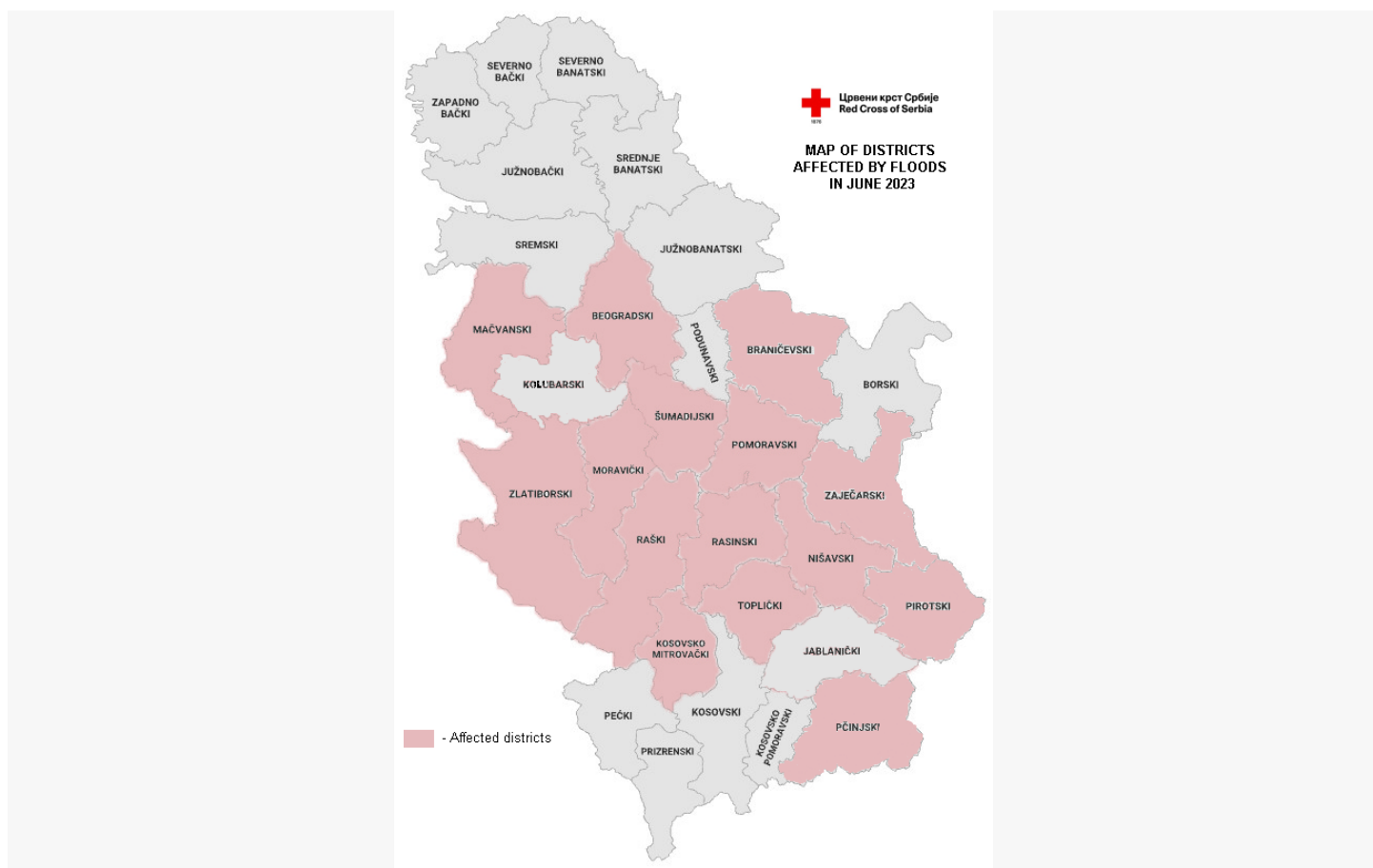




The Red Cross of Serbia (RCS) team responding to the floods in Svilajnac. Photo: RCS

Appeal: <b>MDRRS015</b>	Total DREF Allocation: <b>CHF 312,141</b>	Crisis Category: <b>Yellow</b>	Hazard: <b>Flood</b>
Glide Number: <b>FL-2023-000108-SRB</b>	People Affected: <b>15,432 people</b>	People Targeted: <b>8,330 people</b>	
Event Onset: <b>Slow</b>	Operation Start Date: <b>2023-07-02</b>	New Operational End Date: <b>2024-01-31</b>	Total Operating Timeframe: <b>6 months</b>
Additional Allocation Requested: -		Targeted Areas: <b>Branicevski, Grad Beograd, Macvanski, Moravicki, Nisavski, Pcinjski, Pirotski, Pomoravski, Rasinski, Raski, Sumadijski, Toplicki, Zajecarski, Zlatiborski</b>	

# Description of the Event



Map of flood affected areas in Serbia in June 2023.

## What happened, where and when?

Between 4 and 6 June, 10 municipalities in the Republic of Serbia (Loznica, Šabac, Babušnica, Aleksinac, Grocka, Aleksandrovac, Kuršumlija, 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 liters per square meter, resulting in rapid flash floods and widespread flooding.

On 16 June, the city of Belgrade, along with several other regions (Branicevski, Macvanski, 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, continuous heavy rainfall with precipitation ranging from 30 to 80 liters per square meter 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.



RSC providing support to affected households in Čačak.  
Photo: RCS



Disinfection of households in Prokuplje. Photo: RCS

## Scope and Scale

The heavy rainfall and floods affected more than 56 municipalities and cities, resulting in landslides in certain areas. The flood has 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 a vulnerable population experienced severe devastation due to the flood.

According to the assessment of the Red Cross branches, more than 15,432 people were affected (5,144 households). The most affected households were in the following areas:

- Pomoravski district (municipalities: Svilajnac, Paraćin, Ćuprija, Despotovac, Jagodina, Rekovac) - 2,276 households;
- Macvanski district (municipalities: Koceljeva, Loznica, Vladimirci, Sabac) - 258 households;
- Pirotski district (municipality Babusnica) - 270 households;
- Toplički district (municipalities: Kuršumlija, Zitorađa, Blace, Prokuplje) - 196 households;
- Moravički district (municipalities: Ivanjica, Lucani, Cacak) - 35 households;
- Nisavski district (municipalities: Aleksinac, Doljevac) - 78 households;
- Rasinski district (municipalities: Krusevac, Aleksandrovac, Brus, Trstenik, Varvarin, Čićevac) - 250 households;
- Braničevski district (municipalities: Kucevo) - 20 households;
- City of Belgrade (municipalities: Lazarevac, Grocka) - 66 households;
- Raski district (municipalities: Novi Pazar, Kraljevo) - 235 households;
- Šumadijski district (municipalities: Kragujevac, Arandjelovac) - 115 households;
- Kosovsko Mitrovački district (municipality: Vučitrn) - 12 households;
- Zlatiborski district (municipality: Požega, Priboj, Arilje, Kosjerić, Sjenica) - 48 households;
- Pčinjski district (municipality: Vladicin Han) - 14 households;
- Zaječarski district (municipality: Boljevac, Sokobanja) - 531 households.

As per 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.

## Summary of Changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	No
Are you changing the target population of the operation	No
Are you changing the geographical location	Yes
Are you making changes to the budget	No
Is this a request for a second allocation	No
Has the forecasted event materialize?	No

### Please explain the summary of changes and justification:

The Red Cross of Serbia's request for a two-month no-cost extension has been approved with the new end date set for 31 January 2024. This extension was necessary to ensure the project's successful completion and achieve the objectives.

The primary reason for this extension request was the procurement process related to:

1. Implementation of the unconditional cash grant activity.

The unconditional cash assistance for 250 households was conditioned by negotiations with the Financial Service Provider (FSP) bank. Since the FSPs (banks) are the main banks in the country, with whom the Red Cross of Serbia already has a cooperation, an Exceptional Approval was needed. The IFRC's requirements regarding the exception of procurement for the financial service provider have been announced and sent to the FSP for consideration in early September, but no response was received. The delay was assumed to be due to the fact that examination and approval of the IFRC's requirements regarding FSP selection had to involve multiple departments in the bank. The IFRC's Procurement and Logistics team paid a visit to the Red Cross of Serbia where they agreed on further steps enabling the distribution.

2. Procurement of personal protective equipment (PPE) for the Red Cross volunteers.

Red Cross of Serbia volunteers provided urgent support to the affected population in 36 municipalities. After the floodwaters receded, the Red Cross started the cleaning of the affected households. Given the challenging conditions, including water and mud, the personal protective equipment (PPE) and the uniforms of the volunteers were damaged to the extent of not being usable again. Taking into consideration the limited capacities of the local branches involved, replenishment is still necessary, as planned in the original Operational Strategy. The suppliers of PPEs could not respond to the procurement requests due to the supply chain issues.

# Current National Society Actions



The staff and volunteers of the Red Cross of Jagodina provide support to the affected households. Photo: RCS

<b>Assessment</b>	The Red Cross of Serbia and the Red Cross branches have been continuously monitoring the situation and additional needs of the vulnerable households.
<b>Health</b>	<p>Considering the potential health-related risks caused by the floods, the local Red Cross branches conducted Psychological First Aid (PFA) and health awareness activities in 28 affected municipalities. In total of 2,331 individuals affected by floods and landslides received Psychological First Aid (PFA). The Red Cross of Serbia distributed health awareness leaflets to over 1,800 people with the aim to reduce the risk of contamination and other health-related diseases. Additionally, the local branches provided Psychosocial Support (PSS) throughout all activities for affected individuals and households, mainly focusing on those households that experienced flooding in the past 10 years.</p> <p>In September, the Red Cross of Serbia finalized the procurement process for printing the PFA pocket guide and health risk awareness leaflet.</p>
<b>National Society EOC</b>	<p>The Red Cross of Serbia Emergency Operational Centre (EOC) in the headquarters (HQ) has been continuously active. Their role is to monitor all existing alarming systems (hydro-meteorological, seismological, water management), collect and analyze data received from the field in order to speed up assessment and response decisions.</p> <p>During this response, the EOC in the HQ monitored all existing alarms and notified the Red Cross of Serbia about potential risks and response actions. The Emergency Operations Center (EOC) compiled data from initial and daily reports on conducted activities and needs assessments and then shared measures with stakeholders in the rescue and civil protection system and the IFRC.</p>
<b>Coordination</b>	<p>According to the Law on disaster risk reduction and emergency management, the Red Cross of Serbia is an operational force and organization of special importance for the protection and rescue system of the Republic of Serbia. As such, the Red Cross of Serbia has a representative within every established emergency headquarters from the local to national level. This provides an opportunity and obligation to the Red Cross of Serbia to fulfill its tasks and auxiliary role in disasters defined by different laws. The auxiliary role of the National Society in disaster risk management in the Republic of Serbia is described through its practical, operational and systematic engagement.</p> <p>From the beginning of the heavy rainfall and flooding, the Red Cross branches were engaged within the local self-government emergency headquarters and participated in meetings with stakeholders for coordination of the response at the local level. The Red Cross of Serbia has engaged 34 Red Cross branches, 112 employees and 345 volunteers assisting at the operational level in local emergency headquarters formed by local self-governments.</p> <p>The Red Cross of Serbia initiated its internal communication and coordination procedures within its structure. In line with these procedures, branches provided daily reports to the headquarters detailing the conducted activities and assessed needs during field visits.</p> <p>In June, 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 programs after floods. The Working Group was chaired by the Prime Minister of the Republic of Serbia. The Red Cross of Serbia's Secretary General and Disaster Management coordinator was also member of this group. The Working Group held five meetings to discuss the restoration of infrastructure and public purpose facilities. The Ministry of Public Investments has initiated the collection of damage assessment reports from local</p>

	<p>self-government authorities to provide compensation to damaged households. The reconstruction of damaged residential buildings is still ongoing along with the issuance of verified decisions by the Ministry of Public Investments. These verified decisions aim to facilitate the disbursement of aid for the rehabilitation of damaged residential buildings in local self-governments units.</p>
<p><b>Livelihoods And Basic Needs</b></p>	<p>The flooding disrupted markets and stores in rural areas and villages leading to difficulties in obtaining essential everyday items. In July, the Red Cross of Serbia outlined a timeline for assistance, coordinating the plan and execution with the IFRC's team. After completing the mapping analysis and negotiating with potential FSPs, the Red Cross of Serbia started the procurement process for food parcels. The contract with the most favorable supplier was signed by the end of September.</p> <p>Considering a high number of economically and socially vulnerable persons, the Red Cross of Serbia, based on conducted assessments, started the distribution of basic needs items in 31 affected municipalities:</p> <ul style="list-style-type: none"> <li>- 598 emergency family canned food parcels distributed to 500 households (1,568 people);</li> <li>- 420 households provided with food items for meal preparation;</li> <li>- 300 family food parcels distributed to 267 households (834 people).</li> </ul>
<p><b>Water, Sanitation And Hygiene</b></p>	<p>In September, the Red Cross of Serbia finalized the procurement process, signing contract agreements for replenishment of bottled water, disinfectant liquid and hygiene parcels with the most favorable suppliers. In response to the severe shortage of potable water, sanitation and hygiene services caused by the flooding, the Red Cross of Serbia provided assistance to the affected population in 32 municipalities and cities.</p> <p>Based on field assessments and priority needs, the Red Cross of Serbia responded to the flooding by distributing 3,000 liters of disinfectant liquid and 421 hygiene parcels across 24 operational branches in June. From June to August, 106 dehumidifiers were deployed to aid flooded households in drying wet walls. By the end of August, four 1,500-liter water tanks were installed in Dragoševac and Trnava villages in the municipality of Jagodina. These tanks were supervised daily, with water quality testing conducted after refilling in coordination with the Institute of Public Health of Serbia.</p> <ul style="list-style-type: none"> <li>- Disinfection of 202 flooded households completed (766 people);</li> <li>- Bottled water distributed to 357 households (1,985 people);</li> <li>- Water tanks (capacity 1,000/1,500 liters) for micro-distribution of drinking water distributed to 291 households (1,200 people);</li> <li>- 106 pieces of dehumidifiers distributed to 121 households (461 people);</li> <li>- 600 pieces of jerry cans (capacity 10/15/20 liters) distributed to 250 households (540 people);</li> <li>- 3,000 liter of disinfection liquid for the disinfection distributed to 609 households (1,551 people);</li> <li>- 421 hygiene parcels distributed to 421 households (1,437 people).</li> </ul>
<p><b>Shelter, Housing And Settlements</b></p>	<p>The floods caused significant damage to both residential and commercial infrastructure, along with agricultural land, requiring an urgent response to address the needs of people in terms of shelter, housing and settlement.</p> <p>The Red Cross of Serbia responded to the needs related to shelter, housing and settlements for the affected population in 27 municipalities supporting more than 230 households. The Red Cross of Serbia distributed the following items:</p> <ul style="list-style-type: none"> <li>- 156 household cleaning sets for 156 households (899 people);</li> <li>- 230 brochures for recovery after floods for 230 households (899 people);</li> <li>- 241 pairs of rubber boots for 141 households;</li> </ul>

- 82 pieces of plastic basket for 41 households;
- 32 pairs of fishing boots for 32 households;
- 100 sets of raincoats for 100 households;
- 400 square meters of nylon for protection of households from flooding.

The Red Cross branches in Prokuplje, Aleksandrovac, Kuršumljija, Varvarin, Žitorađa, Čičevac, Loznica, Doljevac, Kragujevac, Lučani, Kruševac, Kraljevo, Medveđa, Šabac, Aranđelovac, Sokobanja, Trstenik, Čačak and Vrnjačka Banja assisted 77 evacuated people and provided food, water and hygiene parcels. The Red Cross branches Prokuplje, Doljevac and Aranđelovac assisted in providing temporary accommodation for 79 people evacuated from their homes.

In September, the Red Cross of Serbia finalized the procurement process for cleaning sets and raining coats, while the procurement procedure for boots and nylon for the protection of households was renewed.

## IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	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, procurement activities and organizing training on communication during emergencies for Red Cross staff and volunteers.
<b>Participating National Societies</b>	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

<b>Government has requested international assistance</b>	No
<b>National authorities</b>	<p>Due to heavy rain during the night of 15 and 16 June, 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.</p> <p>In June, 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 programs after floods.</p> <p>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</p>

for Public Investments, to facilitate the disbursement of aid for the rehabilitation of damaged residential buildings.

#### UN or other actors

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

#### 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 disaster is the Sector for Emergency Management of the Ministry of the Interior (SEM MoI). It is responsible for prevention, preparedness and response activities. SEM 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 programs after 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



### Livelihoods And Basic Needs

During the summer months, many households were 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, there was a need to support the most affected families with food parcels.



### Health

Based on the assessment of the Red Cross of Serbia, it was established that population affected by the current disaster in 13 municipalities, has also been affected by recurring floods in the past 10 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 floods was also identified. Accordingly, the Red Cross branches have been continuously providing PFA, 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.



## 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 vulnerable populations 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 are 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 a 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 because it gives the people the freedom to choose what they need the most at this specific moment.



## 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.

### Any identified gaps/limitations in the assessment

There were no identified gaps/limitation during the assessment.

## Operational Strategy

### Overall objective of the operation

The overall objective of the operation is to provide immediate assistance and services to 8,330 people affected by the floods. In addition to water, sanitation and hygiene, response activities are 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 HQ and Red Cross 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 2 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 will be 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 is RSD 50,661 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 challenge vulnerable population to cover their basic needs.

The MPC grant will cover:

- 25% of MEB (RSD 12,665/CHF 107) for basic needs;
- Labor 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 will be targeted through 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 most vulnerable groups 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.

So far, all evacuated people and people who have remained in their households but were affected by the floods 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 10 days before sanitary, electricity and water supplies were restored.

In July, the Red Cross of Serbia supported 420 households (1,260 people) 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	<b>8,330</b>		

## Risk and Security Considerations

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

Risk	Mitigation action
The negotiation process with the FPS for the implementation of MPC assistance 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. 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.

## Planned Intervention



### Water, Sanitation And Hygiene

Budget: CHF 42,881

Targeted Persons: 8,333

### Indicators

Title	Target	Actual
# 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	-
# of people assisted with water	8,333	6,329

## Progress Towards Outcome

- Initial assessment of the water, sanitation, and hygiene situation in targeted communities completed.
- Distribution of 3,000 liters of disinfectant liquid completed at the end of June.
- Distribution of 421 hygiene parcels completed at the end of June.
- Procurement for replenishment of 3,000 liters of disinfectant liquid completed in September.
- Procurement for replenishment of 421 hygiene parcels completed in September.
- Procurement of an additional 331 hygiene parcels completed in September. Distribution is planned to be conducted in October.
- Procurement for replenishment of 10,000 liters of bottled water completed in September.
- Monitor of use of four water tanks of 1,500 liters completed at the end of August.
- Servicing 106 dehumidifiers is in progress.

The variance between the target number and the actual number in the indicator (# of people assisted with hygiene time distribution) is related to the number of family members per households.

The data regarding the indicator (% of people reported being satisfied with the quality and the quantity of hygiene items) will be available after the Post Distribution Monitoring (PDM) survey.

The variance between the target number and the actual number in the indicator (# of people assisted with water) is attributed to the latest available data as of 31 August. The data will be updated at the end of the operation.



## Multi-purpose Cash

**Budget:** CHF 89,662

**Targeted Persons:** 750

### Indicators

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

## Progress Towards Outcome

- The timeline for the cash intervention completed in July.
- Market analysis and FSP identification completed in mid-August.
- The negotiation process with FSP started in early September.
- The verification process for 250 households supported by cash completed in mid-September.

The variance between the target number and the actual number in the indicator (# of people reached with unconditional cash support / % of people who reported being satisfied with the cash assistance) will be fulfilled after implementation of the unconditional cash grant activity.



## National Society Strengthening

**Budget:** CHF 92,969

**Targeted Persons:** 312

## Indicators

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

## Progress Towards Outcome

- The Red Cross volunteers were insured in September and October.
- The procurement of personal protective equipment (PPE) for 200 RCS volunteers is in progress.



## Shelter Housing And Settlements

**Budget:** CHF 36,386

**Targeted Persons:** 1,199

## Indicators

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

## Progress Towards Outcome

- Flooded households assisted with water drainage, household cleaning and disinfection, wall draining completed at the end of August.
- Distributions of essential household items completed at the end of June.
- Procurement for an additional 100 cleaning sets for affected households completed in September. Distribution is planned to be in October.
- Procurement for replenishment of 156 cleaning sets completed in September.
- Procurement for replenishment of 200 raincoats completed in September.
- Procurement for replenishment of 241 pairs of rubber boots is in progress.
- Procurement for replenishment of 400 square PVC nylon protective sheets is in progress.

The variance between the target number and the actual number in the indicator (# of RCS stocks are replenished / # of sets + pairs) will be fulfilled when the procurement of rubber boots is completed.

The variance between the target number and the actual number in the indicator (# of people reached with emergency shelter support) was attributed to the data from the report of 31 August.



## Livelihoods And Basic Needs

**Budget:** CHF 41,744

**Targeted Persons:** 1,568

## Indicators

Title	Target	Actual
% of people who reported being satisfied with the food parcels support	70	-
# of people reached with food parcels	1,568	1,184

### Progress Towards Outcome

- Distribution of food canned parcels completed at the end of June.
- Distribution of family food parcels completed at the end of July.
- Procurement of 598 emergency canned food parcels for replenishment completed in September.
- Procurement of 720 family food parcels for replenishment completed in September.

The data regarding the indicator (% of people who reported being satisfied with the food parcel support) will be available after the Post Distribution Monitoring (PDM) survey.



## Health

**Budget:** CHF 8,499

**Targeted Persons:** 5,235

## Indicators

Title	Target	Actual
# of staff and volunteer provided with PFA and PSS activities	200	163
# of affected people provided with basic PFA/PSS in daily activities of the RCS	5,235	4,552

### Progress Towards Outcome

- Provision of PFA and PSS activities to affected populations is in progress.
- Provision of PFA and PSS activities to staff and volunteers is in progress.
- Procurement and printing of PFA pocket guides completed in September.
- Procurement and printing of health risk awareness leaflets completed in September.

The variance between the target number and the actual number in the indicator is because this activity is still ongoing:

- # of staff and volunteers provided with PFA and PSS activities, and
- # of affected people provided with basic PFA/PSS in daily activities of the RCS,

## About Support Services

**How many staff and volunteers will be involved in this operation. Briefly describe their role.**

200 volunteers and 112 staff from NS headquarters and 32 municipal branches were involved in the emergency operation. No international staff deployment is foreseen within the DREF implementation timeframe.

## **If there is procurement, will it be done by National Society or IFRC?**

Procurement by the Red Cross of Serbia was conducted in consultation with IFRC Country Cluster Delegation for Central and South-Eastern Europe based in Sarajevo and the Regional Office for Europe (ROE). RCS does not have an agreement in place with a specific Financial Service Provider (FSP), but it has good experience and previous cooperation with FSP for Cash and Voucher Assistance (CVA) implementation. Since 2012, the Red Cross of Serbia has been cooperating with FSP which has one of the most widespread networks of bank offices on the territory of the Republic of Serbia. The excellent cooperation is reflected in the fact that the FSP does not charge the service fee for the transfer of funds to recipients, or any additional cost or expense incurred. 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 (such as the European Commission, Swiss Agency for Development and Cooperation, Austrian Development Agency, UNICEF and UNFPA).

Additionally, the procurement of the personal protective equipment (PPE) for the RC volunteers is in progress but with respect to the shortlist of suppliers for sewing uniforms, shorter delivery times may cause suppliers to be unable to respond to procurement requests. The Red Cross of Serbia expects to finalize the procurement by 25 December 2023.

## **How will this operation be monitored?**

The Red Cross of Serbia and the CCD CSEE collaborated in monitoring the implementation of activities. Weekly updates were shared by the National Society with the IFRC, outlining the overall progress of the operation. Following the Red Cross of Serbia's Standard Operating Procedures (SOPs), daily field reports were drafted to ensure timely and comprehensive information flow.

The Red Cross of Serbia also has its own business financial system that is also used for warehouse monitoring. From this system, lists on the quantities of humanitarian assistance sent to the affected population can be exported. During the distribution of humanitarian assistance on the field, local Red Cross branches are also creating distribution lists, which is signed as confirmation by every person receiving humanitarian assistance.

At the end of the operation, a two-day training and a one-day exercise will be organized in order to evaluate the operation and raise capacities together with major partners, such as the Ministry of Interior, Sector of Emergency Management, as well as representatives of the impacted municipalities. Persons affected by the disaster will also be invited to the exercise. The exercise will not be financed by this operation, however a coordination meeting and lessons learned workshop (LLW) is included in the budget.

Post-distribution monitoring will be conducted together with a satisfaction survey. These activities will be conducted with at least 10% of the targeted households at the end of the operation.

## **Please briefly explain the National Societies communication strategy for this operation**

The visibility of the Red Cross of Serbia activities in the field were reinforced with proper information dissemination to the media on all National Society activities during relief distribution, recovery rescue activities and activities carried out in emergency shelters. Operation-related news and photos were disseminated through electronic media, newspapers, social media, and RCS's official website. Ad hoc communication channels were used to reach out to the most isolated people, including older people with limited knowledge of electronic media.

At the end of September, the Red Cross of Serbia conducted training on communication during emergencies for Red Cross staff, volunteers and media representatives. The training covered topics such as field reporting, basic video production and photography in the field. The Red Cross of Serbia has also initiated the development of a knowledge-sharing platform with the aim of informing the public about disasters and the Red Cross response.



# DREF OPERATION

## - MDRRS015 - The Red Cross of Serbia Serbia - Floods 2023

### Operating Budget

<b>Planned Operations</b>	<b>219,172</b>
Shelter and Basic Household Items	36,386
Livelihoods	41,744
Multi-purpose Cash	89,662
Health	8,499
Water, Sanitation & Hygiene	42,881
Protection, Gender and Inclusion	0
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	0
Environmental Sustainability	0
<b>Enabling Approaches</b>	<b>92,969</b>
Coordination and Partnerships	0
Secretariat Services	0
National Society Strengthening	92,969
<b>TOTAL BUDGET</b>	<b>312,141</b>

*all amounts in Swiss Francs (CHF)*

# Contact Information

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

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[Click here for the reference](#)