



The Red Cross of Serbia (RCS) staff and volunteers responding to the floods in Loznica in June 2023. Photo credit: RCS

Appeal: MDRRS015	Total DREF Allocation: CHF 312,141	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2023-000108-SRB	People Affected: 15,432 people	People Targeted: 8,330 people	
Event Onset: Slow	Operation Start Date: 02-07-2023	Operational End Date: 31-01-2024	Total Operating Timeframe: 6 months

Targeted Areas:

Branicevski, Grad Beograd, Macvanski, Moravicki, Nisavski, Pcinjski, Pirotski, Pomoravski, Rasinski, Raski, Sumadijski, Toplicki, Zajecarski, Zlatiborski

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

Description of the Event



Map of districts affected by floods in Serbia, June 2023.

Date when the trigger was met

2023-06-16

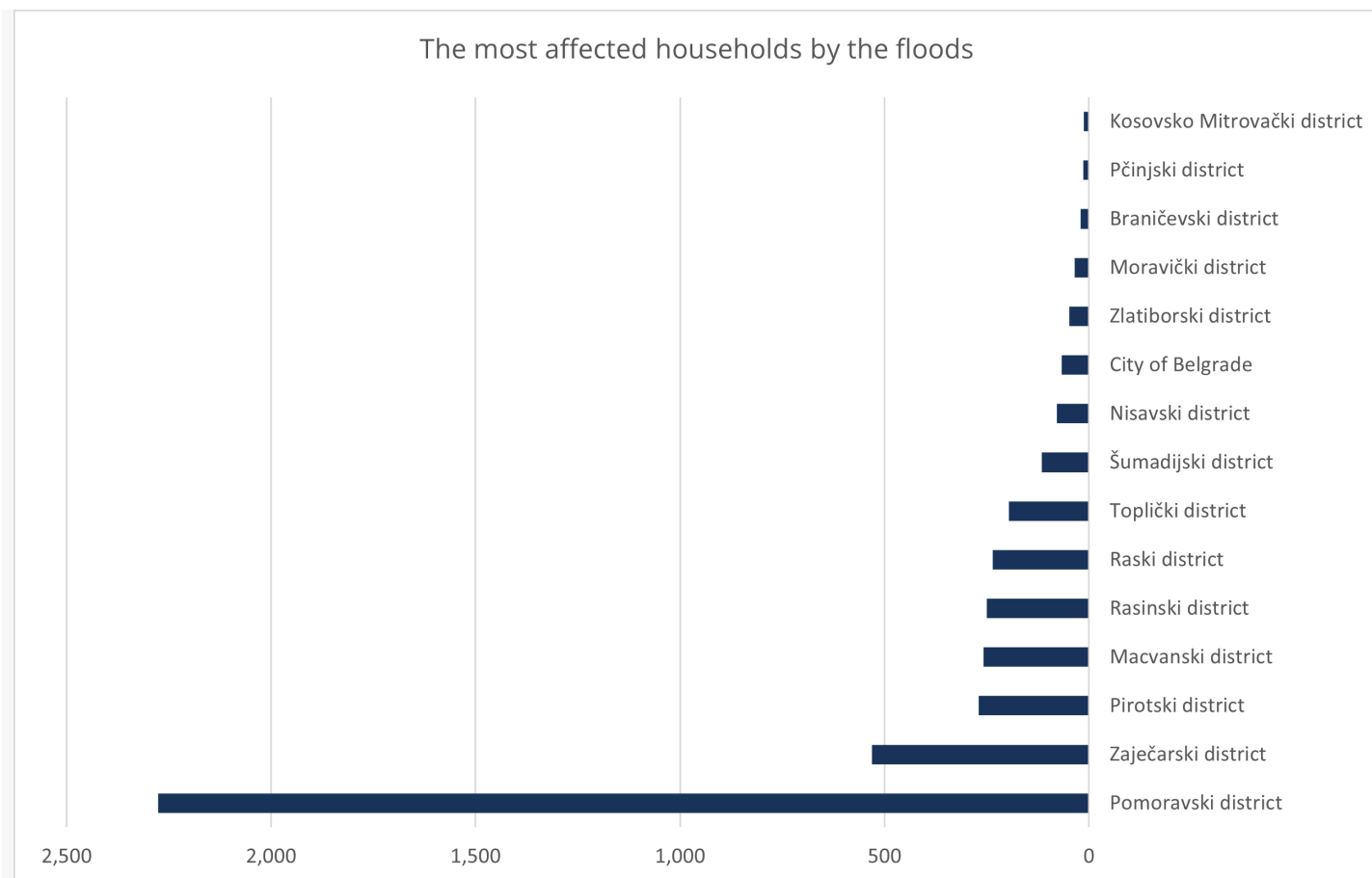
What happened, where and when?

Between 4 and 6 June 2023, ten municipalities in the Republic of Serbia (Loznica, Šabac, Babušnica, Aleksinac, Grocka, Aleksandrovac, Kuršumljija, Čačak, Brus, and Vrnjačka Banja) were hit by flash floods caused by intensive rainfall. Within the span of only three hours, the impacted areas experienced precipitation ranging from 10 to 40 litres per square metre, resulting in rapid flash floods and widespread flooding.

On 16 June 2023, the city of Belgrade, along with several other regions (Braničevski, Mačvanski, Moravicki, Nisavski, Pirotski, Pomoravski, Rasinski, Raški, Šumadijski, Toplički, Zlatiborski, Pčinjski, Zaječarski), as well as the municipality of Vučitrn and the Kosovsko Mitrovački region in Kosovo and Metohija, experienced severe impacts from flash floods and floods. The overflowing of various local streams and rivers, such as Dumača, Dobrava, Mozgovačka River, Rasina, Bresnica, Bukovac, Žutaja, Vrnjačka, Lipovačka, and Rsovacka, caused extensive damage to agricultural fields and roadways.

Subsequently, between 12 and 16 June 2023, continuous heavy rainfall with precipitation ranging from 30 to 80 litres per square metre forced authorities to declare a state of emergency in the following 36 municipalities and cities: Ivanjica, Svilajnac, Paraćin, Čuprija, Kučevo, Lazarevac, Novi Pazar, Despotovac, Lebane, Koceljeva, Varvarin, Žitorađa, Čičevac, Jagodina, Kragujevac, Vučitrn, Lucani, Kruševac, Mladenovac, Rekovac, Vladimirci, Blace, Požega, Kraljevo, Priboj, Doljevac, Medveđa, Arilje, Vladicin Han, Kosjerić, Arandjelovac, Sokobanja, Sjenica, Boljevac, Prokuplje, and Trstenik.

The most affected households by the floods



The most affected households by the floods

Scope and Scale

The heavy rainfall and floods affected more than 56 municipalities and cities, resulting in landslides in certain areas. The floods have caused severe damage to infrastructure, residential properties and destruction of livelihoods of the local population. Agricultural lands in rural areas and villages mainly inhabited by part of the population in vulnerable situations have experienced severe devastation due to the floods.

According to the assessment of the Red Cross branches, more than 15,432 people (5,144 households) were affected. The Pomoravski district, comprising municipalities such as Svilajnac, Paraćin, and Jagodina, faced the highest impact with 2,276 affected households, followed by the Macvanski district with 258 households and the Pirotski district with 270 households.

As per the assessment of the Red Cross and emergency headquarters, over 1,700 households were severely affected by the floods, resulting in damage to their properties, essential belongings, food supplies, equipment, furniture and other personal items.

The Red Cross of Serbia has been responding to the needs of all affected municipalities from the onset of the crisis, providing essential assistance to people directly affected by the floods and landslides. In addition, a total of 317 individuals, who were in danger of facing additional threats from flooding and landslides, have been evacuated to their relatives or other accommodation facilities managed by the local Red Cross branches and local emergency headquarters.

To assess the impact of the flood and the extent of the damage, Post Distribution Monitoring (PDM) of assisted households was conducted. Red Cross assessment showed the following:

- 96% of affected households reported damage to their residential buildings;
- 64% of households reported damage to ancillary buildings such as stables and sheds;
- 39% of households faced damage to their means of livelihoods - including fuel for firewood, feed for animals and electrical appliances;
- 29% of households reported damage to their crops;
- 18% of households reported damage to greenhouses, wells, approaches/local roads leading to their house;
- 11% of households faced the loss of domestic animals due to the flood.

IFRC Network Actions Related To The Current Event

Secretariat

Since the start of the response, the Red Cross of Serbia maintained communication with the IFRC Country Cluster Delegation for Central and South-Eastern Europe (CCD CSEE) in Sarajevo, fostering effective cooperation and information sharing for an efficient



response. The IFRC played a supportive role in the development of the DREF application, conducting a planning and monitoring visit in July 2023, procurement activities and organizing a training on communications during emergencies for Red Cross staff and volunteers.

In October 2023, the IFRC Logistics team visited the Red Cross of Serbia Headquarters, while, in January 2024, a monitoring visit was organized by the IFRC Cluster Office representatives, which included the project manager and a Cash and Voucher Assistance (CVA) specialist. During this monitoring visit, the IFRC representatives visited the Red Cross of Serbia Headquarters as well as two branches (Loznica and Kruševac).

Participating National Societies

There were no Participating National Societies (PNS) present in the office in Serbia.

ICRC Actions Related To The Current Event

While there is an office delegation of the International Committee of the Red Cross (ICRC) in Belgrade, Serbia, there was no contribution or support provided to this response operation.

Other Actors Actions Related To The Current Event

Government has requested international assistance

No

National authorities

Due to heavy rain during the night of 15 and 16 June 2023, the Ministry of Interior, Sector for Emergency Management, evacuated 75 people from flooded areas in different parts of the Republic of Serbia. The public institution "Serbian Waters", which is in charge of water management, issued 47 orders for emergency flood defense. In response to the state of emergency declared by 56 local self-governments, the emergency headquarters mobilized extra human resources and machinery to proactively prevent and reduce the escalation of the emergency situation.

In June 2023, the Government of the Republic of Serbia established a Working Group for the coordination of activities on the rehabilitation of the consequences of floods and preparation of state aid and reconstruction programmes after the floods.

The Ministry for Public Investments continued the ongoing initiative to reconstruct damaged residential buildings as per the decision of the Government. Local self-governments have initiated the process of issuing decisions, verified by the Ministry for Public Investments, to facilitate the disbursement of aid for the rehabilitation of damaged residential buildings.

According to data obtained from the Ministry for Public Investments website, as of 26 February 2024, 2,037 decisions for compensation regarding damaged residential buildings, along with six decisions for demolished ones, have been submitted for payment. The lists will be periodically updated to reflect the ongoing submission of decisions on the allocation of state aid by local self-government units to the Ministry for Public Investments.

UN or other actors

United Nations actors are present in Serbia, but they were not involved in field activities or providing support to the Red Cross of Serbia.

Are there major coordination mechanism in place?

The leading national authority of the Republic of Serbia in charge of civil protection and emergency management in the event of natural or man-made disasters is the Sector for Emergency Management of the Ministry of the Interior (SEM MoI). The SEM is responsible for prevention, preparedness and response activities. Furthermore, it coordinates activities across the various levels of the government with offices in each municipality, city, and district. Activities are coordinated according to the subsidiarity principle of the most local level possible and activities are scaled up when necessary (for example, when an emergency affects multiple municipalities, the coordination can be scaled up to the district level).

During these floods, on the national level, the Government of the Republic of Serbia formed a Working Group for the coordination of activities on the rehabilitation of the consequences of floods and preparation of state aid and reconstruction programmes after the



floods. The Red Cross of Serbia was a member of the Working Group chaired by the Prime Minister of the Republic of Serbia.

At the municipal level, the leading authorities were the local emergency headquarters, responsible for coordinating various protection and rescue activities. The main roles and tasks were outlined in the protection and rescue plan for each local self-government. The Red Cross branches actively participated as members of local emergency headquarters and collaborated with others to fulfill their auxiliary role.

Needs (Gaps) Identified



Shelter Housing And Settlements

In the aftermath of flooding, a number of households in substandard settlements continued to face issues related to mud, dirt, and contaminated water. Families living in extreme poverty were in urgent need of assistance for cleaning and disinfection items.

The Red Cross assessment and analysis revealed the urgent needs of affected households for the following:

- 75% of households needed house disinfection,
- 29% of households needed temporary shelter, including clothes and blankets.

Considering these findings, there was a clear and immediate need to enhance the distribution of cleaning sets to better address the overall hygiene and sanitation needs of the affected households, especially those in substandard settlements and temporarily evacuated.



Livelihoods And Basic Needs

During the summer months, many households have been working on their agricultural land, which was one of the sources for their basic food needs. Due to the damage caused to these lands and its impact on access to food, the need to support the most affected families with food parcels was also identified.



Multi purpose cash grants

The floods and landslides caused damage to many households impacting structures, appliances, furniture, agricultural crops and livestock. Based on the assessment of the Red Cross, majority of the households belonged to parts of the population in vulnerable situations who are living in rural areas. In average, 21.2% of the population in Serbia lives at risk of poverty. In the central and southern parts of Serbia, the poverty rate of the population is 30%.

The floods caused major damage to agricultural lands posing a serious threat to the daily livelihoods of the most vulnerable individuals. The affected people have been experiencing significant financial distress or hardship as their already limited resources have been further destroyed. The most affected households were composed of at least one older person (50%), children, people with disabilities or chronic diseases (30%) or single-parent families (4%).

Government assistance was delayed leaving many households facing challenges that directly affected their basic needs. In response, the Red Cross of Serbia planned multi-purpose cash (MPC) assistance to support the affected people living at or below the poverty line. During emergencies, this assistance has a crucial role in enabling affected households to fulfill their fundamental needs, including securing food, shelter, and clothing. It also proved to be more effective than in-kind aid as it provided the freedom for people to choose what they need the most at this specific moment.



Health

Based on the assessment of the Red Cross of Serbia, it was established that the population affected by the current disaster in 13 municipalities, has also been affected by recurring floods in the past ten years. As a result, affected people were coping with heightened stress, disappointment, and tiredness. The need to raise additional risk awareness related to infection, contagion, and other water-borne diseases during and after the floods was also identified. Accordingly, the Red Cross branches have been continuously providing Psychological First Aid (PFA), Psychosocial Support (PSS) and awareness-raising activities to affected populations.





Water, Sanitation And Hygiene

Households impacted by the floods faced a heightened risk of infections and diseases, particularly after the floodwaters receded. To ensure hygiene promotion and protection, the Red Cross of Serbia provided disinfectant liquid and hygiene parcels to 331 households in 17 municipalities. In order to strengthen the capacities of local communities and ensure more effective future response activities, need for awareness raising and capacity building activities related to the usage of mud pumps, disinfection and dehumidification of households was identified.

The Red Cross assessment and analysis revealed the urgent needs of affected households for the following:

- 93% of households needed hygiene items;
- 46% of households needed drinking water;
- 46% of households needed support for water pumping from a residential building.

Operational Strategy

Overall objective of the operation

The overall objective of the operation was to provide immediate assistance and services to 8,330 individuals affected by the floods. In addition to Water, Sanitation and Hygiene, response activities were focused on areas of Shelter, Housing and Settlements, Health (including mental health and psychosocial support), Livelihoods and Basic Needs, as well as cash assistance.

Operation strategy rationale

During the floods, the Red Cross of Serbia, with its operational Red Cross branches, staff, and volunteers, coordinated through the local and National Disaster Response Teams (NDRT), supported the households in the affected areas. The Red Cross of Serbia focused on the provision of emergency hygiene and food parcels and psychosocial support.

In the area of Shelter, Housing and Settlements, the Red Cross of Serbia Headquarters and branches distributed cleaning sets, boots, raincoats and nylon protective sheets to the affected households to ensure safe and restored basic shelter needs. In the area of Livelihoods and Basic Needs, food parcels were distributed to the most affected households.

In the area of Health, the Red Cross of Serbia provided basic PFA and PSS to the most vulnerable households, volunteers and staff, while also conducting awareness raising related to infections, contagion and other water-borne diseases. Due to the risk of transmission of infections and diseases, the Red Cross of Serbia supported disinfection activities to the affected households, as well as the provision of family hygiene parcels. Water tanks, with a capacity of 1,500 liters were installed in the two affected villages in Jagodina municipality to secure micro-distribution of safe drinking water. Dehumidifiers and additional equipment were installed to support households with the purpose of establishing safe living conditions.

Multi-purpose cash (MPC) assistance was implemented to effectively address a broad spectrum of basic needs among the vulnerable population. According to the Ministry of Interior and Foreign Trade, the minimum expenditure basket (MEB) for 2023 was RSD 50,661 (CHF 422) per family which is insufficient to cover minimum basic needs. In addition, damage to houses, electrical appliances and cabling, livelihoods (agricultural lands, lost crops), as well as blocked sewage systems further challenged vulnerable population to cover their basic needs.

The MPC grant covered:

- 25% of MEB (RSD 12,665/CHF 107) for basic needs;
- Labour costs for urgently required emergency repairs (RSD 10,000/CHF 84);
- Electronic appliance repair costs for urgently needed emergency repairs (RSD 15,000/CHF 126).

Targeting Strategy

Who was targeted by this operation?

As a result of the field analysis conducted by the local self-governments, as well as the rapid assessments carried out by the local Red Cross branches, the Red Cross of Serbia identified the groups in the most vulnerable situations and their needs.

Based on the assessments and available data, the Red Cross of Serbia supported 32 municipalities and the following households:

- Households that are directly impacted by the floods;



- Households experiencing damage to their residential properties;
- Households that have suffered losses to their livelihoods.

The assistance was primarily provided to the vulnerable households, households with children and 5+ members, older persons living alone or with a partner assisted, less mobile, sick and infirm, single-headed households, households in substandard settlements, single parent households with children up to 18 years old, households with people with disabilities or with chronic illnesses, pregnant and/or breastfeeding women and groups most at risk, who have been identified based on their level of vulnerability in coping with disasters.

Explain the selection criteria for the targeted population

Each household receiving assistance with the support of this operation was directly affected by the floods (primary criteria). Additionally, the planned activities of the DREF operation targeted the affected population by taking into consideration the secondary criteria:

- social vulnerability;
- multiple family members;
- single-parent households with children;
- older population;
- groups at risk.

All evacuated people and people who have been affected by the floods and remained in their households were supported with emergency family canned food parcels, family food parcels, family hygiene parcels, household cleaning sets, disinfectant liquid, boots and water for a maximum of ten days before sanitary, electricity and water supplies were restored.

In July 2023, the Red Cross of Serbia supported 420 households (1,260 individuals) with family food parcels. These parcels were distributed mainly to the population that has already received emergency canned food since their situation remained challenging. Part of the family food parcels were distributed to population that did not receive emergency canned food parcels. All distributed food items were in line with Sphere standard requirements.

Total Targeted Population

Women	3,749	Rural	59.5%
Girls (under 18)	666	Urban	40.5%
Men	3,164	People with disabilities (estimated)	11.2%
Boys (under 18)	751		
Total targeted population	8,330		

Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
The negotiation process with the Financial Service Provider (FPS) for the implementation of MPC assistance was delayed due to signing procedures of all required IFRC documents. IFRC requirements regarding the exception of procurement procedure for the financial service provider announced and sent to the bank in early September 2023. The response from the bank is still pending.	Changing the financial service provider and obtaining approval from IFRC to carry out cash grant assistance as per current practice between the bank and the Red Cross of Serbia, without jeopardizing current efforts in developing the Framework Agreement.

Please indicate any security and safety concerns for this operation

Some areas of the affected municipalities had damaged infrastructure. These circumstances created operational risks, which could have had an impact in providing assistance. In some areas, authorities issued warnings about the risk of the quality of drinking water.



Implementation



Shelter Housing And Settlements

Budget: CHF 36,386

Targeted Persons: 1,199

Assisted Persons: 1,422

Indicators

Title	Target	Actual
# of RCS stocks are replenished (# of sets + pairs)	471	200
# of people reached with emergency shelter support	1,199	885

Narrative description of achievements

- Flooded households were assisted with water drainage, household cleaning and disinfection, as well as wall draining at the end of August. This comprehensive support aimed to alleviate the immediate impact of the floods on the affected communities.
- Distributions of essential household items were successfully carried out at the end of June, providing essential items to those in need and addressing urgent requirements arising from the flood situation.
- Recognizing ongoing needs, the procurement process for an additional 100 cleaning sets for the most affected households was completed in September. The distribution of these sets was completed in October, ensuring continued support for those grappling with the aftermath of the flooding.
- Preparing for future challenges, the procurement for the replenishment of 156 cleaning sets, and 200 raincoats was done in September, 400 square PVC nylon protective sheets in November and 241 pairs of rubber boots in December.
- The positive feedback obtained from the Post Distribution Monitoring (PDM), with 100% satisfaction among the people assisted, served as a testament to the effectiveness of the humanitarian assistance provided by the Red Cross of Serbia. This outcome underscored that the assistance was not only timely but also tailored to the specific needs of the recipients.

Lessons Learnt

- An initial assessment conducted in June provided invaluable insights for informed decision-making and the development of tailored intervention strategies.
- With well-prepared distribution plans and seamless coordination among departments, activities were successfully implemented within the designated timeframe.

Challenges

- The engagement of the Red Cross of Serbia in multiple projects, especially those requiring logistics and transport capacities, posed a significant challenge. Delays in the implementation of these projects could potentially impact the availability of resources, personnel, or equipment necessary for the timely distribution of items. To address this challenge, the Red Cross of Serbia prioritized and optimized logistical operations. This involved streamlining coordination efforts, enhancing transportation efficiency and improving storage management. By allocating resources effectively and implementing strategic planning, the organization ensured the comprehensive support, including transport and distribution of cleaning sets and disinfection items, to flooded households.
- The market's instability, marked by fluctuations in prices and the availability of stocks, presented a potential challenge to the procurement process. To mitigate this challenge, proactive measures were implemented. These included closely monitoring market trends, establishing flexible procurement strategies, and fostering relationships with reliable suppliers.



Livelihoods And Basic Needs

Budget: CHF 41,744

Targeted Persons: 1,568

Assisted Persons: 1,606

Indicators

Title	Target	Actual
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% of people who reported being satisfied with the food parcels support	70	100
# of people reached with food parcels	1,568	1,606

Narrative description of achievements

- Distribution of food canned parcels and family food parcels was completed at the end of June and July, providing immediate assistance to those in need.
- Preparing for future challenges, procurement of 598 emergency canned food parcels, and 720 family food parcels for replenishment was completed in September.

Lessons Learnt

- An initial assessment conducted in June provided invaluable insights for informed decision-making and the development of tailored intervention strategies.
- Pre-prepared distribution plans and good coordination within the departments led to the coordination of activities and implementation in the stipulated time.

Challenges

- Due to fluctuations in market prices and the lessons learned from the public procurement process during the ongoing humanitarian crisis in Ukraine, accurately predicting the exact value of the items to be procured proved to be challenging. The potential increase in market prices posed a risk of insufficient funds for the procurement of the intended items, emphasizing the need for flexible and adaptive strategies in response to dynamic economic conditions.



Multi Purpose Cash

Budget: CHF 89,662

Targeted Persons: 750

Assisted Persons: 845

Indicators

Title	Target	Actual
# of people reached with unconditional cash support	750	845
% of people who reported being satisfied with the cash assistance	80	100

Narrative description of achievements

Based on the needs of affected households, it was identified that there was a need to provide cash assistance for the most vulnerable affected households. During floods and landslides, households have been damaged (floors, walls, electricity, water supply, and sewerage), including housing structures, appliances, furniture, agricultural crops, and livestock.

- The timeline for the Cash intervention was established in July. This crucial step was vital for ensuring a well-coordinated and effective strategy in providing financial assistance to households in need.
- Market analysis and FSP identification were completed in mid-August.
- The negotiation process with FSP started in early September. This crucial step involved collaborative discussions to establish terms, conditions and a framework that would optimize the delivery of financial assistance to the targeted households, in accordance with IFRC procedures. The cooperation modality was based on a standard Cooperation Agreement between the bank and the Red Cross of Serbia for each cash intervention supported by various donors.
- The verification process of 250 households was conducted in mid-September. This verification ensured that the selected households met the eligibility criteria and would derive the maximum benefit from the financial assistance provided.
- The cash distribution was completed by the end of December.
- The positive feedback from the Post Distribution Monitoring (PDM) of cash assistance indicated that 82% of people assisted were completely satisfied, while 18% were partially satisfied. This 18% expressed complaints about the extended duration between the verification process and the actual cash distribution.
- The Post Distribution Monitoring (PDM) analysis revealed how households utilized cash assistance:
 - 61% for food;
 - 57% for house basic items;
 - 54% for hygiene;
 - 46% for medications;



- 39% for household appliances;
- 29% for debt repayment;
- 21% for education;
- 11% for clothes;
- 7% for procurement of agricultural tools and seed supplies.

Lessons Learnt

The previous cooperation with the FSP achieved by the Finance department and the negotiation process as well as the understanding and flexibility of the collaborators in the IFRC led to the successful realization and distribution of financial assistance for 250 households.

Challenges

There were challenges related to the implementation of unconditional cash assistance for 250 households reflected in the prolonged negotiation process with the FSP, due to the signing procedures of all required IFRC documents and cooperation modality between the bank and the Red Cross of Serbia. Following a visit by the IFRC's Procurement and Logistics team to the Red Cross of Serbia, agreements were reached on further steps to enable distribution. Consequently, the operation was extended until 31 January 2024 to ensure assistance reaches those in need.



Health

Budget: CHF 8,499

Targeted Persons: 5,235

Assisted Persons: 6,110

Indicators

Title	Target	Actual
# of staff and volunteer provided with PFA and PSS activities	200	205
# of affected people provided with basic PFA/PSS in daily activities of the RCS	5,235	6,110

Narrative description of achievements

- Implementation of Psychological First Aid (PFA) and Psychosocial Support (PSS) activities has been successfully provided to affected populations as well as to staff and volunteers.
- The procurement and printing of PFA pocket guides were successfully completed in September, enriching the resources available to volunteers and staff for effective PFA implementation.
- The procurement and printing of health risk awareness leaflets were completed in September, facilitating the dissemination of essential information to raise awareness about potential health risks within the community.

Lessons Learnt

- Efficiently delivering Psychological First Aid (PFA) and Psychosocial Support (PSS) activities to affected populations underscored the Red Cross's dedication to addressing mental well-being during crises.

Challenges

- While the implementation of Psychological First Aid (PFA) and Psychosocial Support (PSS) activities has been successful, potential challenges included access barriers such as infrastructure limitations and stigma surrounding mental health. These obstacles sometimes discouraged individuals from seeking or accepting the psychological support.



Water, Sanitation And Hygiene

Budget: CHF 42,881

Targeted Persons: 8,333

Assisted Persons: 8,728

Indicators

Title	Target	Actual
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# of people assisted with hygiene time distribution	1,200	1,526
% of people reported being satisfied with the quality and the quantity of hygiene items	70	100
# of people assisted with water	8,333	8,728

Narrative description of achievements

- An initial assessment of the water, sanitation, and hygiene situation in targeted communities was conducted in June 2023. This assessment provided crucial insights for intervention strategies.
- Distributed 3,000 litres of disinfectant liquid, 421 hygiene parcels and an additional 331 hygiene parcels contributing to the improvement of hygiene conditions in the communities.
- Procured a replenishment of 3,000 litres of disinfectant liquid, 421 hygiene parcels and 10,000 litres of bottled water ensuring a sustained and continuous supply for more efficient disaster preparedness.
- Monitored the use of four 1,500-litre water tanks, ensuring optimal functionality and efficient water distribution in the targeted regions.
- After the deployment of 106 dehumidifiers in the field, the service was successfully completed, optimizing their functionality and ensuring their effectiveness.
- Conducted Post Distribution Monitoring (PDM) to assess the impact of interventions, ensuring that the initiatives have resulted in sustained improvements in water, sanitation and hygiene conditions. Results of the PDM showed that 100% of people were satisfied with the Red Cross assistance.

Lessons Learnt

- An initial assessment conducted in June 2023 provided invaluable insights for informed decision-making and tailored intervention strategies, highlighting the importance of a thorough understanding of the local water, sanitation and hygiene context.
- The timely distribution of 3,000 liters of disinfectant liquid and 421 hygiene parcels at the end of June, followed by an additional 331 hygiene parcels in September 2023, showcased the significance of swift and coordinated efforts in contributing to immediate improvements in hygiene conditions and preventing water-borne diseases in affected households.
- Pre-prepared distribution plans and good coordination within the departments led to the coordination of activities and implementation in the stipulated time.
- The positive feedback from the Post Distribution Monitoring (PDM), with 100% satisfaction among the assisted individuals, reinforced the importance of accountability and responsiveness in humanitarian assistance.

Challenges

- Due to fluctuations in market prices and the lessons learned from the public procurement process during the ongoing humanitarian crisis in Ukraine, accurately predicting the exact value of the items to be procured has proven challenging. The potential increase in market prices posed a risk of insufficient funds for the procurement of the intended items, emphasizing the need for flexible and adaptive strategies in response to dynamic economic conditions.



National Society Strengthening

Budget: CHF 92,969

Targeted Persons: 312

Assisted Persons: 385

Indicators

Title	Target	Actual
# of volunteers provided with personal protective safety equipment	200	275
# of engaged volunteers who are insured	200	220
# of insured volunteers	200	220

Narrative description of achievements

- The Red Cross of Serbia demonstrated a strong commitment to prioritizing the safety of its staff and volunteers. This was exemplified by ensuring that Red Cross volunteers were covered by insurance during September and October
- The Red Cross of Serbia distributed 275 pieces of personal protective equipment (PPE) for staff and volunteers. The procurement of



replenishment of PPE for volunteers was successfully completed by the end of December. Initially, the Red Cross branches lacked adequate PPE for more than 200 volunteers engaged in flood response, and their immediate support was provided from the Red Cross of Serbia stock. Furthermore, due to unforeseen circumstances, some PPE was destroyed during the activities in the field, and the necessary replacements were also covered from the RCS stock. The replenishment of these resources became crucial to ensure the continued support and safety of our volunteers. This replenishment significantly enhanced the safety measures for volunteers engaged in humanitarian activities.

- A training session on communication in disaster was conducted in October 2023 to enhance capacities for cooperation with media during emergencies. The one-day seminar focused on topics such as reporting from the field, as well as the fundamentals of videography and photography in emergencies. Following the training, a platform was established to consolidate the knowledge acquired during the session. The training was facilitated by the IFRC Communications team.

Lessons Learnt

- The lessons learned workshop, held in January 2024, was crucial for understanding local responses to the floods that impacted the Republic of Serbia in 2023. The outcomes and recommendations generated during the workshop provided a roadmap for enhancing the capacity and efficiency of the Red Cross of Serbia structure. By implementing the developed procedures and prioritizing the recommended improvements, the Red Cross will enhance its response capabilities to better serve communities during emergencies.

- In addressing the challenges associated with sewing uniforms, effective communication and coordination with the IFRC Cluster office in Sarajevo, as well as with the supplier, played a pivotal role. This proactive approach resulted in minimal delays and strict adherence to the defined deadlines, ensuring a smooth and efficient uniform production process.

Challenges

- Given the limited availability of suppliers capable of sewing uniforms within the project's tight timeframe, there was a potential challenge in receiving responses to the invitation to submit offers for procurement. However, Red Cross of Serbia successfully managed this risk and secured suppliers to meet the needs.

- Due to an increase in market prices for sewing uniforms, there were insufficient funds available for procurement. As a result, 184 sets of uniforms were procured instead of the initially planned 200.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRRS015 - Serbia - Flood June 2023

Operating Timeframe: 02 Jul 2023 to 31 Jan 2024

Selected Parameters			
Reporting Timeframe	2023/6-2024/2	Operation	MDRRS015
Budget Timeframe	2023/6-2024/2	Budget	APPROVED

Prepared on 30/Apr/2024

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	312,141
DREF Response Pillar	312,141
Expenditure	-283,629
Closing Balance	28,512

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	36,386	29,286	7,099
PO02 - Livelihoods	41,743	39,230	2,513
PO03 - Multi-purpose Cash	89,662	93,775	-4,113
PO04 - Health	8,499	3,334	5,165
PO05 - Water, Sanitation & Hygiene	42,881	32,110	10,771
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		160	-160
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	219,171	197,896	21,275
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services			0
EA03 - National Society Strengthening	92,970	85,733	7,237
Enabling Approaches Total	92,970	85,733	7,237
Grand Total	312,141	283,629	28,512

[Click here for the complete financial report](#)

Please explain variances (if any)

The most significant deviations in relation to the planned and realized budget pertain to the execution of procurement. Due to the unstable market conditions and price increases, the Red Cross of Serbia calculated higher prices to ensure adequate funds for procurement. The unspent costs refer to the initially budgeted higher prices for procurement.



Contact Information

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

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