordinator and IM Surge, together with the URCS Information Centre and Communications Department, supported the CVA Team on the cash assistance to the 600 cash assistance recipients who did not access the allocated cash support in time. CEA supported with the formulation of an SMS to be shared with the people assisted and the texts to be published on URCS and RedRose pages.

Furthermore, the IFRC CEA Coordinator facilitated cross-border collaboration between the URCS Information Centre and Romanian Red Cross in handling calls from Ukraine to Romanian Red Cross regarding financial assistance for large families and disability equipment.

IFRC CEA team supported the IFRC Health team and Canadian RC in developing a pilot satisfaction survey for MHUs activities in Cherkasy. The pilot ran in November – December 2022, and the survey endorsed by MHU TWG as the standard template for use by all members moving forward. Additionally, IFRC facilitated consultations between the URCS Information Centre, German RC, and Italian RC on the linkage of the URCS Information Centre to the MHU services to enhance systematic collection of and response to the feedback from the recipients. IFRC's CEA Delegate collaborated with the Co-chair of the MHU TWG to facilitate a session with the TWG members on practical ways to integrate community engagement activities in MHUs to improve implementation of health services, aligned to the needs of the affected populations.

In November, IFRC conducted peer to peer coaching sessions with the URCS CEA Manager, Zakarpattia Regional Branch. Additional support was provided in the development of the Zakarpattia CEA Branch Action Plan, alongside presentation of the results and recommendations of Uzhhorod Branch community feedback research, carried out in June 2022, to the Head of the Zakarpattia Regional Branch. IFRC also supported the CEA Manager to roll out the first series of CEA Branch Trainings for volunteers involved in relief distributions. 35 volunteers from 12 district branches (sub-branches) participated in the first training, among them 10 IDPs. In the context of CEA mainstreaming for Zakarpattia, meetings with the Head of URCS regional branch were held, to discuss development of branch-level feedback mechanisms, inclusive information sharing with communities, accountability to affected people, approach to Post Distribution Monitoring adapted to the local context and future collaboration with the URCS Information Centre.

IFRC also initiated collaboration with the Danish RC CEA Officer to coordinate CEA activities implemented in the DRC supported regions (Chernivtsi, Khmelnytskyi, Kirovohrad and Mykolaiv) within Relief, Health (HBC, MHUs), MHPSS, CVA, and Winterization programmes.

IFRC CEA and CVA teams discussed plans to develop a CEA/CVA Strategy to provide a structured approach to harmonized messaging on the RCRC cash interventions, adaptation of the CEA-CVA checklist and effective feedback management in collaboration with the URCS Information Centre. The process will be led by the CEA-CVA Delegate. Furthermore, CEA technical assistance was provided in the integration of CEA components into the CVA trainings for volunteers, in collaboration with German, Austrian and Swiss RCs.

In January 2023, IFRC held a meeting with the URCS Senior Management to review the CEA portfolio. As a result, IFRC CEA team will develop ToRs defining technical support to the URCS Information Centre, develop a proposal on CEA institutionalization within URCS (linked to the One URCS Plan), define the CEA approach to branch capacity strengthening, and support recruitment of the URCS CEA Head of Unit.

#### **Belarus**

The Belarus Red Cross integrated CEA components in its activities focusing on analysing the needs of displaced people from Ukraine and making operational decisions based on findings.

The National Society has been running helpline "201", operated by volunteers. The helpline provides general information and psychosocial support to people affected. Information leaflets on helpline "201" have been developed and distributed at the railway and bus stations.

The NS has also organised a meeting with the local community members and displaced people from Ukraine in Molodechno (Minsk region). Local communities are also involved in providing support to people affected by donating clothes, footwear, household items, and food on a local level.

## **Hungary**

CEA Delegates for Hungary supported the provision of information to people displaced from Ukraine and the design of a multi-sector needs assessment in June 2022 to include qualitative processes, including the input of minorities, such as the Roma and children's perspectives. Hungarian RC reached more than 17,000 people with information in the first two months of the operation sharing with the top three branches (Győr-Moson-Sopron Megyei Szervezete, Budapest Fővárosi Szervezet, Szabolcs-Szatmár-Bereg Megyei Szervezete) in this activity.

In addition to the helpline, developing feedback systems was a key priority for the CVA programme in Hungary, since it helped to be more accountable to communities and ultimately contributed to a better quality of programming. The Help Desk team continued to collect feedback and queries through the system about the cash programme.

To communicate with communities, information materials, such as flyers and a website were produced for the cash project sensitisation. Information materials, which included FAQs and recipient criteria, were shared with HRC branch directors, public authorities, other organizations, as well as through social media groups created by and including affected population. HRC communication department has been involved in the process of implementing CEA activities.

Within the scope of external coordination, the CEA Surge Officer has participated in the UNHCR interagency working group, where it was stipulated that UNHCR at a regional level would update relevant documents to capture the changing needs of communities and include winterisation plans utilising and sharing it with HRC where relevant.

#### Moldova

IFRC Surge CEA Officer analysed needs and potential CEA interventions within MRCS activities. A CEA introduction was done for the MRCS together with the PGI and CEA joint meeting with the National Society. A system of Kobo-based needs assessment of the affected population from Ukraine, hosting families, and Refugee Accommodation Centre (RAC) assessment was set up. CEA-related questions were integrated into this regarding information needs and communication channel preferences. The longer-term CEA capacity development of the National Society to include skills and processes development in branches and HQ requires revision of the previous plans to ensure that CEA is integrated as a transversal component of the current operations.

Initial liaison with the WHO risk communication team has taken place at the Europe level following their assessment visit to Moldova for potential cooperation.

#### **Poland**

The CEA team is upgrading the Community Engagement and Accountability system to support all Polish Red Cross programmes and to increase communication with the staff and volunteers implementing programmes

and communities. National Society received community feedback from diverse sources (e.g., brief feedback questionnaire, social media, calls, chatbot) that are being analysed and triangulated for a deeper understanding of the needs of recipients, concerns, recommendations, and complaints that inform PRC operations.

Adding to the information collected through the Contact Centre, the CEA team integrates the reports from the Analysis of the Netherlands Red Cross 510 Media Monitoring team. Social Media Monitoring Updates reports were analysed from four Telegram group national channels, 2,081 messages from a total of 48,449 people affected. In general, the main topics discussed were: (1) Arriving and settling in Poland; (2) Availability and access to humanitarian aid; and (3) Locating organisations that provide humanitarian services. The findings are being taken into consideration in the prevision of information and are informing operations.

The referral pathway was updated and restructured to adjust to the key needs of those that call the Contact Centre. For this process, the CEA team revised the previous document considering the following criteria:

- Organizing the database in key folders by key services provision (e.g., Legal support services, Shelter, support) instead of a single list of names of organizations + naming each key folder according to Contact Centre reporting system database ensuring easy use of referrals pathway document.
- Cleaning the database: Elimination of repetitions, organizations that do not exist, organizations that do not provide the service anymore.
- Adding key organizations to the database: identification of relevant information (e.g., MHPSS support) and searching for organizations that provide support in those areas.
- Ensuring recurrent updating and upgrading of referrals document (for general organizations + MHPSS + PGI) in articulation with PGI and MHPSS teams.
- Reaching out to key organizations to ensure the referrals pathway is operative and effective.
- Developing and implementing a feedback system of referrals creation of feedback system document + training Contact Centre staff + putting the system into action.

By January 2023, the Polish Red Cross Contact Centre responded to 26,193 calls and 804 chatbot messages. 99 per cent of the inquiries have been on the cash programme, followed by requests for information about external support and services and sharing feedback (three referrals in total). The communities that contacted the Call Centre did not change, predominantly Ukrainian (99.1 per cent), followed by Polish (0.8 per cent) and Russian (less than 0.1 per cent), with 93.4 per cent female and 6.5 per cent male, mostly between the ages of 30-39, followed by 40-49 years old. The top three locations where the community contacted are:

- Łódzkie (40 per cent)
- Kujawsko-Pomorskie (23.7 per cent)
- Mazowieckie (19.7 per cent).

CEA team works closely with the CVA team on the preparation of information materials, FAQs, announcements for opening and closing of programmes, branch training, coordination with the Call Centre team on programmatic subjects and monitoring activities and review of feedback received. Materials have been created in English, Polish, and Ukrainian to promote the Information Line, which have been published on the <u>national social media</u> and <u>branch websites</u>. Support is further provided through <u>microsite for the Ukraine response</u> containing information about the Financial Aid programme. The teams has also worked on conducting PDM to analyse the impact of the Multi-purpose Cash (MPC) programme

CEA team has also been coordinating with MHPSS, PGI and volunteer's manager on conducting joint training with volunteers at PRC branches. The joint plan is being prepared. CEA Call Centre focal point is discussing with CVA-IM on adding a filtering feature to its database to avoid duplication when contacting participants for surveys.

The CEA team actively collaborated in the assessments done in December 2022 (CVA and Shelter programmes), which translated in a deeper and more comprehensive analysis of the needs, perspectives, experiences and priorities of the communities. Shelter assessment focused on brief understanding of host and hosted families' needs and experiences, and the CEA team supported in data collection tools adaptation, qualitative data analysis and reporting. CVA assessment focused on winterization and CVA PDM, and the CEA team supported in data collection tools adaptation.

#### Romania

Incorporating the CEA approach in the CVA programme in Romania included supporting the development of a chatbot, the establishment of a call centre and production of various information materials for use in in-person and digital communication. Assistance desks and a mobile unit were established to reach those unable to access digital tools.

A social media monitoring system has been piloted in Romania. It reviews the two key social media groups and auto-reviewed more than 145,000 messages from the groups which have a collective membership of 18,000 people. Area of focus were for feedback on the CVA programme, topics of discussion about the Red Cross and key issues of concern among the displaced people from Ukraine currently in Romania. The Netherlands Red Cross 510 team continues to conduct social media monitoring for Romania.

CEA teams have been taking steps towards improving feedback documentation and consolidation by preparing for the launch of a new issue and feedback form and a digital Customer Relationship Management (CRM) system for the RRC HQ Call Centre and Service Centre in Bucharest.

Romanian Red Cross has also launched new Multicultural and Services centres that can be a potential opportunity to expand community engagement activities beyond digital channels of communication. The Romanian Red Cross opened a new "Humanity Concept Store" in Calarasi, operated by the local RRC branch, which will provide sustained support to persons who have fled Ukraine living in Romania through food, basic household items, and hygiene products.

## Russia

The National Society has been focusing on identifying needs for basic training in CEA for new volunteers and a potential to integrate CEA into the CVA approach. Regional branches of the Russian Red Cross Society received introduction on CEA trainings online. The CEA guide has been translated into Russian and specific tools and guidance to support the rolling out of the CVA programme in Russia provided by the IFRC to the NS.

#### Slovakia

At the beginning of the Slovak Red Cross response phase, a tailor-made CEA approach for the CVA multipurpose cash programme was established, which included branch-based activities, digital communication: setting up a helpline and other outreach channels to ensure the community is informed. This includes the ability to handle sensitive complaints through a referral pathway. The SRC helpline provided in-person telephone support every day of the week. Operators, including Ukrainian-speaking staff, received training on the Fundamental Principles, the Code of Conduct, CEA, feedback mechanisms, and PSEA.

More recently, the CEA team has expanded its activities to support the implementation of the Humanitarian Service Points (HSPs), the shelter programme and the cash for education programme, ensuring mainstreaming of the CEA approach. Cooperation with the shelter team began with facilitating community consultations as part of the process of designing a shelter solution, enhancing the Slovak Red Cross approach to participatory programme planning. This was done through key informant interviews (KIIs), focus group discussions and surveys. Initial consultations mainly indicated fatigue among host communities as economic conditions are difficult and the duration of the crisis is unclear.

A satisfaction survey was created in Kobo form, translated to Ukrainian, Russian, and Slovak languages. A QR code for the survey was designed and shared with the HSP branches so that each HSP visitor can provide feedback about the services received. A concept note on organizing community meetings at HSPs was prepared and shared for finalisation.

Other capacity building activities included joint training for staff and volunteers at HQ and branches in core CEA, including elements of PGI and PSS topics. A joint workshop was co-facilitated by IFRC and UNHCR on accountability to affected people. Recruitment of Ukrainian-speaking community liaison officers to staff the call centre and be trained for community activities, for example in needs assessments, is ongoing. Two volunteers and staff CEA trainings (linked with PSS and PGI) took place Bratislava and Dunajska Streda.

The helpline operators continue to receive many calls per day related to the CVA programme and wider Slovak Red Cross services. A cash payment delay for a specific proportion of the households was discovered through an increased number of helpline calls, after which this could be quickly resolved in coordination with RedRose. This highlights the importance of having timely feedback channels.

The Slovak Red Cross website and social media channels are regularly updated to provide accurate and timely information about all available services, also in Ukrainian and English. Slovak Red Cross and IFRC are monitoring social media channels used by displaced people from Ukraine, with support from Netherlands Red Cross. During the period under review, four Telegram accounts with 8,969 users were reviewed. Three main topics that were being discussed in the groups include questions on: access to medication, health professionals, hospitals and COVID-19 vaccination; temporary protection and legal advice on how to get documentation including passports, asylum and how to get legal help, as well as where to find job opportunities.

During the month of December, a total of 368 calls were received at the Red Cross helpline, which is an average of 17 calls per day. It took an average of 2.3 minutes to address a call. 88 per cent of the calls was received from females while 11 per cent was made by males. From an analysis made, 94 per cent of the calls were on multipurpose cash grant related questions while 3.8 per cent was on communication and information questions and 0.8 percent was addressed to the government and other actors.

Slovak Red Cross branches continue to engage face-to-face with displaced people from Ukraine who approach their staff and volunteers at the local level. They provide relevant information, referrals, transportation voucher for food and non-food items which called as "Kaufland card" and psychological first aid, as required.



## Migration and displacement

Objective:

Specific vulnerabilities of displaced populations and people on the move are analysed and their needs and rights are met with dedicated humanitarian assistance, protection and humanitarian diplomacy interventions, in coordination with relevant stakeholders.

The first months of the response have shown a rapid, efficient, and scaled-up response by National Societies in Ukraine and impacted countries. However, beyond responding to the immediate needs, National Societies need to anticipate the early and long-term recovery of displaced people. Through the ongoing Ukraine and Impacted Countries response, IFRC seeks to anchor long-term Migration and Displacement capacity among National Societies and across IFRC offices and sectoral teams in the Europe region.

# Regional Key Highlights

IFRC <u>Migration and Displacement Strategy</u> is a guide on how to better focus the operation, incorporating the Migration and Displacement approach, principles, and frameworks throughout the activities. The strategy focuses on:

- 1. Ensuring affected people have access to relevant timely and effective assistance and protection.
- 2. Supporting National Society capacity strengthening on Migration and Displacement.
- 3. Influencing migration policy and practice through a strategic advocacy approach.

Humanitarian Service Points are one of the key global tools of Red Cross Red Crescent National Societies to respond to the diverse needs of migrants and displaced people. Since the beginning of the response, many National Societies have set-up Humanitarian Service Points to respond to the needs of displaced people from Ukraine and other migrants, asylum seekers and refugees' groups, adapted to the different needs, contexts and capacity. HSPs were key in allowing National Societies to provide tailored services with a holistic and integrated approach.

To support National Societies setting up new or strengthening existing Humanitarian Service Points, two regional tools were designed and shared with country teams: <u>a Humanitarian Service Points handy 2-pager and an operational checklist</u>. These tools are also allowing to operationalize and harmonize the concept and approach of HSPs, by defining it as:

- Operated by a Red Cross Red Crescent National Society.
- A neutral, safe and welcoming physical space, which can be accessed without fear of interference by authorities.
- Accessible to migrants and displaced people, irrespective of their status, category, nationality or any other characteristic.
- Actively providing information and other humanitarian services that meets the needs of migrants and displaced people and may also provide safe referrals to other services.
- Run by Red Cross/Red Crescent staff and volunteers, trained and working in line with our approach to Migration and Displacement, as well as Safeguarding and PSEA.

The tools have been already used in Slovakia, Moldova, and Romania. Since the beginning of the response, a total of 506 Humanitarian Services Points were established by National Societies and provided services to displaced people in 26 countries. As of February 2023, 491 HSPs remain active within 28 countries.

As part of the strategy of mainstreaming Migration and Displacement across other areas of the operation, migration sessions were held during the PGI and CEA regional trainings.

IFRC Migration team has provided continued support to IFRC country teams and National Societies during National Society Response Plan planning processes, including through delivering Migration and Displacement sessions to guide the implementation of the regional Migration and Displacement strategy at country level for Romania and Georgia. Continuous efforts were made to raise awareness on the Migration and Displacement approach and key concepts with all IFRC Cluster and Country Delegations, as well as with National Societies.

A mapping of the Europe region National Societies was conducted through a survey with the aim to gather information on the work, knowledge, and experience in emergency and long-term support to migrants and refugees, and to identify ways to match expertise with these needs.

The Regional Migration and Displacement team has started developing a regional migration training curriculum, as well as a "Migration and Displacement exchange visit" methodology to be used by National Societies.

IFRC Migration team has established regular coordination with the IFRC Humanitarian Diplomacy teams, the RC EU Office and ICRC Brussels to identify issues around implementing the EU Temporary Protection Directive and specific areas to engage in collective humanitarian diplomacy efforts with EU stakeholders, as well as ways to

better support the needs of information and Humanitarian Diplomacy in NS and Country Delegation/Country-Cluster Delegation.

At the regional level, coordination with all IFRC sectorial teams is established to ensure monitoring, analysis of the flows, trends, profiles, needs and policy frameworks to better inform programming.

Engagement and participation have been ensured in the Platform for European Red Cross Cooperation on Refugees, Asylum-seekers and Migrants (PERCO) meetings, including around discussions on Ukraine response and challenges, vulnerabilities, and the upcoming Movement Strategy on Migration.

Both at regional and country levels, teams attend UNHCR coordination meetings on the refugee response and are helping to triangulate information. IFRC team continues to liaise with sectoral actors, including UNHCR and IOM, at the regional and country-level to analyse further migration flows and the needs of displaced populations, including gaps in the response for future planning.

#### **Challenges**

Displacement flows in this crisis continue to be very complex. As such, it is difficult to track exact numbers given the nature of border crossings. Border crossings to Ukraine are also increasing, with these movements being pendular. Many people are crossing the borders back and forth for reasons including checking on their houses and family members or accessing specific assistance in neighbouring countries. This means the number of people at any given location continues to change quickly.

Moreover, most of the National Societies that are part of this Emergency Appeal are concerned and impacted by other population movement situations that have suffered by a lack of visibility and attention since the beginning of the Ukraine and impacted countries response.

The lack of medium- and long-term strategy and ensuring a timely approach to transitioning to long-term support to displaced people and host communities in all countries, as well as to pull joint efforts and avoid siloed initiatives continue to be challenging. Integration activities are in place in some of the impacted countries, however, this is further challenged by the lack of capacity.

#### **Ukraine**

Since the escalation of the conflict, the URCS has been providing evacuation services to civilians in the areas affected by the conflict, including support to the mandatory evacuation from the areas that were heavily affected by the conflict. In total, around 254,009 people have been assisted with evacuation and transportation, primarily those with limited mobility.

As an immediate response to the crisis, the URCS was supporting people on the move (IDPs and those willing to go abroad) with hot food and beverages through the Humanitarian Service Points established at the railway stations and close to the borders. Also, as part of the response, URCS was delivering assistance from the branches or special locations which were established by the URCS to provide assistance to people in need, like Health Service Centres in Zakarpattia region.

#### **Belarus**

At the beginning of the response phase, BRC established five Humanitarian Service Points: one in Poddobryanka and four at the border with Ukraine. As of February 2023, 15 Humanitarian Service Points are established at key locations, including at regional branches and crisis centres.

The National Society has also provided 639 people with transportation. As of 28 February 2023, 5,829 displaced people from Ukraine received assistance from the Belarus Red Cross, including 1,420 children, 2,370 women, and 1,484 men.

## **Hungary**

Since the beginning of the response, the Hungarian Red Cross has supported 3,760 people with transportation.

#### Moldova

MRCS staff and volunteers paid regular visits and provided support in 45 Refugee Accommodation Centres (out of 133 previously established by Moldovan authorities and/or with the support of UNHCR). The National Society provided support at border crossing and transit points and established temporary HSPs in 8 regions where it provided emergency relief assistance. MRCS has been also organising events at the Refugee Accommodation Centres (RACs) for displaced people from Ukraine as a part of an initiative to support their integration into local society, including cultural events.

Throughout the year, IFRC support to MRCS included:

- Adapting safeguarding materials to be disseminated amongst staff and volunteers and developing critical messages for relief distributions based on protection gender and inclusion standards. MRCS carried out assessments to address most urgent needs of the people affected.
- Delivering 16 Relief Units and 8 GeoHome winterised tents to serve as Humanitarian Service Points where the MRCS provided diverse, comprehensive services, including the provision of household items kits to support people on the move.
- Preparing humanitarian aid for the winter-spring period and the possible increase in the number of displaced people from Ukraine arriving in Moldova during the wintertime.
- Analysing the needs of population affected and ensuring that the National Society has sufficient stocks of humanitarian aid.

#### **Poland**

IFRC is supporting the analysis of migration data, including numbers of people in the country, informing the distribution of migrant kits.

#### Romania

The National Society has been supporting displaced people from Ukraine transiting Romania with transport costs not covered by the government or other agencies. The Romanian Red Cross has opened eight social shops (Botoşani, Cluj, Constanța, Iași, Maramureș, Sibiu, Teleorman, Tulcea), and two are in the process of opening (Sălaj and Satu Mare), where people fleeing from Ukraine can pick up necessities free of charge.

During the height of the arrival of people displaced from Ukraine, the RRC established 14 Humanitarian Service Points at key transit points which provided basic needs and information to people on the move. Currently, 20 HSPs are in operation, including RRC branch offices, Humanity Concept Stores, and Multicultural Centers, supporting people displaced from Ukraine and other people on the move in vulnerable situations with a range of humanitarian assistance and information.

The RRC, in cooperation with ICRC, is also providing RFL services for people displaced from Ukraine who have been separated from family members.

#### Russia

Since the beginning of the response, the Russian Red Cross Society has supported 226,856 people with transportation and evacuation services.

With support from the German Red Cross, IFRC, ICRC, and Spanish Red Cross, the Russian Red Cross established 103 Humanitarian Service Points to collect and provide humanitarian assistance to displaced people from Ukraine.

Placed at the most frequented border crossings, HSPs provide immediate relief, First Aid, Psychosocial First Aid, RFL, information and referral services and are welcoming children in child-friendly spaces. Some of the mobile Humanitarian Service Point are serving up to 100 people weekly (for example, one in Belgorod region).

Russian Red Cross regional branches are supporting displaced people with official procedures, such as applying for, temporary protection or asylum. Regional branches also work as stationary HSPs.

## Slovakia

During the first months of the response, the Slovak Red Cross undertook assessments at several Humanitarian Service Points, registration centres, and temporary shelter sites in Hummene, Michalovce and Kosice, looking at issues related to migration and protection to make recommendations. A total of eight sites were visited to identify humanitarian diplomacy issues faced by displaced persons to be raised within the network of EU National Societies. The Slovak Red Cross also coordinated with the Hungarian Red Cross and the German Red Cross to support the transfer of a displaced person with a visual impairment to Germany.

15 Humanitarian Service Points are currently operational in Slovakia. Six of these HSPs are fully funded through the Emergency Appeal (Poprad, Kosice, Banska Bystrica, Zilina, Topolcany and Bratislava) and are supporting the implementation of the Shelter programme.

In December 2022, there were 556 registered visitors to the 15 Humanitarian Service Points of whom 73% were female and 14% male. Out of the 556 visitors, 49% sought assistance on shelter, food and non-food items while 40% sought CVA assistance and 11.5% sought information and communications assistance. In total, the 15 Humanitarian Service Points had 523 registered visitors in January 2023.

The National Society has also launched a new programme of long-distance transportation for people with special needs, based on requests.

In August, an ICRC Restoring Family Link (RFL) delegate joined the operation team in Bratislava to support with RFL capacity building at headquarters and branch level, with the reinforcement of the referral system and with the provision of RFL services.

# **Enabling Approaches**



## **National Society Strengthening**

Objective:

National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well defined and recognised.

# Regional Key highlights

Programmes and interventions in the frame of the operation are tailored following a much better understanding of each National Society, their structure, capacities, strengths, and weaknesses. Individual solutions are implemented to enable the scale-up of the operation with a particular focus on volunteer management systems and structural improvements.

To strengthen the capacities of National Societies, IFRC prioritizes reinforcing their financial systems at HQ and branch level, HR systems, supply chain capacity, monitoring and reporting capacities, risk management culture and volunteering management and continue regular analysis of the contexts and contingency plans to adapt and help NS prepare to changing contexts. The IFRC supports dialogues around local branch enhancement and connections with headquarters structures, development of policies, reinforcing the National Society statutes

and Red Cross laws and supports leadership development at all levels of the NSs to reinforce the NS auxiliary role and increase NS capacity to sustain humanitarian services through domestic income generation.

The IFRC is focusing on the coordinated approach to NSD following the strategy of one integrated, holistic National Society development plan for each country. For that purpose, efficient cooperation, coordination, and timely inputs are needed from all movement components. In an attempt to extend quick support to scale up NS response capacities, in-country Operational Managers and IFRC Crisis Preparedness regional focal points are working on the NS readiness checklist to collect observations about the National Societies' response capacity in a consolidated way. Dialogues are continuing with National Societies to identify better and rapidly adjust the readiness and response capacities needed to deliver humanitarian services.

On 20 September 2022, a kick-off meeting of the Implementation Support Group (ISG) was held to follow up the Tbilisi Commitments of the 11<sup>th</sup> European Regional Conference. The ISG is chaired by the Austrian Red Cross and its members include the Red Cross Society of Georgia, the Red Crescent Society of Kyrgyzstan, the Swedish Red Cross, Romanian Red Cross, Ukrainian Red Cross Society, and Netherlands Red Cross. The IFRC Regional Director for Europe took part in the meeting to ensure that the follow up and support of the implementation of the Tbilisi Commitments are priorities of the Regional Office for Europe, as well as Country and Country Cluster Delegations in the region.

#### **Ukraine**

From February 2022 to February 2023, IFRC supported URCS in the following ways:

- Deployment of the NSD and Coordination Delegate, Membership Coordination Officer, HR Delegate and two Branch and Volunteer Development Delegates (for Lviv and Uzhhorod to cover the regions in Western Ukraine)
- Development of the Plan of action for the regional branch development and interregional office structure workplan for URCS.
- Coverage of the motivation for the volunteers since the start of the operation and salaries of the URCS HQ staff, as well as the First Aid staff and emergency response teams (ERT) staff.
- IM capacity building by deploying the IM Delegate and establishing a CRM system and chatbot in the URCS Information Centre. Continuous improvement of the CRM system included linking to email channels and webform, adding support requests for the CVA programme, adding integration with Binotel, and creating the dedicated dashboard to the URCS Information Centre on their activities.
- Setting up data management system for the ERU Health Service Centres and MHUs in Zakarpattia region and uniform system of data management for the MHU patients across Ukraine.
- Setting up RCRC IM Working Group in Ukraine and developing the IM Action Plan for the next year, as well as improving the data collection and visualisation of Movement Partners' support to the URCS, and setting up a data pipeline for collecting, visualizing, and reporting data on the relief distribution process.
- Setting up the monitoring system for Ukraine, namely the nation-wide monthly data collection (from the regional branches and sectorial departments) on the assistance provided in the country, based on the indicator tracking tool developed in the PMER Coordination WG.
- Development of the URCS PMER structure that received an approval by the URCS Deputy Secretary General as well as development of PMER tools, such as reporting templates, monitoring visits checklists and reports, PDM and assessment questionnaires.
- Development and finalisation of the URCS One Plan for 2023-2025, as part of the unified planning process jointly with all RCRC partners, as well as the creation of the indicators to track the progress of the plan's implementation and setting up the targets. Also, URCS was supported with the development of monthly, 6-monthly and annual reporting templated on the URCS One Plan's implementation.
- Deploying the Communications Officer to support building the capacity of the URCS in communications and deal with the emerged reputational risks. On 23 August, a joint URCS/IFRC/ICRC online press conference took place with the participation of over 120 people (including 14 journalists and over 20

missions to the UN and PNS). More than 20 PNS engaged in the six-month activation (covering media and social media in their own markets, using/mentioning IFRC).

- Preparing for the global media campaign marking the 6-month response of the URCS since the start of the conflict on 24 February. As an outcome, there were 1,600 media and social media hits, including prominent headlines in top mentions in AFP, Al Jazeera, Le Monde, Guardian, El Pais, Euronews, Washington Post, RFI and media coverage on Twitter). The footage was distributed by the European Broadcast Union to all their members (national broadcasting services, for example BBC in UK, M1 in Hungary, DR in Denmark, etc.). Media and social media coverage was carried out in 12 languages, while 518 journalists opened our news release in our newsroom and downloaded 213 videos and images.
- Deploying a Humanitarian Diplomacy (HD) Officer to support the URCS in HD and advocacy (HD&A) related to the crisis, based on their interest to engage more systematically in HD and Advocacy both in country and in support of the RCRC Movement's larger HD efforts related to the humanitarian impacts of the conflict in Ukraine.
- Providing extensive support to the URCS in logistics, procurement and fleet. IFRC Logistics Coordinator,
  Warehouse and Transport Delegate and Procurement Delegate, Fleet Assistant and two Procurement
  Officers were deployed to ensure the URCS capacity strengthening. IFRC extended its inventory
  management support for the URCS by renting warehouses capacity in country and by strengthening
  URCS inventory management system by implementing IFRC inventory management software Logic in
  two warehouses.
- Delivery of humanitarian cargo worth over CHF 22 million, including 130 generators, 602,740 migrant kits, 150,000 food parcels, 113,503 blankets, 77,720 tarpaulins, 144,508 hygiene parcels, 45,181 kitchen sets (for family of 5), 27,300 baby food, 18,800 baby hygiene parcels, 7,424 sleeping kits, 6,080 sleeping mats, 3,280 bed camps, 1,053 first aiders' kits, 360 matrasses, 333 family tents, 48 winter tires.
- Fleet capacity building support: URCS Fleet Evaluation Report has been shared with the National Society by the expert fleet consultant hired by IFRC. RC Movement Working Group on Logistics was established, with the representatives from URCS, ICRC, DRC, Swiss RC and IFRC. The objective of this group is to finalize a proposal for NSLD project for URCS warehouse and procurement capacity improvement process.
- Donating 79 vehicles.
- Jointly with ICRC, financially supporting URCS with the purchase of the URCS Movement Office Building, which is planned to be operational from the spring 2023.
- Translating core training material into Ukrainian and organising it across URCS branches.

## **Belarus**

IFRC supported staff positions in Belarus RC (Headquarters and branches) to ensure better operation coordination and reporting (programme manager, CEA coordinator, NSD coordinator, IM, CVA focal point, MHPSS coordinator). Several pieces of training are ongoing, including the involvement of external experts from various technical teams, such as MHPSS, PGI, CVA, IM, volunteer management, RFL, and others.

Support to Belarus RC is being provided for volunteer management, insurance for volunteers, and uniforms.

Belarus RC was supported in conducting a study visit to Turkish RC, Italian RC, and IFRC ROE to exchange experience in CVA and in support to migrants.

A database for people assisted (based on Bitrix) is now used by all the branches of BRC. The database includes basic information about the household, vulnerabilities, contact details, as well as a brief needs assessment questionnaire. The database will help to trace which donor support was used for i.e., CVA in each concrete case.

A web-based platform was launched (https://www.wehelp.by/) in cooperation with UNDP and other partners which will consolidate all the information on the support available for people who left Ukraine in Belarus. It will also have information available for volunteers and staff of Belarus RC.

Weekly meetings are held for BRC staff involved in the operation.

In Vitebsk region, the fundraising campaign "Marathon of good deeds" continues to raise funds for the repair of the Crisis Centre of the Vitebsk BRC regional branch.

The Crisis Centre of the Gomel regional and Brest BRC branches is in operation.

In Vitebsk region the fundraising campaign "Marathon of good deeds" continues to raise funds for the repair of the Crisis Centre of the Vitebsk BRC regional branch.

## Hungary

HRC continued to develop its healthcare capacities with an aim to meet IFRC Basic Health ERU/WHO EMT Type 1 standards. IFRC is working with HRC to develop their concept of multi-purpose service points.

Mobility and logistics needs of HRC were strengthened through funding provided by IFRC with vehicle procurement and rental of additional vehicles. Logistics and warehousing developed through renting of warehouses.

Delegates of IFRC country team continuously support HRC in the development of relevant procedures. Continued to work with Counties/ Branches to provide CVA, CVA IM and CEA briefing through physical and online meetings. Continue briefing on CVA focal person on CVA IM to get more insights on use of RedRose and Twilio systems. The same will be extended to Valerija and Istvan who support the Call Centre.

Local and international in-kind and financial donations supported the development of HRC's healthcare capacity. Mobility and logistics needs were strengthened through in-kind donations and purchase of cars from additional funding sources. Use of pro-bono warehouses, renting of storage facilities and procurement of logistics equipment also supports HRC operations and long-term development.

HRC, supported by IFRC country team is working to submit a proposal to the government for the transition to dignified shelters with a CVA framework.

#### Moldova

National Society Development (NSD) is the primary of three key pillars for IFRC's country strategy in Moldova. IFRC NSD-related approach was established based on strengthening the effective response role of the MRCS (having gradually increased infrastructure, Human Resource base using recruitment staff necessary in current operation and further) and strengthening its partnership. Regular meetings are organised with the leadership of the MRC and partners. NSD-related Taskforce ToR discussion was carried out, preliminary mapping table of partners' planned interventions was developed and regularly updated.

The MRCS, with the close support and facilitation of the IFRC, held Organisational Capacity Assessment & Certification Process (OCAC) Evaluation sessions on 15 - 17 July 2022 with the active participation of representatives from HQs and 12 local branches. The session was very important in creating an opportunity to do a self-assessment. This will influence the update of the NSD plan and prioritising focused areas. MRCS, with the support of the IFRC, updated its Country Operational Plan with an incorporated NSD plan as part of the midterm and long-term approach. The core priorities of the operational plan are Crisis Preparedness and Winterization, CVA and Cash Preparedness, and National Society Strengthening with a focus on core business practices. IFRC is also supporting MRCS in having a joint project management and monitoring process using the Implementation Plan tool. The MRCS received the final report and recommendations (in English and Russian) related to the OCAC self-assessment. IFRC is planning to organize Branch Organizational Capacity Assessment

(BOCA) training to strengthen MRCS capacity and potential at the branch level. So far, discussions are around the training process and technical arrangements.

IFRC organized training on Disaster Risk Reduction and Crisis Management, CVA introduction, Fundamental Principles, and the Red Cross Red Crescent Emblems topics for volunteers from Chisinau, Criuleni, and Comrat branches.

The MRCS owns two Red Cross cars purchased with the support of the IFRC Emergency Appeal funding. The IFRC also offered the Moldova Red Cross Society 20 laptops and 20 mobile phones. The IFRC and PNS are supporting the current MRCS professionals and recruiting more personnel to strengthen the NS's capacity and potential. For instance, IFRC assists MRCS in choosing a recruitment company and preparing necessary HR packages (Job descriptions, interview questionnaires, tests).

The IFRC is supporting MRCS to do an inventory and technical evaluation at the current warehouse and maintain documents for warehouses, such as bin cards, stock cards, and files. Due to several tendering processes, IFRC is taking advantage of the opportunity to support MRCS in improving and/or activating all necessary logistics and procurement procedures, as well as reporting tools based on IFRC standards, such as shipping instructions, due diligence forms, pipeline reporting, and stock movement reporting.

The IFRC discussed with MRCS webpage and donate page upgrading. There is an opportunity to follow the Swiss RC developed page example. Also, discussions are around procurement warehouses and offices for several local branches. MRCS will have the opportunity to implement activities for Logistics enhancement, have a place to store items and organize various youth and volunteer-related initiatives.

The MRCS expressed willingness to work on the development volunteer management system by recruiting a volunteer manager for HQ, establishing a volunteer database, and reworking the website. NS applied to send a job description and, in its turn, shared a volunteer strategy. MRCS focuses on strengthening volunteers' roles, knowledge, and skills. Various trainings were organized with the support of IFRC, ICRC and PNS.

The IFRC Volunteer Management delegate prepared a tool that will support MRCS in better planning their youth and volunteer-based activities and initiate monitoring of the level of volunteers' participation. Based on an invitation sent by the Romanian Red Cross, two MRCS volunteers participated at the Disaster Management Summer Camp in Valea Ierii Camp, Cluj County, between 21 – 27 August 2022. Volunteers had an opportunity to meet their peers and share experiences in general due to active participation in the current crisis response. The IFRC also shared with MRCS the idea of organizing Youth as Agents of Behavioural Change (YABC) training to teach young people and adults how to harness their power, take on ethical leadership roles and inspire positive transformations in mindsets, attitudes, and behaviours. Another two training sessions are about Crisis Management, winter preparation, and Movement Induction.

The IFRC supported MRCS in translating the revised Statute and presenting it to the Joint IFRC/ICRC commission accompanied by the letter. IFRC is looking forward to supporting MRCS in establishing a CVA-related system for further sustainability in using the CVA assistance methodology.

IFRC is supporting the MRCS to procure the premises for the HQ office in Chisinau: EUR 300,000 has already been budgeted to contribute to office procurement. IFRC supported the procurement of the Calarasi Red Cross branch office. MRCS received a model Volkswagen Multiven T6 donated by the IFRC.

IFRC and MRCS will hold the Partners' Planning and Coordination meeting on 13 January 2023. Preparation work has already started. The meeting will help look at joint planning perspectives jointly with Movement partners (ICRC, PNS) and in collaboration with non-Movement actors. IFRC NSD Delegate participated in the meetings for IFRC NSD Team (IFRC NSD Coordinators, Delegates, Officers, focal points) working in Europe and Central Asia region, which was organized by the IFRC Regional Office for Europe and took place in Budapest, Hungary, between 6 - 8 December 2022. During one of the meetings, several further NSD-related initiatives were discussed, like initiating MRCS local branches forum, training, re-developing communication plan and others.

IFRC NSD Delegate participated in the CEA-related training organized by the IFRC Regional Office for Europe and took place in Budapest, Hungary, from 12 - 16 December 2022.

During January 2023, virtual meetings were held between the IFRC Moldova Country Office, IFRC ROE and Country Cluster Office on possible events and discussing areas of interest on the following:

- CEA Winterization CVA Scale-up Programme (CEA Strategy) and integration of CEA within implemented programmes.
- Development of communications components wide strategic vision and operational-based approach.
- NSD perspectives were discussed during NSD monthly meeting, where two parts were highlighted. The first part included the meeting for the NSD Practitioners (assessments, meetings) with a particular focus on Branch Development (BOCA methodology), and OCAC (updated process). The second part was a joint discussion with Cash Programme experts from the region with a particular focus on the role of NSD in the CVA area. There was an open discussion for NSD practitioners to discuss NSD methodology incorporated into the Ukraine response and linkages between CVA and NSD. The general conclusion was on having frequent discussions and participating in the workshops, which enable knowledge sharing and increase of skills or leveraging on existing expertise at the region's level on e.g., BOCA/OCAC along with relevant links/hubs and establish systems within NSs according to their strategic plans and demands.
- Migration-related initiatives one more planned exchange visit between the Moldova Red Cross and Romania Red Cross with the aim and priority of strengthening the cross-border collaboration and coordination and ensuring peer-to-peer support for National Societies working on Migration & Displacement in the Europe region and towards long-term support for the refugees.
- Market study a CVA market study is being planned to find out existing opportunities in engaging domestic resources (individuals, corporates, foundations, and government institutions). The findings will contribute to the recommendations on enhancing MRCS's commitment and contribution to financial sustainability and humanitarian response.
- MHPSS there is an idea to develop MHPSS in MRCS and establish a collaboration with the IFRC Moldova team. The possibilities and level of interest of the MRCS in MHPSS will be further discussed and explored. ICRC supported MRCS with development the JDs for IHL and Fundamental principles Dissemination officer and Programme Coordinator positions for further recruitment.

### **Poland**

The Polish Red Cross continues to work on the implementation of its Strategy 2030, adopted in September 2022. To achieve its three strategic priorities: (1) Readiness to act in times of crisis; (2) Activities for health and prevention; and (3) Activation of society and elimination of social inequalities, 9 clusters were created to develop detailed work plans and ensure their implementation.

To respond to the need of improving decision making and operational planning, PRC is establishing key performance indicators (KPIs) and has gone through an analysis of reporting requirements for annual data collection. A first round of data collection was completed in February 2023. IFRC and PRC is planning to work on establishing a KoBo account for the NS and create training opportunity for key NS staff to gain new skills in data collection and data analysis.

The IFRC is supporting PRC on the tendering and procurement processes together with the appointed project management company (Trebbi) for the PRC HQ renovation project. The renovation aims to improve the National Society's working space as well as to preserve the historical status of PRC building and records archives. A Technical Working Group and Steering Committee consisting of IFRC and PRC senior leadership have been appointed to provide technical advice and decision-making for the renovation project.

It is expected that the ICT (Information and Communication Technology) capacity assessment in the Polish Red Cross will happen soon, as a preliminary agreement was reached with the Polish Red Cross and Regional Office for Europe for the deployment of the IFRC team to complete the assessment.

Based on the resource mobilisation market study findings and recommendations, PRC is planning to work on the Fundraising Strategy. National Society is outsourcing services aiming to consolidate donor's database and create donor profiles including automated response to donors and sharing of newsletters. Additionally, National Society has decided to hire the services of the company to add fundraising module in the existing CRM platform. IFRC has provided needed funding for this purpose.

The PRC launched an establishment of Humanitarian Aid Groups in 10 regional branches aiming to create a human resource pool and enough trained volunteers that are going to be able to respond to natural disasters, migration, or refugee crisis in a better way. Around 800 people have registered for Humanitarian Aid groups and National Society has developed a plan for training of all new potential volunteers. The initiative has been supported by the Prime Minister Office and is evidence of better positioning of the Polish Red Cross vis-a-vis Government that creates an opportunity to further strengthen its auxiliary role.

The human resources department of the Polish Red Cross with a support from IFRC HR Coordinator acquired a new payroll software and HR information management software. Full rollout of two new systems is underway. In addition, HR department is working on development of new staff regulations. New Code of conduct for staff and volunteers is in the process of drafting and approval of the new Code is expected in coming months. HR is supporting PCK on its scaling up of activities with the recruitment of 13 new national staffs. The National Society is also working on developing Fraud and corruption Policy.

The National Society has also focused on increasing the level of interaction across the board, improve internal communication, and strengthen cohesion. Implementation of the NS Strategy, the establishment of a sequential plan for implementation, the establishment of KPIs, new reporting requirements for all branches and many other issues were presented and discussed.

The Polish Red Cross decided on the General Assembly to increase the amount of membership fee aiming at the same time not only to increase income but also to involve more of the members in the life of the National Society and strengthen its legitimacy; the membership fee is PLN 60 (approx. CHF 13).

The IFRC has contracted two service providers to have an extensive place for relief goods and two warehouses fully functional in Lublin supporting Polish Red Cross efforts, including cross-border operations to Ukraine and Romania.

The IFRC is working with PRC on establishing communication procedures for requesting volunteers in different sectors between headquarters and districts, in all activities necessary for the proper conduct of the emergency operation.

Support volunteer management is important at the central level of the PRC to be able to accompany its 16 districts in volunteer management. The most important tasks of management support are:

- The creation of new processes and protocols for volunteer management.
- To establish criteria for profiles and to assist in the management of profiles and activities according to the needs.
- To support in the creation of a system to organize activities in which volunteers can sign up, send information and be managed.
- To create structure in the 16 branches so that they can coordinate the general activity and manage volunteer profiles.
- To create a volunteering argument and establish a volunteering policy for the long term.
- To adapt the messages to different languages as currently, the PRC counts with Polish, Ukrainian and English-speaking volunteers.

- To establish a mechanism to know the immediate availability of people in case of emergencies or specific field trips.
- To accompany the volunteer managers in all the needs derived from the direct management of volunteers.
- This project is scheduled to run until December 2023.
- A face-to-face assessment has been carried out in the different branches to understand the difficulties and to establish proposals for improvement adapted to each district.
- The first Volunteers' Managers meeting was organized in Warsaw from 12 to 14 December 2022. A total of 16 participants from the different branches of the Polish Red Cross attended the meeting to discuss issues related to interviews, profiles, follow-up, activities, and groups.
- In the first week of January 2023, the new volunteer manager started working full-time at Polish Red Cross Headquarters, according to the budget and the implementation plan. During this month, different meetings and training with the person in charge of volunteer management have been held to share the progress, visions, and challenges.
- Meetings with all the volunteer managers in the 16 districts are ongoing to share the new actions, and plans in terms of training and team-building activities. Work is being done on the monitoring and follow-up processes of the volunteers, which were not defined until now. The intranet for volunteers is ongoing, including actions such as downloading certificates of volunteer hours and training certificates.
- From 20 to 22 January 2023, the annual meeting was held with the leaders of the rescue team in Lodz to discuss the process of implementing the database and other procedures that affect the entire volunteer management in a transversal way.
- In January 2023, one leader from humanitarian aid group and one from a rescue team have been trained to lead the database training in the special intervention teams of the Polish Red Cross.
- Volunteering agreements have been established and will come into force in March 2023, with the approval of the Polish Red Cross legal services. With this new step, the previous different versions that existed in each assembly are eliminated and only the approved documents for the age ranges of <13, 13-18, and >18 years, and with the volunteer terms: 0-30 days or < 5 years, can be used. In total 6 agreements and 2 declarations are included in the new procedures.
- The PRC youth movement meets every 15 days, starting from 9 February 2023. The aim is to mobilize existing groups in a coordinated way and to motivate branches that do not have the youth group to implement it in the short term.
- We continue to work with the volunteer manager to create protocols, procedures and technical instructions to be implemented in the management of volunteers in the Polish Red Cross.
- A new training of the database system entirely in Polish was carried out with a total of 90 participants on 27-28 February 2023. With this update, the implementation of level 2 management (local branch) has started. The training is being conducted entirely in Polish, in order to accompany the implementation process at the local level.
- A total of 1400 staff and volunteers have been trained in the main sectors of intervention, thus
  continuing the process of training volunteers to scale up the projects and actions of the Polish Red
  Cross.

Bilaterally, the Spanish Red Cross has been supporting PRC in response to the emergency operation, regarding volunteer management with the provision of:

- Recruitment, training, and management of CVA volunteers of PRC in Poland, mainly in the Mazovia branch, Warsaw district.
- Development of a catalogue of volunteer activities according to profiles in the Mazovian branch.
- Supporting the volunteering data management system, similar to the one used by the Spanish RC for domestic activities, to allow PRC to dispose of volunteers' information, including their skills and availabilities, to match them with activities for which support is needed.
- A volunteer training programme is under development, including gender, inclusion, psychological support, RCRC values, and principles. Localization of IFRC e-learning platform for volunteers is planned.

The Spanish Red Cross with Ixiam company supporting Polish RC in the new volunteer database for Poland (CiviCRM + Webform for National Societies involved in the current crisis). The volunteer management system is being put in place although it still requires some systematic improvements. This also includes some technical instructions to establish single criteria in the management of volunteers in relation to food, lodging, infractions, and insurance issues.

Transfer of software to the Polish Red Cross to ease the collection and management of volunteer data. To structure the implementation of the software, the work will be organized into three sprints/stages, having every sprint a length of three weeks. The phases that the sprint process will cover are the ones stated below:

- Phase one: assessment and analysis of requirements by PRC with the aim to provide the PRC with all the information pertaining to the software to undertake a mutual assessment and to identify its needs and required functionalities.
- Phase two: deployment of the software in the different layers of the PRC.
- Phase three: training key actors of the PRC on the use of the software.
- Phase four: tuning, maintenance, and cleaning possible bugs.

The software will include a blood donation module. The development of this module will consist of:

- An updated list of current blood donors.
- A link to provide information to potential donors/donor applicants.
- Communication flow between branches and donor applicants, for the initiation of the donor activity.
- Having a list of the dates of new donations for each person.
- Reports on the number of annual donations per person and the total number of donations.
- The creation of events and emailing to call for new donations.

#### Russia

The revised Country Plan of the Russian Red Cross Society includes development of a One NSD Plan, building on the results of Organisational Capacity Assessment and Certification (OCAC) process that the National Society went through recently. As immediate action, RRCS is introducing volunteer coordination and DM coordination functions in all branches working on the response to the ongoing international conflict.

Throughout the year, the RCRC Movement support to the RRCS included:

- Recruiting 16 new staff and 20 PSS professionals.
- Procuring five vehicles, office equipment.
- Renting warehouse in Voronezh.
- Development of Russian Red Cross Society Strategy.
- Spanish RC supported mobile HSP establishment (external and internal equipment).
- German RC financed procurement of one vehicle, tents and airframe module.
- Austrian RC supported in implementation PSS activities.
- On December 1-2, representatives of the Russian Red Cross held a "Lessons Learned Workshop" where participants discussed the results of the response to the Ukrainian crisis in the Russian Federation in 2022 and planned joint activities for 2023. This event was attended by representatives of the IFRC, the ICRC, the Belarusian Red Cross Society, and 11 regional branches of the RRCS.
- Conducting MHPSS training for the staff of 32 branches.
- Holding sessions on the risk management for the heads of the 32 regional branches of the RRCS.
- ICRC provided RRCS with 13 additional positions, procurement of 5 vehicles and office equipment, rent of a warehouse in Rostov and an office in Kursk.

#### Romania

Eight additional branches have been assessed, and the need for training for new staff and volunteers is consistent with other branch assessments. Training in PGI, MHPSS and CEA commenced in the first week of

May. The need for additional assets, such as vehicles and warehousing, is also consistent. Discussions are ongoing about using the Spanish Red Cross proposed volunteer management system. IFRC Surge Finance has started visiting branches engaged in the operation to train in IFRC financial procedures.

Displaced people from Ukraine eligible for employment as asylum seekers or with protected status are being hired as translators and phone operators in CVA call centres. RoRC is facilitating the receiving and transport of goods donated by the Kuwait RC to Ukraine. RoRC continues to provide bi-weekly convoys of food and essential items to URCS at their request. The French, Korean and Swedish RC have all visited the RoRC to begin preliminary discussions on future bilateral engagement in health, logistics and MHPSS.

The ICRC in Bucharest has increased its capacity to two delegates - RFL and Cooperation and the IFRC operational plan have been shared. The ICRC has also increased its capacity in Suceava with a hub used for both logistics and delegate rotation. A visit by the Secretary-General from Canada, France, Danish and the Netherland RCs was facilitated and support provided to travel onwards to Ukraine.

A multi-year NSD strategy has been developed by the IFRC NSD Delegate, along with the NSD, which has been endorsed, in principle, by the RRC Secretary General. In line with the multi-year NSD strategy that was developed by the IFRC NSD Coordinator, the IFRC and RRC are developing job descriptions and recruiting for multiple national positions to strengthen the organizational and technical capacities of the RRC. In line with the multi-year NSD strategy, the IFRC and RRC are continuing to recruit for multiple national positions to strengthen the organizational and technical capacities of the RRC.

The IFRC continues to provide financial and technical support to the RRC in order to both scale up the current operation and to set the groundwork for future organizational development of the RRC.

HR and MHPSS coordinator recruitment process started with the support of the French RC.

#### Slovakia

The Ukrainian response, together with the COVID-19 response, is the largest operation in the history of the Slovak Red Cross. Although a strong organization, the National Society remains understaffed at headquarters and branch level to manage a large response and its decentralised organizational model needs to be adjusted with improved coordination for a more effective response. This operation also highlights the need to systemize volunteer management, and train volunteers and volunteer leaders.

During the third week of May, a workshop was held with regional branches and HQ to identify the next steps in the development of the operation. Within this response, in the past six months,

- The IFRC surge team has provided ongoing advice and support to the NS on the strategic and technical implementation of the response, ways to scaling up operations and improve preparedness.
- With increased interactions, the SRC was able to strengthen its auxiliary role with the Slovak government and strengthen its networks with humanitarian organizations.
- Key NS positions for the response were recruited early with the field coordinator, finance, Operations Manager, helpline operators, linguistic students and more recently the positions of volunteer development manager, communications officer, and coordinator for the EU4Health programme. In parallel of the revision of the country plan for scaling up operations, a human resource plan for IFRC and National Society positions has been prepared for the duration of the operation. However, recruitment remains a challenge as there seems to be a shortage of qualified humanitarian or development workers at national level and a current bottleneck issue to recruit delegates for the operation at the IFRC level.

The Volunteering Development Manager from Slovak Red Cross is steering the development of an integrated volunteer management system for the National Society, with technical support from Spanish Red Cross. She is supported by a working group composed of Branch Directors and Staff from a variety of Slovak RC branches in

order to ensure wide ownership and buy-in. A first version of the platform is currently being tested by staff. Slovak Red Cross is proceeding with the procurement of uniforms for volunteers. Drafting and presentation to branches on the new Slovak Red Cross policy for reimbursement and maintenance of volunteers in emergency situations was done. An induction course for new Slovak Red Cross volunteers is being planned. A volunteering policy for working in crisis was finalized. A particular volunteer policy for supporting IFRC programmes is being drafted. The legal agreements on the volunteer database are currently being reviewed by lawyers.

The Slovak Red Cross, with the support of the IFRC, has drawn up a contingency plan in anticipation of a possible influx of displaced people from Ukraine in the coming months, considering winterization and inflation. Relatedly, the procurement of specific non-food items is ongoing as contingency stock. This was also in response to a request from the Slovak Government to indicate our response capacity and stock in case of a new influx of displaced people from Ukraine this winter.

IFRC has selected two companies to start on the translation and localization of IFRC online courses into Slovak (World of Red Cross and Stay Safe), hereby supporting the onboarding of Slovak RC volunteers.

To tackle the lack of Ukrainian-speaking staff and volunteers at Humanitarian Service Points, Slovak RC is investigating how they can inform more Ukrainians about the opportunity to join and introduce appropriate compensation.

The IFRC regional office National Society Development (NSD) team undertook a mission to Slovak Red Cross to support with finalizing the NSD Action Plan. The final draft of the NSD action plan was agreed upon, with quick wins for the first quarter of 2023 identified.



# **Coordination and Partnerships**

Objective:

Technical and operational complementarity is enhanced through cooperation among IFRC membership.

#### **Membership Coordination**

Following the first ICG meeting in March 2022, the Membership Coordination function has been stepped up for this response. A Membership Coordinator has been in the position since February 2022 and has set up regular operational coordination meetings with Heads of Disaster Management in Partner National Societies to discuss key topics and progress, challenges and opportunities across the response. The Membership Coordination function has also been supporting partner National Societies with specific enquiries, meetings, and operational engagement.

Further work has been done to contact National Societies and partners working in Ukraine and impacted countries to consolidate more recent mapping of existing activities and planned engagement of Partner National Societies in these countries.

The Membership Coordinator is also working closely with the IFRC team and the Movement Coordination Officer in Ukraine to support Membership engagement in the changing response plans – a new Deputy to the Special Adviser for Ukraine, with responsibility for Membership Coordination, started in early May. The role has also engaged with the team in the Regional Office for Europe and the RC EU Office to link to all Europe and Central Asia countries' work and ensure linkages across all countries responding to the crisis.

#### **Humanitarian Diplomacy**

**Principled action**: Humanitarian Diplomacy (HD) in this operation is grounded in the 1949 Geneva Conventions, which explicitly mandate National Societies (alongside ICRC) to respond to the humanitarian needs of victims of armed conflicts. Our ability to protect and assist affected populations in accordance with this mandate depends on strict adherence to the principles of humanity, impartiality, neutrality, and

independence. The humanitarian principles are our main tool to access the most vulnerable people and gain their trust.

**HD Coordination across the RCRC Network:** IFRC continues to play a critical coordination role to help leverage the collective work of National Societies, and to build on IFRC and Movement HD, migration and protection expertise in Budapest, Brussels, Geneva, and New York. The HD network continued to meet regularly to discuss HD priorities among IFRC, ICRC and NS, and to exchange information on emerging issues, resource needs, and high-level events. During the reporting period IFRC Secretariat has been holding biweekly calls during where updates on current HD engagements related to the operation have been shared by colleagues across the HD network.

Through this network, we have been able to provide technical advice and a growing list of resources to help National Societies reinforce their auxiliary role in this response. These include: a revised guide for parliamentarians to the international Red Cross and Red Crescent Movement, operational guidance on the role of NS under international humanitarian law (IHL) during international armed conflict, and a suite of communications assets to safeguard the emblem. In addition, IFRC and the membership continues to track and respond to emerging operational, policy and legal issues, undertaking analysis where needed.

Reinforcing the red pillar: IFRC is engaged in external coordination mechanisms including the Interagency Standing Committee, Humanitarian Country Teams and the NGO Forum, and its Working Group on this crisis. There are teams in Brussels engaging in EU-level discussions (including the EU civil protection Emergency Response Coordination Centre for information exchange and coordination), and in New York engaging with UN Security Council and UN General Assembly actors and mechanisms. Analysis from these forums, coupled with research and insights generated across the network, help to inform, and amplify our positioning.

#### Key activities:

- Regular bi-weekly HD Movement calls on the conflict in Ukraine and other impacted countries. The
  meetings have constituted a platform for exchanges between Movement partners on emerging
  humanitarian policy trends, changing needs and response gaps. Reoccurring topics have included
  issues related to IHL, how to better advocate on behalf of specific population groups that have been
  displaced and experience situations of increased vulnerability, external coordination in multilateral
  platforms and the consequences of specific legal provisions for humanitarian needs and humanitarian
  access in the different countries.
- The HD team has contributed to strengthening understanding inside the operation (Secretariat and Federation-wide) of the basis for the respective mandates and roles of the different components of the RCRC Movement in the different countries, the importance of strengthening and consolidating the auxiliary role of the respective National Societies active within the operation as well as ensuring alignment with the language of IHL, RCRC Movement resolutions and other relevant references.
- Regular meetings have been held between IFRC Secretariat HD delegate and ICRC HD counterparts for the Ukraine operation. The meetings have contributed to advance cooperation between the IFRC Secretariat and the ICRC on current humanitarian issues as well as serving as a space to exchange observations on emerging humanitarian issues.
- Although the IFRC observed a slight decrease in external ad hoc requests for briefings or presentations toward the end of the reporting period for this update, global concern for the humanitarian situation in Ukraine, as well as interest in the humanitarian response operation, remains high. IFRC continues to try to accommodate requests to the greatest extent possible.
- The HD network, through its collective reach and reading of the changing situation, informs the contextual reading of needs and gaps throughout the Movement-wide operation e.g., through exchanges between Movement representatives on emerging trends in the different countries.
- The IFRC Secretariat continues to engage with National Societies that reach out bilaterally to discuss emerging legal and policy related humanitarian issues.
- The IFRC continues to meet regularly with government representatives, parliamentarians, embassies, international and local organizations, and other relevant stakeholders to share information about the changing humanitarian needs and bring attention to the RCRC Movement's collective response to these.



#### **IFRC Secretariat Services**

**Objective:** 

The IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible.

#### **IFRC Operation Management**

An Emergency Operation Centre continued to be operational in the IFRC Regional Office for Europe in Budapest and is being integrated into the regional emergency response infrastructure, ensuring coordination and overall management of support to URCS and the IFRC network responding to the emergency.

## Logistics

IFRC Logistics Teams are coordinating logistics efforts and ensuring that relief items reach people in need in all impacted countries. The Global Humanitarian Services & Supply Chain Management (GHS&SCM) department has been established in the IFRC Regional Office for Europe to support ongoing Ukraine crisis operations and other emergency operations in the region. The main supply chain to support the operation is being centralised via Debrecen warehouse. Also, direct supplier deliveries are in place when and where applicable.

The operational logistics structures have been established in Ukraine (Kiev, Uzhhorod and Lviv), Hungary (Budapest and Debrecen), Moldova and Poland. IFRC is renting 3PL warehouse in Hungary, Debrecen (legal status available in Hungary) until December 2023. The field logistics offices and the Regional Office for Europe in Budapest are supporting operations with local sourcing and conducting international procurement. For international in-kind support, the operating supply chain is managed by ROE logistics team based in Budapest, Hungary.

The **revised mobilisation table** was launched and shared with partners on 28 October 2022 to better meet operational needs. The mobilisation table was split into two: Ukraine mobilisation table with a value of CHF 105,624,109 and other countries mobilisation table with a value of CHF 4,305,702. Awareness raising of the meaning, application, and use of the mobilisation table are currently underway. In total, the IFRC Logistics team supported the transportation of approximately 3.1 million kilograms of goods from the mobilisation table, as well as more than 5 million kilograms of goods from bilateral donation to Ukraine and the neighbouring countries.

As of now, the major activities of logistics are linked to procurement, storage and transportation of the items listed in the mobilisation table. Framework agreements have been established increasing the efficiency of the supply chain while also reducing operational risks, such as fraud, and low performance from suppliers, as well as costs.

Key logistics facts until today for the Ukraine crisis operation are summarised in the Dashboard bellow: **IFRC Logistics Report: Provided Goods IFRC Ukraine and Impacted Countries Crisis** Mobilised cargo Operations supported Belarus. Weight (KG) 307,99 2,307,797 7,532,884 Volume (CBM) 1.327 5.457 27 492 34,276 116 CHF 604,250 CHF 604,250 • Ukraine • Moldov CHF 600,000 CHF 150,000 CHF 33,812,041 Items shipped Ex-Debrecen warehouse Expanded list of relief items mobilised Migrant kit Hygiene kit 223,048 Food parcels 150,000 Blanket 109.319 Kitchen set 75,847 Tarpaulin 45,965 128,732 116,710 44.357 Baby Food kits 27,300

Until today, the ROE procurement team has received Logistics Requisitions (LRs) with an estimated value of more than CHF 20 million and Purchase Orders (POs) issued with the value of approximately CHF 20 million. 77 generators and 185 heaters were mobilised through the mobilisation table and were delivered to Ukraine. 31 Regional Technical Approvals have been processed for local procurements with estimated procurement value of CHF 4.6 million.

Baby Hygiene kits

41,720

27,130

Sleeping kit

Bed Camp

First Aid Kit

Generators

18,800

18,240

4,000

754

To support Red Cross Red Crescent Societies in the Europe and Central Asia region, HELP Logistics and the Chartered Institute of Procurement & Supply (CIPS) conducted the Procurement Practices in the Humanitarian Sector training in Budapest. The programme consisted of two face-to-face events with an intensity of 48 learning hours plus remote follow-up practical exercises assessed by industry experts including, but not limited to, market assessments on selected relief items. Modules included in this training are 1. Category Management, 2. Strategic Sourcing and Tendering, 3. Developing Contracts, 4. Contract Management, 5. Suppliers Relationship Management, 6. Suppliers Performance. This first training benefited eleven National Societies in the region.

To support operational needs, operation benefitted from three (3) major strategic partnerships:

- AirLink: Free of charge Air transportation of 26 generators were air lifted from India to Ukraine. The value of this contribution is approximately CHF 135,679.
- Jaguar Land Rover: 20 vehicles with a monetary value of EUR 150,000 (approx. CHF 148,208) provided free of charge on loan basis.
- Volvo: 100 of free truckloads of transportation with a monetary value of EUR 690,000 (approx. CHF 681,757) from IFRC warehouse in Hungary to operational warehouses in different countries.

Additionally, seven vehicles were delivered to Ukraine and three to Bulgaria, 16 vehicles were received in Budapest – three delivered, ten allocated and three for VRP regional stock. Ten Land Cruiser Ambulances were received in Debrecen warehouse, which are currently in transit to Ukraine.

#### **Challenges:**

- At the onset of the crisis, there was no regional logistics set-up in the Europe region that could support the operation in an effective and timely manner. Today, there is a regional logistics unit in place in Regional Office for Europe providing efficient and timely support to the operation.
- Global Supply Chain crises: long lead time, limited stock of items, higher prices and shorter validity of offers. To mitigate the risks, ROE Logistics team has increased the number of Frame Agreements in the region and promoted the creation of a basic contingency stocks for the most utilised items (e.g., sleeping kits) on country level.
- Uncertainty of the needs made difficulties for the operation to establish a proper operational planning and item consolidation causing delay in delivery of goods. Today, the operation has much better understanding of needs translating to easier supply chain planning and support.
- Country-level winterization plans was forming at a slow pace, which slowed down regional sourcing support.
- The updated mobilisation table has received low response from partners.

## IFRC Planning, Information Management, and Monitoring (PIMM)

An Information Management team has been established at the IFRC Regional Office for Europe in Budapest. This team includes a Humanitarian Information Analysis function that provides regular situational updates and analysis to inform larger scenario planning for the operation. This function is also providing targeted technical support to responding countries for conducting assessments, data collection and analysis. As the scale and scope of this response are vast, information dissemination and coordination are unique, and the needs are significant. The PIMM cell has set up several systems to ensure information collected and products developed at the IFRC Regional Office for Europe in Budapest are being shared operation-wide and getting to those who need it most.

Established IFRC information management systems are being fully utilised, such as the <u>GO Platform</u> and <u>Kobo mobile data collection service</u>, and an activation of the Surge Information Management Support (SIMS) has channelled remote IM support from over a hundred IM experts from across the IFRC Network to support tasks, such as development of survey forms, data cleaning and analysis, mapping, data visualization and dedicated support for CVA IM needs.

The <u>GO platform</u> has been maintained as the key reference platform for the IFRC Network. This includes developing and publishing key operational and references information and collection and analysis of Field Reports from National Societies responding to the crisis across the globe.

Development of regular reporting and monitoring systems, such as the Federation-wide planning, monitoring and reporting framework of the operation, have been put in place. The Planning, Monitoring, Evaluation and Reporting (PMER) team is working closely with operations teams and country PMER delegates in strategic and operational planning, developing programme proposals and implementation frameworks, maintaining monitoring and data collection systems, and ensuring that all internal and external reporting requirements are met in a timely and efficient manner. The team is regularly publishing public monthly highlights reports, with up-to-date information as well as human interest stories from all NS that receive multilateral funding from the IFRC Emergency Appeal. These reports are available via IFRC GO.

By the one-year mark of the emergency operation, the IFRC Regional Office for Europe PMER team has grown to four long-term staff: one PMER Coordinator, a Senior Federation-Wide Data Analyst, a Senior PMER Officer, and a PMER Officer. Furthermore, all National Societies covered by the Emergency Appeal were able to receive IFRC PMER support through Country and Country Cluster Delegations PMER focal points. As such, the PMER

team is providing support to NS in capacity building in programme cycle management, PMER-related tools and processes, as well as conducting lessons learned exercises. 12 rounds of Federation-wide data collection have been launched to collect: 1) key financial information from all National Societies engaged in the response, either domestically or internationally or both, and 2) standardised indicator data from all NS responding to the crisis, domestically and internationally. More recently, ahead of the revision of the Emergency Appeal, IFRC Country and Country Cluster PMERs have been providing support to National Societies in the revision of their National Society Response Plans through informational sessions, as well as capacity building bilateral support.

**PMER coordination mechanism** among the RCRC Movement Partners operating in Ukraine was set up, to ensure the uniform mechanism of data collection among the partners and to look for PMER capacity strengthening for the URCS HQ and branches. The PMER Membership Coordination WG, organised and facilitated by the IFRC, continued to gather on a bi-weekly basis. Thanks to the PMER Coordination WG, it was possible to develop and launch the nation-wide data collection on the number of people reached with the humanitarian assistance provided by the URCS, including with the support of RCRC partners, and start harmonising the PDM and assessment approaches in Ukraine. In the forthcoming period, it is envisaged that the members of the PMER WG will assist to the URCS with the development of more detailed sectorial plans, which will complement a strategic URCS One Plan for 2023 - 2025.

#### **Communications**

A key priority in the response has been communications, which continues to evolve in such a complex political environment. The strategic focus has been two-fold: 1) raising awareness with audiences on the evolving needs and sharing more about our impact made through donor funds; and 2) educating and managing the risks based on public perception of the humanitarian imperative and our role as impartial, neutral, and independent actors.

#### Media and social media coverage

Media interest in the conflict in Ukraine as well as the Red Cross Red Crescent's response was immense in the first month of the conflict, which saw 300,000 media and social media mentions linked explicitly to Ukraine and the RCRC Movement.

Over the past year, IFRC has developed partnerships with several social media platforms, including Twitter, Meta and TikTok to help maximise the visibility of the response efforts. The Twitter "takeover" activation occurred in nine markets, linking to donation pages of the Ukrainian Red Cross Society and National Societies fundraising for the appeal. The tweets were seen 59 million times, received hundreds of thousands of interactions, and drove hundreds of thousands of clicks to donation pages. TikTok has just recently been signed with plans to roll out content in April 2023. Thanks to Meta's support, over 5,000 displaced from Ukraine and 2,000 people from host communities in countries neighbouring Ukraine in an IFRC online poll assessing humanitarian needs (however, this was not analysed for the one year), it will be updated/reviewed/analysed for us to communicate ahead of the revision of the appeal. Content has been regularly produced and published on social media channels and is available on the av.ifrc.org site for National Societies, donors and journalists to use.

The Movement Communications teams capitalized on key moments throughout the year to showcase the impact of IFRC Network teams across Europe, including at the <u>six month</u> and <u>one-year anniversaries</u>. A six month <u>report</u> and one year <u>report</u> showing the impact the escalating conflict has had on people as well as the collective efforts of the Movement was produced. A <u>Press conference</u> hosted by IFRC with Ukrainian Red Cross Society and ICRC was conducted; as well as two UN press briefings with the Ukraine Operations Manager and the Europe Regional Director to provide updates to the situation. In both milestones, there were more than 2,00 media mentions in 12+ languages with 30 National Societies engaging in the activations. In addition, this became an opportunity to showcase more local humanitarian voices which was done through powerful storytelling and content, Live Twitter spaces, and spaces for Ukrainian speakers/URCS at major events/donor meetings.

Since the beginning of the humanitarian crisis, there has been:

- 788.3k media and social media mentions linked to Ukraine and RCRC/IFRC in different languages.
- Content was seen 125 million times across our IFRC social media platforms including Twitter, Instagram,
  Facebook and LinkedIn. This includes a partnership with Twitter which helped us to communicate at
  scale around the Ukraine response. It generated thousands of visits to the donation appeals of National
  Societies.
- The Ukraine emergency page has had 70,000 views since going live on 24 February 2022, which was the most viewed emergency page of all time until the Türkiye and Syria earthquakes.

#### Coordination

Communication is closely coordinated with National Societies across the world – both those responding directly to the people impacted by Ukraine but also others who have rolled out massive fundraising and awareness campaigns in their own markets. Coordination includes regular RCRC Movement calls with National Societies, IFRC and ICRC. IFRC has taken a key role in coordinating communication resources from National Societies. This includes during campaign periods where assets from bilateral missions are shared with the rest of the IFRC Network or using the strength of key National Societies to help produce content for specific needs.

As part of the team's ongoing efforts to prioritize one message, many messengers, the IFRC is also managing reputational risks that come up. The regional team has been working alongside several National Societies in equipping them with messaging, assets, reactive lines, Movement calls to understand market risks, among others to work together to mitigate public impact.

In line with Strategy 2030, the team has been championing National Society Strengthening throughout this emergency. Working together with implementing and Partner National Societies, country communications plans have been developed for Ukraine and seven neighbouring countries. For Ukraine, the team provided support with preparing its unified One Country Plan, involving several Partner National Societies to secure material, in-kind and technical support for the Ukrainian Red Cross Society communications team. The IFRC is also working closely to finalize an MoU with the American Red Cross and priority countries neighbouring Ukraine to provide in depth capacity strengthening and focused resources to help National Society branding and positioning in country. The IFRC Europe Communications team has also integrated an American Red Cross bilateral communication colleague into the team to coordinate closely its collective response efforts. More approaches like this are being explored.

#### Security

The IFRC security infrastructure is well established with dedicated security personnel integrated at country and regional level to support Operations Managers and to ensure compliance with Minimum Security Requirements. Security coordination with all Movement partners remains strong at country, regional and Geneva level. Security risks to RCRC personnel in Ukraine and impacted countries are regularly re-assessed and security plans updated accordingly to ensure they remain fit for purpose; these now account for an IFRC representational presence in Kyiv. Field movements to and within Ukraine remain subject to strict control procedures. Looking ahead, the IFRC Ukraine security team is positioning itself to support PNS requirements and to undertake URCS capacity development activities on security risk management.

#### **Human Resources**

The HR team is now stable, with majority of the positions filled and focus now on providing support to PNS national staff recruitments. The changes in ways of working brought about by COVID-19, remote working in the main, have enabled the central support service of HR to be delivered flexibly from anywhere in the world. HR recognizes, however, that the service is not seamless, and the team is addressing these gaps through improved communication and training.

Despite the enormous challenges (primarily associated with competing priorities, sheer volume, and process), significant milestones and achievements have been made. Team morale is high and stakeholder engagement is positive and constructive. The HR team is constantly assessing ways of working to ensure incremental improvements are incorporated into the heavily procedural nature of the HR workflow, leading to better outcomes (faster hires, or 'boots on the ground') for all involved. In mid-June, the team launched a dashboard with the invaluable support of IM, and this is bearing fruit as far as improved information flow, greater transparency around the organisational structure and workforce planning analysis are concerned. The hiring rate also reflects an increased confidence among the team in the hiring process itself. Inside the Ukraine Country Delegation itself, the team has implemented a new salary structure effective 1 August 2022. As of now, 27 delegates have been onboarded along with 74 national staff. The national staff regulations have been approved and shared with all staff. Recruitment is still a high priority, however, with the number of staff already brought on board, the team is seeing opportunities to reflect on lessons learned to date as well as to work toward further integration and localization of hiring efforts including within HR itself. The delivery of corporate services under the Integration Agreement remains one of the next significant challenges.

#### **Finance**

The Finance team continues to provide critical financial management oversight to the operation. Continued monitoring of implementation rate in line with donor requirements is ongoing. Close collaboration with the operations managers is happening to ensure that funding received is utilized within timeframe.

The finance team organized a virtual programme management finance training that saw participation from staff from different sectors within the operation to broaden their knowledge in project financial management. Continuous engagement with National Society Finance staff is ongoing to ensure strengthening of finance systems within the NS. Recruitment of all the Finance and Administration Delegates has been concluded. There is ongoing recruitment for National Staff in some of the countries while some have already been recruited.

Finance is working closely with the NSs to ensure timely liquidation of funds disbursed.

Revised operating budgets up to CHF 354,000,000 have been reviewed and being uploaded to allow for continued implementation of activities.

# **Strategic Engagement and Partnerships**

Through the Regional Office for Europe, the Strategic Engagement and Partnerships (SEP) Team is coordinating the resource mobilization efforts to support the scaling-up of humanitarian assistance. Since the beginning of the operation, Red Cross and Red Crescent Societies, partners, and donors, have been engaged through briefings, and bilateral meetings. Currently, the funding coverage is 73 % with a funding gap of CHF 146.1 million which includes hard pledges, human resources, and in-kind contributions. There are continued engagement efforts within the RCRC movement, governments, institutional donors and private sector to upscale support for wider impact.

Please see the financial report annexed.

# **Contact information**

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

#### In the IFRC

- Regional Office for Europe, Head of Disaster, Climate and Crisis Prevention Response and Recovery:
   Andreas von Weissenberg, <u>andreas.weissenberg@ifrc.org</u>
- Regional Operations Manager, Ukraine and Impacted Countries: Lorenzo Violante, lorenzo.violante@ifrc.org
- Deputy Regional Operations Manager, Ukraine and Impacted Countries: Elzat Mamutalieva, elzat.mamutalieva@ifrc.org
- Head of Country Cluster Delegation for Ukraine, Moldova, Poland, Lithuania, Estonia, and Latvia: Stephane Michaud, <a href="mailto:stephane.michaud@ifrc.org">stephane.michaud@ifrc.org</a>
- Head of Country Cluster Delegation for Russia, and Belarus: John Entwistle, john.entwistle@ifrc.org
- Head of Country Cluster Delegation for Central and South-Eastern Europe: Maria Kristensen, maria.kristensen@ifrc.org
- Geneva, Senior Officer, Operations Coordination: Antoine Belair, antoine.belair@ifrc.org

#### For IFRC Resource Mobilisation and Pledges support:

 Regional Office for Europe, Head of Partnerships and Resource Development: Andrej Naricyn, andrej.naricyn@ifrc.org

#### For In-Kind donations and Mobilisation table support:

Humanitarian Services and Supply Chain Management: Stefano Biagiotti, <a href="mailto:stefano.biagiotti@ifrc.org">stefano.biagiotti@ifrc.org</a>

#### **Reference documents**

N

**Click here** for previous Appeals and updates

## 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 Red Cross and Red Crescent 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.

INTERIM FINANCIAL REPORT

Selected Parameters						
Reporting Timeframe	2022/2-2023/2	Operation	MGR65002			
Budget Timeframe	2022-2024	Budget	APPROVED			

Prepared on 16 Mar 2023

All figures are in Swiss Francs (CHF)

# MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

# I. Emergency Appeal Funding Requirements

Total Funding Requirements	550,000,000
Donor Response* as per 16 Mar 2023	406,282,981
Appeal Coverage	73.87%

# II. IFRC Operating Budget Implementation

Planned Operations / Enabling Approaches	Op Strategy	Op Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	150,000,000	37,576,221	39,638,584	-2,062,363
PO02 - Livelihoods	10,000,000	1,309,896	465,686	844,210
PO03 - Multi-purpose Cash	245,000,000	85,309,321	116,080,922	-30,771,601
PO04 - Health	45,000,000	16,198,165	6,626,037	9,572,128
PO05 - Water, Sanitation & Hygiene	30,000,000	1,385,838	1,861,089	-475,251
PO06 - Protection, Gender and Inclusion	16,600,000	2,917,666	1,110,730	1,806,936
PO07 - Education	1,000,000	90,484	6	90,478
PO08 - Migration	8,800,000	14,340,946	11,579,098	2,761,848
PO09 - Risk Reduction, Climate Adaptation and Recovery	2,000,000	93,424,325	2,339,574	91,084,751
PO10 - Community Engagement and Accountability	5,000,000	1,294,420	445,571	848,849
PO11 - Environmental Sustainability	1,000,000	17	17	0
Planned Operations Total	514,400,000	253,847,299	180,147,313	73,699,985
EA01 - Coordination and Partnerships	2,950,000	10,281,316	7,457,926	2,823,390
EA02 - Secretariat Services	17,350,000	36,628,142	10,077,875	26,550,266
EA03 - National Society Strengthening	15,300,000	23,876,077	9,027,555	14,848,522
Enabling Approaches Total	35,600,000	70,785,535	26,563,356	44,222,178
Grand Total	550,000,000	324,632,833	206,710,669	117,922,164

# III. Operating Movement & Closing Balance per 2023/02

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	385,386,113
Expenditure	-206,710,669
Closing Balance	178,675,444
Deferred Income	21,702,489
Funds Available	200,377,934

#### **IV. DREF Loan**

* not included in Donor Response	Loan :	1,293,301	Reimbursed:	1,293,301	Outstanding:	0
----------------------------------	--------	-----------	-------------	-----------	--------------	---



INTERIM FINANCIAL REPORT

 Selected Parameters

 Reporting Timeframe
 2022/2-2023/2
 Operation
 MGR65002

 Budget Timeframe
 2022-2024
 Budget
 APPROVED

Prepared on 16 Mar 2023

All figures are in Swiss Francs (CHF)

# MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

# V. Contributions by Donor and Other Income

Opening Balance 0

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Albanian Red Cross	20,000				20,000	
Altera Infrastructure	13,750				13,750	
Amadeus IT Group	1,520				1,520	
American Red Cross	59,031,894				59,031,894	
Ameriprise Financial	95,117				95,117	
Analog Devices Foundation	35,285				35,285	
Arcadis NV	204,460				204,460	
Argentine Red Cross	665				665	
Assurant Inc	759				759	
Astra Zeneca	8,867				8,867	
Australian Red Cross	5,272,550				5,272,550	
Australian Red Cross (from Australian Government*)	1,386,294				1,386,294	
Austria - Private Donors	52				52	
Barry Callebaut AG	30,000				30,000	
Belgian Red Cross (Francophone)	1,029,820				1,029,820	
Bio Rad	1,725				1,725	
Bloomberg	46,000				46,000	
Boler Company	95,137				95,137	
British Red Cross	25,047,381				25,047,381	
British Red Cross (from British Government*)	25,995,593				25,995,593	
Bulgarian Red Cross	10,000				10,000	
Business for Ukraine Group	24,640				24,640	
California Community Foundation	24,251				24,251	
Camlog Biotechnologies GMBH	10,000				10,000	
Charities Aid Foundation (from Analog Devices Foundation)	94,133				94,133	
Charities Aid Foundation (from Cisco*)	721				721	
Charities Aid Foundation (from Dow Chemical Compar	144,686				144,686	
Charities Aid Foundation (from Meta*)	139,200				139,200	
Charities Aid Foundation (from Schwab Charitable Glo	936				936	
Charities Aid Foundation (from Vanguard*)	22,803				22,803	
Chilean Red Cross	21,164				21,164	
China - Private Donors	250				250	
Choice Hotels Licencing B.V.	645				645	
Circle K	967,807				967,807	
CNH Industrial International SA	355,269				355,269	
Coca-Cola	98,682				98,682	
Coca-Cola Europacific Partners	208,936				208,936	
Coca Cola Foundation	931,980				931,980	
Coca-Cola (from Coca Cola Foundation*)	1,075				1,075	
Coyotte Logistics	4,660				4,660	
Croatian Red Cross	10,313				10,313	
Crypto.com	868,683				868,683	
CVC Philanthropy Ltd	254,689				254,689	
Cytel Inc	14,100				14,100	
Czapek & Cie SA	20,000				20,000	
Danish Red Cross	2,915,201		40,292		2,955,494	
Danone	670,504		70,202		670,504	
Denmark - Private Donors	101				101	
Diageo plc	1,016,170				1,016,170	
Dia Sorin	26,461				26,461	



INTERIM FINANCIAL REPORT

 Selected Parameters

 Reporting Timeframe
 2022/2-2023/2
 Operation
 MGR65002

 Budget Timeframe
 2022-2024
 Budget
 APPROVED

Prepared on 16 Mar 2023

All figures are in Swiss Francs (CHF)

# MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Don Quixote ASBL	50,842				50,842	
Electrolux Food Foundation	60,152				60,152	
Ericsson	402,847				402,847	
EU-DG SANTE	2,269,294				2,269,294	17,937,41
Eurofins Scientific Foundation	26,292				26,292	
European Commission - DG ECHO	105,054				105,054	
European Investment Bank Institute	700,679				700,679	
European Society Gastrointestinal Endoscopy	10,188				10,188	
Exor NV	1,032,877				1,032,877	
FIA Foundation	511,711				511,711	
Fidelity	89,091				89,091	
Finnish Red Cross	15,451,915				15,451,915	
FlexCar	2,925				2,925	
Fortum Oyj	206,421				206,421	
France - Private Donors	100				100	
French Government	2,566,923				2,566,923	
French Red Cross	19,743,505				19,743,505	
Germany - Private Donors	511				511	
Great Britain - Private Donors	6,387				6,387	
Hellenic Red Cross (from Greece - Private Donors*)	417,903				417,903	
Hong Kong Red Cross, Branch of the Red Cross Socie	503,154				503,154	
Icelandic Red Cross	94,350				94,350	
celandic Red Cross (from Icelandic Government*)	160,650				160,650	
FRC at the UN Inc	893,003				893,003	
Inficon Holding AG	25,000				25,000	
Intercontinental Hotels Groups(IHG)	236,200				236,200	
International Inner Wheel	11,905				11,905	
Interogo Holding	5,120,830				5,120,830	
Ireland - Private Donors	1,444				1,444	
Irish Government	1,023,408				1,023,408	
Irish Red Cross Society	12,569,228				12,569,228	
Italian Government	2,044,948				2,044,948	
Italian Government Bilateral Emergency Fund	488,511				488,511	
Italian Red Cross	951,855				951,855	
Italian Red Cross (from Coca-Cola*)	4,045,100				4,045,100	
Japanese Government	7,472,859				7,472,859	217,22
Japanese Red Cross Society	18,557,919				18,557,919	211,22
Johnson & Johnson foundation	4,699,560				4,699,560	
Kimberly-Clark Corporation	54,301				54,301	
Knockward Ltd	10,038				10,038	
Lars Amundsen Foundation	100,000				100,000	
Latvian Red Cross	25,404				25,404	
Lesaffre & Cie	19,851				19,851	
Liechtenstein Red Cross						
	400,000				400,000	
Lindle & Springli	23,093				23,093	
Lindt & Sprüngli	1,000,000				1,000,000	
Lithuania Government	98,918				98,918	
Luxembourg Government	511,711				511,711	
Luxembourg - Private Donors	3,680				3,680	
Malaysian Government	56,057				56,057	
Mondelez International Foundation	698,369				698,369	
Mongolia Government	48,422				48,422	
MS Amlin Insurance SE	48,278				48,278	



INTERIM FINANCIAL REPORT

 Selected Parameters

 Reporting Timeframe
 2022/2-2023/2
 Operation
 MGR65002

 Budget Timeframe
 2022-2024
 Budget
 APPROVED

Prepared on 16 Mar 2023

All figures are in Swiss Francs (CHF)

# MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Netherlands - Private Donors	50				50	
New Zealand Red Cross	1,102,721				1,102,721	
Nissan Europe	534,519				534,519	
Norstat AS	52,074				52,074	
Norway - Private Donors	250				250	
Norwegian Red Cross	539,617				539,617	
Norwegian Red Cross (from Norwegian Government*)	10,003,475				10,003,475	
Offshore Techonology Conference Inc (OTC)	24,701				24,701	
Olympus Corporation	471,735				471,735	
On Line donations	368,280				368,280	
Other	0		919,851		919,851	
Paraguayan Red Cross	38,088				38,088	
Procter & Gamble	1,356,691				1,356,691	
Red Cross of Monaco	349,509				349,509	
Red Cross Society of China	280,287				280,287	
Red Cross Society of Georgia	200,000				200,000	
Russia - Private Donors	140				140	
Salesforce	474				474	
Siemens Gamesa Renewable Energy	506,297				506,297	
Singapore Red Cross Society	816,524				816,524	
Slovenian Red Cross	318,334				318,334	
Sonoco Products Co	46,813				46,813	
Spain - Private Donors	103				103	
Spanish Government	1,447,625				1,447,625	
Spanish Red Cross (from Amadeus IT Group*)	504,500				504,500	
Splunk	378				378	
Swedish Government	6,287,331				6,287,331	
Swedish Red Cross	10,307,723				10,307,723	
Swiss Government	4,000,000				4,000,000	
Swiss Red Cross	3,721,354				3,721,354	
Switzerland - Private Donors	200				200	
Synopsys Inc	205				205	
Taiwan - Private Donors	934				934	
Taiwan Red Cross Organisation	160,025				160,025	
Takeda Pharmaceutical Company Ltd	2,278,441				2,278,441	
The Alcon Foundation, Inc.	46,317				46,317	
The Canadian Red Cross Society	41,370,700				41,370,700	
The Canadian Red Cross Society (from Canadian Gov	5,523,493		10,395		5,533,888	
The Muslim World League	941,327				941,327	
The Netherlands Red Cross	13,901,303				13,901,303	
The Netherlands Red Cross (from Netherlands Govern	16,650,120				16,650,120	
The Netherlands Red Cross (from Netherlands - Privat	310,184				310,184	
The Philippine National Red Cross	46,394				46,394	
The Red Cross of Serbia	37,000				37,000	
The Red Cross Society of Bosnia and Herzegovina	50,000				50,000	
The Republic of Korea National Red Cross	700,000				700,000	
TMF Group BV	93,896				93,896	
Uber Technologies Inc.	247,248				247,248	
UNDP - United Nations Development Programme (from	93,190				93,190	
United States Government - PRM	5,800,433				5,800,433	3,547,850
United States - Private Donors	115,134				115,134	
Volvo	26,381				26,381	
Total Contributions and Other Income	365,807,826	0	970,539	0	366,778,365	21,702,489



# Operational Strategy INTERIM FINANCIAL REPORT

Selected Parameters						
Reporting Timeframe	2022/2-2023/2	Operation	MGR65002			
Budget Timeframe	2022-2024	Budget	APPROVED			

Prepared on 16 Mar 2023

All figures are in Swiss Francs (CHF)

# MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

**Total Income and Deferred Income** 21,702,489 366,778,365

