



Distribution of water during the visit of the Secretary General of the SRC and Secretary General of the IFRC, Mr. Jagan Chapagain, 26 August 2023. Photo: Slovenian Red Cross

Appeal: MDRSI003	Total DREF Allocation: CHF 999,726	Crisis Category: Orange	Hazard: Flood
Glide Number: FL-2023-000144-SVN	People Affected: 1,500,120 people	People Targeted: 40,070 people	
Event Onset: Sudden	Operation Start Date: 16-08-2023	New Operational End Date: 31-05-2024	Total Operating Timeframe: 9 months
Reporting Timeframe Start Date: 16-08-2023	Reporting Timeframe End Date: 31-12-2023		
Additional Allocation Requested: 0	Targeted Areas: Gorenjska, Goriska, Jugovzodna Slovenija, Koroska, Osrednjeslovenska, Podravska, Pomurska, Savinjska, Spodnjeposavska, Zasavska		

Description of the Event



High water conditions on 3 November 2023.

Date of event

2023-08-03

What happened, where and when?

On 3-4 August, severe weather, characterized by heavy rainfall, affected the western, northern, eastern, and central parts of the country, resulting in severe flooding and landslides. Some areas became inaccessible, leading to necessary evacuations of residents. The Slovenian Environment Agency (ARSO) issued a red weather alert, prompting the activation of the national emergency response plan for floods. National authorities confirmed one fatality in connection with the event.

On 5 August, severe weather conditions continued to affect the country. The heaviest precipitation was reported in the foothills of the Julian Alps and along the line from the Zidanško-Idrinja region, extending through Gorenjska towards Koroška and the Upper Savinjska region. The Savinja Valley, Gorenjska, and Koroška regions experienced severe impacts, including the sweeping away of a bridge on the main transport road and the closure of many state roads due to flooding. During the day and overnight, the precipitation shifted to the south-east of Slovenia towards Kočevje, Kolpa, and Bela Krajina region, where highest risk levels were declared.

On 6 August, severe weather conditions persisted in Slovenia, with rivers continuing to overflow across the country. The Sava River experienced heavy flooding, while the upper reaches of the Drava River stabilised, and the lower reaches were moderated. The Mura River in Gornja Radgona was stabilised but there were reports of an embankment breach near the settlement of Krapje Verzej. The Krka River overflowed in some areas, with problematic zones identified around the confluence of the Sava and Krka rivers near Krška Vas. The water level of the Drava River slowly receded, and its flow, including from the Austrian side, remained under control. A similar pattern was also observed for the Mura River.

On 7 August, the situation in Slovenia has slightly improved, however the situation remained critical as some rivers continued to overflow across the country. The heavy rainfall caused widespread damage, leading to the collapse of at least seven main and regional bridges, with significant impacts on roads and energy infrastructure. Additionally, numerous local bridges were reported as damaged.

As of 8 August, access to remote areas and locations affected by landslides remained challenging.

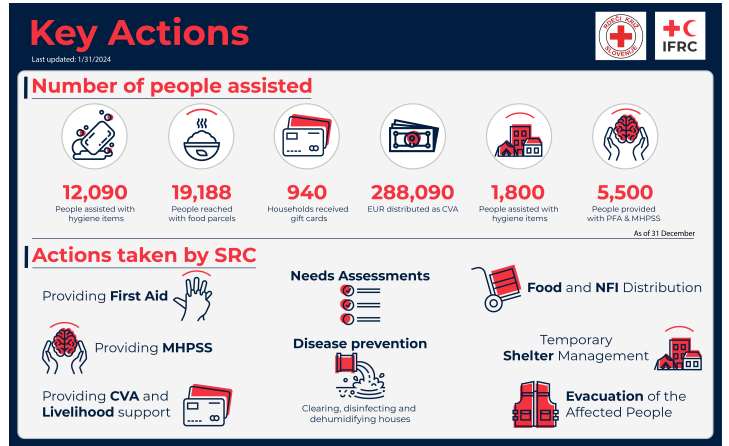
Considering the scale of the affected areas, the number of people impacted, lives lost, and the severity of the impact on housing, livelihoods, and infrastructure, this disaster stands as the largest in the history of Slovenia. Damage and needs assessments are still underway, with authorities and local actors facing challenges related to access and capacity to manage the situation.

Following the summer floods in August, heavy rain from 27 October to 5 November struck Slovenia once again. This time, the Tolmin region in the northwest part of Slovenia, SRC local branch RKS-OZ Tolmin was most severely affected. The most severely affected areas include Baška grapa, Idrinja pri Bači, and Klavže in the northwest part of Slovenia. A total of more than 300 liters per square meter of rainfall was recorded in this affected region. While autumn typically experiences higher rainfall, it is uncommon for such a substantial amount to fall in such a brief period. Compounding the situation, the soil remained saturated from the intense rains in August. This combination of factors resulted in numerous landslides and elevated water levels, leading to significant damage to both infrastructure and houses in the region.





Bača river in Tolmishko on 27 October. Photo: SRC



SRC Key Actions

Scope and Scale

On 3 August, approximately two-thirds of Slovenia's territory grappled with the aftermath of flash floods, torrential rain, and hailstorm, with 181 municipalities affected out of the total of 212. A total of 8,000 people were evacuated to their relatives or other accommodation facilities, and six people have lost their lives as a consequence of the disaster. The heavily affected regions include Upper Carniola, Central Slovenia, the Koroška region, as well as the Savinjska region.

Bridges and roads were submerged in these areas, while water supply systems in Koroška and Savinjska were compromised. Electricity supply was also disrupted in the Koroška and Savinjska regions. Some of the affected regions have already experienced extreme weather events earlier in the summer, and some of the regions faced pre-existing socio-economic challenges. Communication was severely disrupted in the most affected areas, and there is extensive damage to infrastructure. More than 170 landslides continued to pose a threat to homes, infrastructure, and electricity in these regions.

The affected population received assistance in the form of food, water, and basic needs from the CP as well as the SRC. Delivery was facilitated through air transport or heavy vehicles operated by the Slovenian army and firefighters. The SRC played a vital role in the handover of relief items to the vulnerable population.

On 11 August, the Ministry of Defense provided initial estimates, indicating that more than 400 buildings, some comprising multiple housing units, were either completely destroyed or deemed uninhabitable. The final comprehensive damage assessment by the government totaled EUR 2.989 million. The local SRC branch in Koroška is now reporting numerous job losses resulting from the infrastructural damage to local companies.

Due to the extensive rain from 27 October to 5 November, at least 20 households in the northwest part of Slovenia (Tolmin municipality) were severely affected.

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	Yes
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?	Yes

Please explain the summary of changes and justification:

Following an extensive storm, rain, and floods in the summer, damaging or completely destroying a total of 10,000 households, another red weather alert for almost all areas of Slovenia was declared at the end of October 2023.

As a result of extensive rain from 27 October to 5 November 2023 in Slovenia, almost all rivers' water levels have increased, especially the Sava, Sava Bohinjka, Drava and rivers in the northwest part of Slovenia. The heaviest rainfall occurred in the northwestern part of the country, making it the most affected area during the October and November precipitation.

As the heavy rain in October and November was forecasted and announced beforehand, people in the affected areas expected evacuations and other preventive measures. However, the impact of the heavy rain in the area of Tolmishko was not anticipated, people were not well-prepared to.

In Tolmishko and Baška Grapa, 28 people were evacuated, several roads were blocked and damaged, and 20 households were affected, with nine of them to the extent that their houses were no longer suitable for living.

The Civil Protection (CP) response in Tolmishko was at the regional level (Slovenia region Severna Primorska), all based on existing disaster response plans. Within the regional CP response, CP commanders activated local volunteers and professional firefighters, firefighters from the region, the Slovenian Army with heavy machinery, and the SRC Accommodation Unit Nova Gorica. The Slovenian Red Cross (SRC) local branch of Tolmin supported CP activities through the registration of affected population, provision of psychological first aid, and covering the immediate needs of the affected population.



The other regions that were hit in the summer of 2023 were also affected by the October and November rains, facing threats and impact from higher water levels and a critical situation of landslides. Emergency alarms were triggered for landslides in Struge (Luče municipality), Kamnik, and Koroška Bela.

In Jesenice – Koroška Bela, 900 people and in Kamnik, 107 people were evacuated as a precautionary measure. Additionally, 15 people were evacuated in Dravograd due to the Drava River flooding its banks.

Despite the critical nature of the situation, as the rainfall gradually subsided and due to the civil protection response, the scale of physical damage was reduced and loss of lives prevented. However, this event still impacted and slowed down the early recovery from the massive summer floods in 2023.

Ongoing DREF activities continue in the areas affected in August 2023. In the Tolminsko region, specific DREF interventions, such as the distribution of food parcels and gift cards, have already been implemented and are expected to be further required.

The current DREF strategy and activity plan in general have not changed in terms of content, except for modifications to the WASH intervention and one shelter component. In-kind donations from other sources covered personal hygiene item needs and washing powder has been procured instead. The planned WASH capacity building was not a response priority as well (covered by other actors). On the shelter side donated clothes covered the needs and additional procurement of such items was not needed. However, the strategy has been expanded to include the newly affected area of Tolminsko. Additionally, the overall timeframe has been prolonged due to the delayed emergency response and early recovery. The affected population in Tolminsko is now included in ongoing DREF activities, requiring more human resources at both the branch and headquarters levels, and more time than initially planned in August.

The (1) new floods event, (2) the generally challenging situation (e.g., weather, new disaster events) following the summer floods slowing down recovery activities, and the (3) winter season are prolonging and increasing the needs of both the previously affected population and the newly affected population of Tolminsko region. To address the most pressing needs in the coming months, a no-cost extension of the DREF operation for an additional three months has been granted.

Current National Society Actions

Start date of National Society actions

2023-08-03



Water Distribution, August 2023.
Photo: SRC Local Branch Kamnik



Accommodation Center, 4 August.
Photo: SRC local branch Ljubljana



Taking care of people in
Accommodation Centre, August.
Photo: SRC Local Branch Trbovlje



IFRC visit in August. Nataša Pirc Musar
and Jagan Chapagain. Photo: SRC

Shelter, Housing And Settlements	<p>SRC provided support to 11 temporary shelters. In these temporary shelter arrangements, the main emphasis was on providing PSS and preventing the separation of family members, including registration processes. The National Society supported families in gathering in a single temporary shelter. SRC volunteers and personnel also offered additional communication tools and services to ensure basic communication between separated family members.</p> <p>In addition, SRC has supported over 2,000 tourists who were stranded in flooded areas, accommodating them in tourist facilities such as camps, hotels, as well as on highways and regional roads.</p> <p>IFRC procured and delivered 100 dehumidifiers in September, with an additional 150 units already in operation, funded by other sources. These dehumidifiers have been operational since then, aiding affected populations in dehumidifying flooded infrastructure. The administration of these units is handled by the local branches of the Red Cross.</p> <p>Furthermore, 250 out of 500 kitchen sets are currently in distribution to meet the needs of 1,500 people, ensuring they have essential household items. This distribution includes food parcels and washing powder to support the affected households.</p>
Livelihoods And Basic Needs	<p>Due to the impact of floods on markets and stores in rural areas, uncertainty in securing basic everyday items has increased. Considering the high prevalence of social and health-related vulnerabilities in the affected municipalities, the SRC promptly conducted assessments and initiated the distribution of essential items, such as drinking water, food parcels, and hygiene products. Activities related to livelihoods and basic needs in all affected areas were implemented based on requests and coordinated with the Administration for CP and Disaster Relief.</p> <p>The SRC has distributed over 110 tons of food items, including food parcels, milk, baby foods, and other nutritional items, received as in-kind donations until October. The ongoing distribution includes additional needed food parcels, along with kitchen sets and washing powder.</p>
Multi Purpose Cash	<p>As a result of the rapid assessment, the need to provide cash and voucher assistance for affected households was identified. The flooding and landslides have led to the loss or severe damage of households, including critical elements such as floors, walls, electricity, water, and sanitation facilities.</p> <p>These damages include full housing structures, appliances, furniture, agricultural crops, as well as livestock. Consequently, populations in vulnerable situations are unable to cover their basic needs. Through the utilization of multi-purpose cash (MPC) assistance, the SRC can offer additional support to the affected people who are either at or below the poverty line. While SRC currently does not have an agreement in place with a Financial Service Provider (FSP), it has good experience and has previously cooperated with an FSP for gift card assistance.</p>



	<p>The government supported affected households according to the level of damage that was assessed by local damage assessment commissions. The SRC was part of this large-scale, multi-agency cash and voucher (CVA) response programme amounting to EUR 10 million, supported by the Government of Slovenia. The SRC transferred EUR 5,001,044 to 4,419 bank accounts of selected people in vulnerable situations.</p> <p>Since the beginning of the floods the most affected local branches distributed EUR 1 million via supermarket gift cards, each worth EUR 50.</p>
Health	<p>SRC First Aid (FA) team members provided FA to all first responders and personnel engaged in the response, many of whom were themselves affected by the disaster. In addition to FA, SRC FA team members offered psychological first aid (PFA) and psychosocial support (PSS) in the field, with a focus on hard-to-reach households, temporary accommodation centres, and those in vulnerable situations.</p> <p>Volunteers from the local branches of the SRC are also offering PFA each time they come into contact with affected people, primarily during distribution efforts.</p> <p>After the initial response, SRC established PFA teams of volunteers from other local branches. These volunteers were already engaged in providing PFA as part of their regular volunteer work or were members of FA Teams involved in previous disaster responses. Before being deployed, volunteers attend a PFA course.</p> <p>The PFA team members conducted house-to-house visits in the middle of August. Since then, they have been conducting follow-up visits in the newly affected areas, starting in November.</p> <p>The feedback and experience gathered highlight a notable increase in anxiety among affected populations, mostly stemming from urgent needs resulting from the floods and the impending winter season. It is evident that the demand for PFA will increase in the upcoming months due to the cold weather.</p>
Water, Sanitation And Hygiene	<p>The SRC provided assistance in the most affected municipalities and communities by supplying drinking water, food parcels, and hygiene kits, primarily sourced from in-kind donations. Activities implemented in all affected areas were carried out based on requests and coordinated with the Administration for CP and Disaster Relief. SRC volunteers have been actively assisting the affected population by cleaning homes, disinfecting, clearing yards, and removing debris. The SRC equipped the affected population with rubber boots and other personal protective equipment (PPE) through material donations from the public.</p> <p>As of 18 October, the SRC has distributed over 150,000 liters of bottled water and beverages, over 35 tons of hygiene items (many of them donated in-kind to SRC), and has distributed over 4,000 liters of disinfectant liquid. Additionally, the government has provided many disinfection kits and services.</p>
Protection, Gender And Inclusion	<p>The Child Safeguarding Risk Analysis is being completed in collaboration with the IFRC Regional Office for Europe (ROE). Referral pathways for unaccompanied and separated children (UASC) are established in accordance with national legislation, designating the Centers of Social Work as the responsible authority. Temporary shelters managed by SRC have implemented registration and monitoring procedures to identify and address protection risks.</p> <p>In mid-September, SRC has opened an additional two-way communication channel - a telephone helpline for anyone in need of support or information, including needs and feedback on PGI. The new call handling system, EspoCRM, was utilised by the SRC call center to file, record, refer, track, and trace feedback. While most calls were about inquiries on how to receive financial aid, it is noteworthy that questions on financial support were not always the main reason for calling. Most of the time, people were seeking for PFA support, which was provided by the call center members.</p>
Coordination	<p>According to National Disaster Response Law, the SRC Secretary General is a part of the National Civil Protection Headquarters to enhance cooperation between CP Authorities and Red Cross. The aim of the cooperation is to minimize the impact of disasters on the population and to support CP with the procurement and delivery of humanitarian aid to the affected population.</p> <p>Following the procedure, the internal coordination team within SRC was established. This team is responsible for collecting information on preliminary assessments and expertise on the emergency from SRC Disaster Management (DM), FA, RFL, PSS, Logistics/Supply, Legal, Public Relations (PR), and Information Management focal points. The purpose is to establish a link between Civil Protection and SRC, ensuring a constant exchange of information, needs, reports, and activities in the field.</p> <p>Since the end of August</p> <p>SRC Headquarters (HQ) organizes regular meetings with local branch offices. SRC has activated internal procedures for communication and coordination within the SRC structure. Following these procedures, local branches regularly send reports to the HQ on conducted activities and needs assessed during field visits. Over time, the number of meetings and reports has been adjusted and reduced based on the evolving needs. Currently, most coordination between the SRC and SRC local branches in affected areas takes place through telephone and email communication.</p> <p>Coordination by the CP concluded at the end of August and was assumed by the Governmental Working Group for the Coordination of Reconstruction. SRC is actively cooperating with this working group. Additionally, SRC reports and coordinates its PFA activities with the Ministry of Health as part of the National Mental Health programs.</p>
National Society Readiness	<p>The SRC consistently monitors the situation in Slovenia and promptly responds to significant emergencies as they arise, regardless of whether an official state of emergency has been declared.</p> <p>Recent instances include the rapid response to severe hailstorms in mid-July 2023, floods in August, and at the end of October. All actions undertaken by the SRC are closely coordinated with the Administration for Civil Protection and Disaster Relief.</p> <p>The SRC immediately responded to this emergency with the deployment of volunteers and staff (primarily from local branches), FA Team members, emergency temporary shelter units, Restoring Family Links (RFL) and PSS teams and volunteers.</p> <p>A Training of Trainers (ToT) for PFA volunteers is currently in the planning process and will take place in January 2024 to increase local capacity. IFRC is likely to provide support for this event by deploying PGI experts.</p>
Assessment	<p>The SRC conducted an initial needs assessment by creating a customized questionnaire and distributing it to the local branches. Mobilized volunteers have actively collected and continue to gather preliminary data. The data was collected from local branches in a hybrid mode, through the questionnaire, emails, and via phone calls. Additional efforts are necessary to gain a comprehensive humanitarian overview.</p> <p>Assessments can be accessed through the following websites:</p>



	<p>- Slovenia: Floods IFRC GO page: https://go.ifrc.org/emergencies/6576/additional-info/additional-information</p> <p>- Slovenia: Floods SRC Damage Assessment dashboard: https://app.powerbi.com/view?r=eyJrJoiZDQ5NzM1MzEtNmQwMC00Zjc5LWI4NDItYjFiZTM5OTl0OTU2liwidCI6ImEyYjUzYmU1LTczNGUtNGU2Yy1hYjBkLWQxODRmNjBmZDkxNyIsImMiOj9</p> <p>Feedback, experience, and additional unstructured assessments during the operation showed that the approaching winter, coupled with challenging early recovery conditions (where the demand for heavy repair on houses and flats remains high), along with other unmet needs, have heightened the overall needs gap of the affected population for the coming months until the end of winter/end of April.</p>
Resource Mobilization	<p>The SRC initiated a domestic resource mobilization campaign, collecting both in-kind donations and funding specifically designated for the implementation of response activities. Relying on funding obtained from private donors, RCRC partners, a government grant earmarked to cash distribution, and through this DREF, the SRC undertook a large-scale response operation.</p> <p>A National Society Response Plan is currently being developed to present a comprehensive strategy with a funding ask that includes recovery, long-term support to the population, as well as NS capacity strengthening to be able to deliver specialized and at-scale services. The plan also aims to strengthen the National Society position and auxiliary role. The SRC has not received funding via the EU response mechanism.</p>
Activation Of Contingency Plans	<p>Immediately after the floods, the CP's flood action plan was activated, and it remained in effect until the end of August. In September, the government passed the "Act on intervention measures to eliminate the consequences of floods and landslides from August 2023."</p>
National Society EOC	<p>Immediately following the disaster, an SRC Coordination team was established at SRC HQ to oversee the following activities: 1) Managing the overall SRC response to enhance coordination with Civil Protection needs, requests, SRC teams and other organisations; 2) Coordinating branches, response teams, and the exchange of information with SRC local branch offices, CP authorities, and other partners; 3) Handling logistics, including supporting teams on the sites and transporting donations; 4) Managing information, including reporting and communications; 5) Ensuring safety and security by implementing procedures and providing advice on safety and security related matters; 6) Undertaking all other necessary activities to support the response effort.</p> <p>After more than two months in the floods response operation, other regular activities also need to be fully addressed again and carried out on a daily basis. Members of the SRC coordination team are still working on the floods response besides their regular duties.</p> <p>The logistics department (handling purchases and distribution), financial department, PR department, and coordination of local branches department (also serving as DREF focal point) remain the most active in the floods response operation. The recent floods in October and November intensified the workload of the entire team.</p>

IFRC Network Actions Related To The Current Event

Secretariat	<p>From the beginning of the response, the SRC has maintained continuous contact with the IFRC Regional Office in Budapest. Good cooperation and exchange of information contributed to efficient and effective response operations. IFRC ROE is providing support in technical matters, logistics, and mobility. Eight 4x4 vehicles have been delivered and handed over to four SRC branches and the HQ.</p> <p>An operations manager supported until mid-November. The Regional Office Cash and Voucher team extended its support throughout the operation.</p> <p>The Global Director of Communications attended a field visit with the Secretary General of SRC and the Prime Minister of Slovenia on 14 August.</p> <p>From 23 to 25 August, a series of high-level visits took place with the support of the IFRC. The SRC SG Cvetka Tomin, SRC Deputy SG Nuška Jerman and the President of the SRC Ana Žerjal together with IFRC Secretary General Jagan Chapagain and Regional Director of Europe Birgitte Bischoff Ebbesen conducted a high-level mission to express solidarity, seek long-term partnerships for the early recovery phase, highlight new digital tools for efficient response, and promote the RCs' auxiliary role. In addition to a field visit, the SRC held meetings with the President of the Republic of Slovenia, the Prime Minister, the Minister of Foreign Affairs, and other high-level governmental representatives.</p>
Participating National Societies	<p>Since the beginning of the disaster, SRC has received assistance in the form of food and non-food items, primarily hygiene products, from the following National Societies: 1) Croatian Red Cross; 2) Hungarian Red Cross; 3) Polish Red Cross; 4) Red Cross Society of Bosnia and Herzegovina; 5) Bulgarian Red Cross.</p> <p>Austrian Red Cross provided support with six medical teams in the first phase of the disaster, as some parts of Koroška region were accessible only from Austria.</p> <p>IFRC SURGE support was provided through Finish, Swedish, Italian and Austrian Red Cross.</p> <p>SRC received financial donations form Red Cross National Societies of Austria, Bulgaria, Croatia, Czech Republic, Netherlands, North Macedonia, Bosnia and Herzegovina, Korea, Spain, Albania, Liechtenstein, and Switzerland.</p>

ICRC Actions Related To The Current Event

The delegation of the International Committee of the Red Cross (ICRC) in Belgrade, Serbia, has provided its immediate RFL expert support and guidance, together with an offer of RFL equipment in case of need.



Other Actors Actions Related To The Current Event

Government has requested international assistance	Yes
National authorities	<p>Slovenia mobilised national, regional, and local firefighting and other rescue units, including the SRC, to help the affected population and evacuate them if necessary. The Slovenian Armed Forces and Police were also mobilised. The SRC, along with numerous NGOs, actively participated in the emergency response, providing humanitarian assistance to those in need.</p> <p>Slovenia has requested in-kind support via the European Civil Protection mechanism and NATO. Further details can be found at this link: https://www.gov.si/en/registries/projects/worst-floods-hit-slovenia/assistance-from-the-international-community/).</p> <p>The SRC FA teams, Temporary Shelter Units, and RFL teams are integrated within CP Response Teams. They are activated upon request from the Slovenian CP Commander at the national level or Regional CP Commanders overseeing responses at the regional level. Direct activation based on CP authority requests is coordinated by the SRC Emergency Operations Centre (Coordination team).</p>
UN or other actors	Through the EU mechanism in the field of civil protection, 11 countries provided assistance to Slovenia: Austria, Bulgaria, Bosnia and Herzegovina, the Czech Republic, Croatia, Italy, France, Germany, Poland, Slovakia and Sweden. Spain responded through the NATO mechanism. At the bilateral level, assistance was provided by Ukraine (with the support of ERCC) and Hungary. Army-to-army aid was provided by Bosnia and Herzegovina, Croatia, Hungary, North Macedonia, Serbia, Montenegro, Israel, and the United States.
Are there major coordination mechanism in place?	
<p>The leading national authority in the Republic of Slovenia in case for disaster response is the Civil Protection HQ. It holds responsibility for prevention, preparedness, and response activities. Coordinating efforts across various government (regional and national), the CP HQ maintains offices in all regions, ensuring a regional CP HQ in each area. At the municipal level, the coordination of disaster response is an obligation of the mayor, or the designated municipality CP commander.</p> <p>Activities are coordinated based on the subsidiarity principle, emphasizing the most local level possible. Coordination scales up when necessary; for example, during emergencies affecting multiple municipalities, coordination can be escalated to the regional level.</p>	

Needs (Gaps) Identified



Shelter Housing And Settlements

As a result of a rapid needs assessment and information collected from branches and CP authorities, it has been identified that there is significant damage to homes. Affected households required support with: 1) Cleaning, disinfecting, and dehumidifying flooded homes and businesses; 2) Information and assistance for recovery; 3) Basic household items to recover lost assets, including those needed for response and self-recovery, such as cleaning tools and rubber boots.

In order to ensure continued support in the upcoming months, the following items require replenishment: household items and flood protection equipment.

One community has been relocated after four months because the Government identified the area where they were located as non-safe.

In general, and based on local branch feedback after the initial response and support the families in vulnerable situations are still in need of household and cleaning items.



Livelihoods And Basic Needs

In August many households are working on their agricultural infrastructure, home gardens, and land, which are essential sources for their basic food needs. Due to the damage caused to these lands and its impact on access to food, there is a need to support the most affected families with food parcels and/ or cash support.

Despite the initial response (multi purpose cash grants, food parcels, gift cards, etc.) to address the most urgent needs, people still require food and other basic support. Although the government and NGOs are assisting affected populations, people in vulnerable situations still lack sufficient means to recover - especially due to the challenging recovery conditions (mainly meteorologically triggered) and the current winter season. Local branches have also reported that companies severely impacted by the floods are now dismissing people. As a consequence, challenges are increasing in affected areas, impacting both affected and non-affected populations.



Health

As a result of the disaster, people affected are facing increased stress, fear, and fatigue. Additionally, there is a need to raise awareness related to water-borne diseases, which pose a significant risk to health and well-being during and after floods. The SRC plans to provide ongoing PFA and PSS activities to affected populations, as well as to Red Cross volunteers and staff engaged in the response operation, while conducting awareness raising activities. These activities were implemented in all affected regions according to the needs.

In addition to the Tomlin region being heavily affected at the end of October, strong rains also impacted the areas affected in August 2023.

Based on reports from local branches, the PFA needs of the existing target group (impacted in August) are expected to increase again in the coming months due to the extraordinary heavy rain at the end of October, further worsening the already poor situation.



In November, all local branches from affected areas requested follow-up visits and additional PSS activities, specially targeting children aged 13 to 16 years old and older people. In addition to PSS activities, SRC will focus on training volunteers to enhance local capacity in PSS and promote awareness of water safety.



Water, Sanitation And Hygiene

Local branches have reported a demand for everyday hygiene, cleaning, and washing items, including washing powder. This need arises from a general rise in prices and the limited financial resources of affected households. Repairs and renovations are generally expensive and place a burden on household budgets.

Moreover, there is a potential for increased interest in future preparedness activities, particularly in acquiring additional knowledge on basic hygiene promotion and household water treatment.



Protection, Gender And Inclusion

Due to the damaged infrastructure of mobile telecommunication networks, especially in difficult-to-access households, and a high number of individuals losing their homes and staying in collective accommodation facilities or with family/friends, there was a crucial need to maintain and restore family links. This need was supported via various communication channels, including the assistance of RFL team members in securing internet connections and other tools for communication between family members.

Operational Strategy

Overall objective of the operation

The overall objective of the operation is to provide immediate assistance and services to 40,070 people in the most severely affected areas. This includes voucher assistance, the provision of food and relief items, support in recovering lost household assets, water, sanitation, and hygiene assistance to enable recovery and prevent water-borne diseases, as well as provision of FA, PFA, and MHPSS.

People displaced to temporary accommodation were provided with holistic assistance, including RFL services. Protection and safeguarding principles are being observed for activities supported via the DREF as well as other activities. Basic feedback mechanisms are to be established and progressively improved in the course of the operation.

Operation strategy rationale

In order to accomplish the overall objective of the operation, the SRC, with its operational local Red Cross branches, staff and volunteers, organised in local and national teams, will continue their presence and activities in the affected areas. The SRC will be focusing on complementing public authorities and covering gaps in the provision of emergency food, water, hygiene items, RFL, PSS and voucher assistance, with different items and services provided to recipients based on needs. The National Society (NS) will also assist in the cleaning process with disinfection and dehumidification. This DREF operation forms a complementary part of the Slovenian Red Cross' large-scale nation-wide response that includes additional relief assistance and services using alternative in-kind and financial resources.

Utilizing the speed and flexibility of the National Society, this DREF is focusing on immediate assistance in the following months, while mid- to long-term recovery efforts are being formulated. All humanitarian relief activities are coordinated with the Government Authorities and other NGOs (through local committees and national HQ) to avoid duplication.

In the area of Shelter, Housing, and Settlements, DREF-supported operational components will focus on provision of essential information for recovery after floods, will be distributed to ensure safe and restored basic shelter needs. The DREF-funded response complements activities through other resources, such as provision of additional household cleaning items, rubber boots and raincoats.

Food assistance will be provided mainly to the population who lacks access or means of recovery and whose situation continues to be dire. All food items distributed will be in line with Sphere standard requirements.

To support health and well-being, the SRC plans to provide basic PFA and PSS among 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 SRC plans to support disinfection activities of the affected households, as well as the provision of family hygiene parcels. Dehumidifiers and other equipment will be engaged to support households with the purpose of establishing safe living conditions.

In course of operation donated hygiene items were distributed first. The unspent/not needed remaining funds for hygiene items were used for the procurement and distribution of washing powder (as per the needs communicated by local branches). Washing powder is one of the main household hygiene expenses in times of rising prices.

During the response to the November floods, SRC provided support to the local population through the local branch, psychological first aid teams and SRC services for Civil Protection emergency response. SRC capacities were relocated during that time to Tolminsko region. This means that SRC capacities for the ongoing flood operation will cover both affected regions (August and November floods).

Challenging recovery conditions (mainly due to additional meteorological events) slowed down needed repair and renovation works and the winter is the most difficult time for the affected population to cope with in general, also in the newly affected area. After the November floods, SRC immediately provided support to meet basic needs of newly affected population. Winter time is challenging time to repair/renovate homes in the newly affected north-west as well.

SRC had and has to relocate human resources to cover these new needs too. Additional personal equipment will be needed and heating costs are high. Continued renovation of damaged houses is difficult if not impossible during the winter.

Therefore, SRC has adopted its response strategy and activities in terms of duration and geographical coverage. Slight sectoral adaptations have been made under shelter (provision of first aid kits instead of clothing) and WASH (resources to be used for basic needs coverage) - in a way to support flood affected populations during and after the winter best.



Targeting Strategy

Who will be targeted through this operation?

Due to field analysis conducted by the local self-governments, as well as the rapid assessments carried out by the local Red Cross branches, SRC was able to identify the most vulnerable groups and their needs.

Based on the assessments and available data, the proposed operation supports the provision of assistance in 32 municipalities to:

- Households that are directly impacted by the floods;
- Households that have incurred damages to their residential properties.
- Households that have suffered losses to their livelihoods.

The operation plans to prioritise the older population, single-headed households, children, and groups most at risk, who have been identified based on their level of vulnerability in coping with disasters.

Geographical targeting will consider:

- severity of impact and results of on damage assessments (with the most affected regions being the Upper Carniola, Central Slovenian region, Koroška region, Savinjska)
- geographical targeting from November on expand also to Tolminsko
- damage sustained already during previous extreme weather events during the past months
- pre-existing socio economic situation

Explain the selection criteria for the targeted population

Each household receiving assistance with the support of the current DREF operation has to be directly affected by the floods (primary criteria). Additionally, the planned activities of the DREF operation will be targeting the affected population by taking into consideration secondary criteria that are related to vulnerability:

- pre-existing social vulnerability and reliance on social care services;
- multiple family members;
- single-parent households with children;
- older population;
- groups at risk.

As the Slovenian Red Cross implements multiple social support programmes every year in cooperation with ministries (such as distribution of over 2,000 tonnes of food per year in cooperation with the Ministry of Labour, Family, Social Affairs and Equal Opportunities), it has an accumulated understanding of vulnerable populations in communities, and existing procedures of validating vulnerability data with official state registries.

The most vulnerable people already under Red Cross support before the disaster, based on income level, family members.

Total Targeted Population

Women	17,940	Rural	80%
Girls (under 18)	2,503	Urban	20%
Men	17,125	People with disabilities (estimated)	5%
Boys (under 18)	2,502		
Total targeted population	40,070		

Risk and Security Considerations

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

Risk	Mitigation action
Slow recovery work and low winter temperatures causing additional damage and needs.	Extension of DREF operation by three months to cover the most urgent additional needs.
Slower local procurement due to market conditions.	International procurement, possible assistance of IFRC.
Lack of SRC staff to support the DREF operation on the local and national level with needed capacities.	Staff costs included in the DREF. Designated DREF focal point has been appointed.
Additional rainfall that can cause further flooding or other environmental related disaster consequences.	The SRC is monitoring the situation and replenishing relief items to ensure they have available stocks.

Please indicate any security and safety concerns for this operation

Some areas of the affected municipalities still have high water levels due to partially blocked water ways, as well as damaged infrastructure. These circumstances create operational risks, which could have an impact on relief and other assistance efforts.



Planned Intervention



Shelter Housing And Settlements

Budget: CHF 138,983

Targeted Persons: 20,000

Indicators

Title	Target	Actual
Number of people provided with basic household items and information to restore their homes to minimum living conditions	3,000	1,800

Progress Towards Outcome

500 kitchen sets have been procured and are going to be distributed together with food parcels as per above (livelihoods). As of this DREF Operation Update, 200 kitchen sets were distributed to local branches. Furthermore, a total of 100 dehumidifiers were distributed to local branches. Each affected household receive the device for two weeks. In total, 600 households have been provided with a dehumidifier during October, November and December (cca. 1,800 people).

Relevant information about recovery after floods was shared via radio, TV, internet and SRC local branches, instead of printing brochures.

In terms of comprehensive care, initially, the Shelter, Housing, and Settlements sector also included activities on information, Livelihoods and Basic Needs, (food) as well as WASH. These planned Livelihoods and Basic Needs activities (food) and WASH activities have now been moved to their respective sections above.



Livelihoods And Basic Needs

Budget: CHF 0

Targeted Persons: 20,000

Indicators

Title	Target	Actual
Number of people reached with food parcels	20,000	19,188
Number of people satisfied with food parcels support	20,000	0

Progress Towards Outcome

One of the main activities immediately after the floods in August, was the distribution of food (parcels) and water, from the in-kind donations received. As in-kind donations were distributed first, there was no urgent need to procure additional food items as initially planned and budgeted for the DREF operation.

Form October 2023 until January 2024, an additional 5,389 food parcels have been procured. The actual target has been met as besides the food parcels purchased out of the DREF fund, SRC local branches have also distributed an additional 1,007 food parcels. All additional food parcels distributed are reflected in the indicators below.



Multi Purpose Cash

Budget: CHF 356,243

Targeted Persons: 2,500

Indicators

Title	Target	Actual
Amount of CVA distributed (EUR)	300,000	288,090
Number of households who receive gift card assistance	1,000	940
% of people reporting that the voucher assistance received was relevant for their needs	70	0



Progress Towards Outcome

Through the DREF support, the Slovenian Red Cross has provided the CVA process and platform for the Government supported multi-purpose IBAN cash transfers at National level (EUR 5m), also including Caritas targeted population.

Additionally, 5,643 gift cards (EUR 50 each) have been distributed so far to people affected by the floods and who were already amongst the most vulnerable prior to the disaster.

The remaining gift cards are kept as an emergency buffer for additional vulnerable people who are affected by the floods. These gift cards are from the three major supermarket chains in the country and allow recipients to procure food, hygiene products (3,000 gift cards from MERCATOR, 1,500 gift cards from TUŠ, and 1,500 cards from HOFER). Post-Distribution Monitoring is planned for January 2024.

Please note that the budget provided is in CHF, while the target and actual figures for the amount of CVA distributed are in EUR.



Budget: CHF 35,678
Targeted Persons: 3,500

Indicators

Title	Target	Actual
Number of people reached with disease prevention awareness raising	1,000	0
Number of people provided with PFA and MHPSS assistance	5,500	5,500
Number of households received first aid kits	300	0

Progress Towards Outcome

PFA was provided to people during all types of distribution (food, essential relief items, and gift cards) as well as during other face-to-face activities. The needs for PFA were high, especially in the first two months of the response, and remain high since. To meet these needs, the SRC PFA team was established to focus solely on PFA support. Thanks to the timeframe extension of the DREF operation, PFA support activities will continue until the end of the winter season/end of March/April.

From mid-August until the end of September, teams for PFA support were conducting house visits, reaching 1,212 persons. At the beginning of the response, PFA activities were financially supported by the Government.

In addition to follow up visits in areas affected by the August floods, Red Cross PFA teams are conducting house visits to household in Tolminsko affected by the October/November events. Furthermore, PFA support was also provided in the SRC call centre. Mobilisation of volunteers for PFA services has been supported by vehicles VRP covered under DREF.

On the second page of website, the needs reported via local branches in the first month of the response can be accessed: <https://app.powerbi.com/view?r=eyJrIjojZDQ5NmM1MzEtNmQwMC00Zjc5LWl4NDItYjFhZTM5OTIwOTU2IiwidCI6ImEyYjUzYmU1LTczNGUtNGU2Yy1hYjBkLWQxODRmNjBmZDkxNyIsImMiOiJh9>.

The generally challenging situation (e.g. weather, new disaster events) after the summer floods and as it is still unclear for some people whether they permanently have to leave their houses and start full renovation, recovery activities have slowed down. Most recovery construction work will start in the spring of 2024. As the number of injuries at home is almost seven times higher as at the workplace and the risk of injuries is expected to be even higher during the renovation of apartments, to ensure a safe environment during house renovations, SRC will purchase and distribute first aid kits for a targeted 300 households. The distribution of first aid kits replaces the distribution of hygiene related clothing items.



Budget: CHF 21,300
Targeted Persons: 20,000

Indicators

Title	Target	Actual
Number of people assisted with hygiene items	20,000	12,090

Progress Towards Outcome

From the beginning of the response, SRC delivered and distributed more than EUR 400,000 worth of relief items (including drinking water, food and nutritional products, hygiene items and necessities, cleaners). Nevertheless, the basic hygiene products, especially for disinfection, have been covered by Government support and donors. Therefore the DREF funding has been reallocated for procurement of washing powder as this has been identified as a major gap for the affected population. As of this Operation Update, 4,030 pcs of washing powder has been distributed.



The governmental health agency took care of the prevention of water-borne diseases and hygiene promotion. Accordingly, additional workshops were not required. Needs are still relevant in the provision of psychological first aid and psychosocial support. Budget to implement workshops on waterborne diseases will be reallocated to implement PGI and PPP workshops for volunteers (Health; Protection, Gender And Inclusion sections) and to support vulnerable affected population with additional gift cards (Multi Purpose Cash sector).



Protection, Gender And Inclusion

Budget: CHF 7,988

Targeted Persons: 25

Indicators

Title	Target	Actual
Number of staff and volunteers trained in PGI and safeguarding	25	0

Progress Towards Outcome

PGI and safeguarding will be included in a PFA Training of Trainers for volunteers, as well as workshops held for the population in January and February 2024.

As the needs for psychosocial support of the flood-affected population remains high, the extension of support activities until March/April 2024 is required. (For more information, please refer to the section on "Health".)



Migration And Displacement

Budget: CHF 20,235

Targeted Persons: 0

Indicators

Title	Target	Actual
-------	--------	--------

Progress Towards Outcome

RFL communication equipment has been procured with some delay but still relevant for the remaining operation.



Risk Reduction, Climate Adaptation And Recovery

Budget: CHF 29,288

Targeted Persons: 0

Indicators

Title	Target	Actual
Number of lessons learned workshop conducted	1	0

Progress Towards Outcome

A lessons learned exercise is planned at the end of the project implementation including volunteers, branch staff and external partners. Funding savings from volunteer insurance supported already by NS own funding will be used for volunteer mobilisation on the lessons learned exercise.



National Society Strengthening

Budget: CHF 345,486

Targeted Persons: 500

Indicators

Title	Target	Actual
-------	--------	--------



Number of SRC staff involved in recovery using appropriate PPE	500	140
Number of insured SRC volunteers assisting in recovery phase	500	500

Progress Towards Outcome

Initial PPE has been provided to staff and volunteers through Government funding and there is ongoing procurement to be finalised by the middle of December 2023. T-shirts and shirts with SRC logo were purchased out of the DREF fund to equip volunteers who are responsible for humanitarian aid delivery and providing psychosocial support. The distribution of shirts is in process. At the time of this DREF Operation Update, the SRC has provided equipment for the first phase of the flood response out of its existing stock. As the PPE equipment has been damaged throughout the response, to ensure SRC staff and volunteers are properly equipped and protected during the winter season as well, the procurement of jumpers and shoes are still required.

All volunteers and staff were and are insured, which has been financially supported by the government and the IFRC.

The urgently needed IT and communication equipment (notebooks, printers, routers, mobile phones) have been procured with some delay. The equipment will be utilised during the December to April/May activities and are expected to support headquarters and local branches capacities to a great extent.

About Support Services

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

350 volunteers, first aid team members, ETS/RFL/PSS teams/services and 150 staff from NS headquarters and SRC local branches have been involved in the emergency operation.

At SRC national HQ, a newly recruited person has been appointed to serve as focal point of this DREF operation. Overall, a total of 50 SRC local staff are planned to be involved in the implementation.

Will surge personnel be deployed? Please provide the role profile needed.

Operations Manager, CVA Coordinator, IM Officer, Strategic Partnerships, Communication and Resource Mobilization Officer were deployed to HQ SRC.

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

Procurement will be done by the SRC and where needed via IFRC (e.g. kitchen sets, dehumidifiers).

How will this operation be monitored?

The SRC and the Regional Office for Europe are monitoring the implementation of activities. Brief updates are provided by the National Society to the IFRC on the general progress of the operation. According to the SRC SOPs, field reporting will take place on a daily basis.

The SRC 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.

EspoCRM was introduced during the operation and has been used for call handling. It is an open source customer relationship management tool (CRM). It has been designed to support in humanitarian settings, supporting organizations in managing data. EspoCRM was used to support the SRC call centre in September, which was established for beneficiaries to provide additional information about financial aid transactions of EUR 5m governmental money and other useful information related to the floods response.

EspoCRM was also used sending SMS notifications to supported people to inform them about the cash transfer as well as about the telephone number of the SRC call centre.

At the end of the operation, a two-day training and a one-day exercise will be organised in order to evaluate the operation and raise capacities together with major partners, such as the Ministry of Interior, Sector for Emergency Management, as well as representatives of the municipal authorities where the operations took place. Persons affected by the disaster will also be invited to the exercise. The exercise is not financed by the current DREF operation, however a coordination meeting and lessons learned workshop is included in the budget.

The IFRC deployed short term operations management, IM, communications and resource mobilization support from the Regional Office for Europe, to support NC capacities in monitoring.

A PDM is in planning for January.

Please briefly explain the National Societies communication strategy for this operation

The visibility of SRC activities in the field will be 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 will be disseminated through electronic media, newspapers, social media and the SRC's official website. Ad hoc communication channels will be used to reach out to the most isolated people, including older people with limited knowledge of electronic media, if required.



Budget Overview



DREF OPERATION

MDRSI003 - Slovenian Red Cross
Slovenia Floods - August 2023

Operating Budget

Planned Operations	610,575
Shelter and Basic Household Items	138,983
Livelihoods	0
Multi-purpose Cash	356,243
Health	35,678
Water, Sanitation & Hygiene	21,300
Protection, Gender and Inclusion	7,988
Education	0
Migration	20,235
Risk Reduction, Climate Adaptation and Recovery	29,288
Community Engagement and Accountability	863
Environmental Sustainability	0
Enabling Approaches	389,151
Coordination and Partnerships	0
Secretariat Services	43,665
National Society Strengthening	345,486

TOTAL BUDGET 999,726

all amounts in Swiss Francs (CHF)

Internal

2/1/2024

#V2022.01

[Click here to download the budget file](#)



Contact Information

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

National Society contact: Cvetka Tomin, Secretary General, cvetka.tomin@rks.si, +38 651 601 673

IFRC Appeal Manager: Alma Alsayed, Operations Coordinator, Alma.Alsayed@ifrc.org, +30 694 793 8583

IFRC Project Manager: Alma Alsayed, Operations Coordinator, Alma.Alsayed@ifrc.org, +30 694 793 8583

IFRC focal point for the emergency: Alma Alsayed, Operations Coordinator, Alma.Alsayed@ifrc.org, +30 694 793 8583

Media Contact: Matic Slapšak, Media officer, matic.slapsak@rks.si, +386 40 512 707

[Click here for the reference](#)



DREF Operation

Selected Parameters			
Reporting Timeframe	2023/8-2023/12	Operation	MDRSI003
Budget Timeframe	2023/8-2024/2	Budget	APPROVED

Interim FINANCIAL REPORT

Prepared on 02/Feb/2024

All figures are in Swiss Francs (CHF)

MDRSI003 - Slovenia - Floods

Operating Timeframe: 16 Aug 2023 to 29 Feb 2024

I. Summary

Opening Balance	0
Funds & Other Income	999,726
DREF Response Pillar	999,726
Expenditure	-765,418
Closing Balance	234,308

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	21,300	157	21,143
AOF2 - Shelter	166,140	118,311	47,829
AOF3 - Livelihoods and basic needs	331,748	404,339	-72,591
AOF4 - Health	9,053		9,053
AOF5 - Water, sanitation and hygiene	59,374	21,261	38,113
AOF6 - Protection, Gender & Inclusion	2,663		2,663
AOF7 - Migration	20,235	17,891	2,344
Area of focus Total	610,511	561,958	48,553
SFI1 - Strengthen National Societies	345,550	185,872	159,678
SFI2 - Effective international disaster management		32	-32
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	43,665	17,556	26,109
Strategy for implementation Total	389,215	203,459	185,755
Grand Total	999,726	765,418	234,308

DREF Operation

Selected Parameters			
Reporting Timeframe	2023/8-2023/12	Operation	MDRSI003
Budget Timeframe	2023/8-2024/2	Budget	APPROVED

Interim FINANCIAL REPORT

Prepared on 02/Feb/2024

All figures are in Swiss Francs (CHF)

MDRSI003 - Slovenia - Floods

Operating Timeframe: 16 Aug 2023 to 29 Feb 2024

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	517,750	423,828	93,922
Clothing & Textiles	25,000		25,000
Food	88,000	94,509	-6,509
Water, Sanitation & Hygiene	33,750	19,963	13,787
Teaching Materials	20,000		20,000
Utensils & Tools	15,000	11,237	3,763
Other Supplies & Services	25,000	22,365	2,635
Cash Disbursement	311,000	275,755	35,245
Land, vehicles & equipment	19,000	36,986	-17,986
Computers & Telecom	19,000	36,986	-17,986
Logistics, Transport & Storage	70,700	40,187	30,513
Storage	18,700	22,308	-3,608
Distribution & Monitoring		2,723	-2,723
Transport & Vehicles Costs	52,000	12,024	39,976
Logistics Services		3,132	-3,132
Personnel	221,500	61,755	159,745
National Society Staff	145,000	61,755	83,245
Volunteers	76,500		76,500
Consultants & Professional Fees		147	-147
Consultants		147	-147
Workshops & Training	20,000		20,000
Workshops & Training	20,000		20,000
General Expenditure	89,760	52,045	37,715
Travel	50,100	16,343	33,757
Information & Public Relations	10,060	26,756	-16,696
Office Costs	17,000	3,107	13,893
Communications	11,800	3,709	8,091
Financial Charges	800	2,131	-1,331
Operational Provisions		103,906	-103,906
Operational Provisions		103,906	-103,906
Indirect Costs	61,016	46,563	14,453
Programme & Services Support Recover	61,016	46,563	14,453
Grand Total	999,726	765,418	234,308