

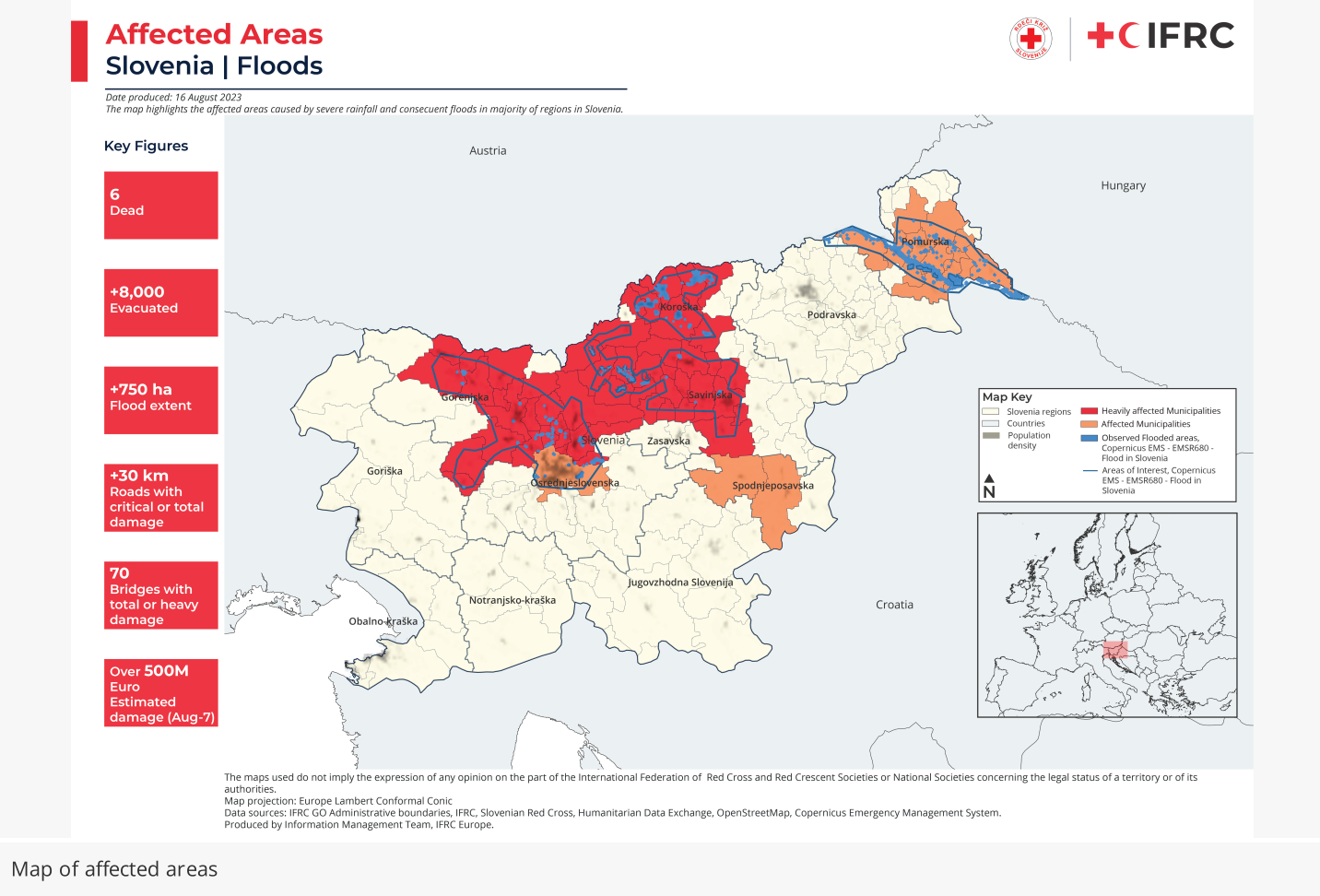


Aid distribution on 8 August 2023. Photo: Slovenian Red Cross (SRC).

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	People Assisted: -
Event Onset: Sudden	Operation Start Date: 16-08-2023	Operational End Date: 31-05-2024	Total Operating Timeframe: 9 months
Targeted Regions: Gorenjska, Goriska, Jugovzodna Slovenija, Koroska, Osrednjeslovenska, Podravska, Pomurska, Savinjska, Spodnje-posavska, Zasavska			

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

Description of the Event



Date of event

03-08-2023

What happened, where and when?

During 3 and 4 August 2023, 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 Idrija region, extending through Gorenjska towards Koroska and the Upper Savinjska region. The Savinja Valley, Gorenjska, and Koroska 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 Kocevje, 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 improved slightly, 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.

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, Idrija 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.



SRC key actions following the August and November 2023 floods.



The impact of the landslide in Baška Grapa in December 2023. Photo: SRC.



Bača river in Tolmishko on 27 October. Photo: SRC.



PDM conducted in May 2024. Photo: SRC.

Scope and Scale

On 3 August 2023, 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 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 was 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 destroyed or deemed uninhabitable. The final comprehensive damage assessment by the government totaled



EUR 2.989 million.

The local SRC branch in Koroška reported numerous job losses resulting from the infrastructural damage to local companies.

From October 27 to November 5 2023, extensive rainfall once again affected Slovenia. This time, the most severely impacted area was Tolmin region. Due to numerous landslides and floods, initial assessments indicated that 200 people were at risk. As the worst forecasts did not materialize, 15 people sought temporary accommodation, and an initial estimate indicated that 20 people required additional assistance from the Red Cross.

To address the newly emerged needs in the Tolmin region and to continue the planned assistance following the August floods, a no-cost extension of the DREF operation was requested and approved.

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	DREF activities were part of the overall SRC response to the 2023 floods. Most of the assistance and resources provided to affected vulnerable people were funded from different sources: DREF, the Administration for Civil Protection and Disaster Relief of the Republic of Slovenia and donors. All major activities were financed by the DREF, but not to the full extent. The activity of the Slovenian Red Cross that was not included in the DREF operation at all was the payment of utility bills for the vulnerable affected population. The list of donors who provided financial support to SRC to assist those affected by the floods and supported the organization in responding to the 2023 floods is longer than presented. The main donors presented are: Funds of the Republic of Slovenia (government funds), The Swiss Red Cross, NZS - The Football Association of Slovenia, Coca-Cola, The Hungarian Red Cross, Delavska hranilnica d.d., Mercator d.o.o., Coca-Cola HBC Slovenia, The UK Online Giving Foundation (UKOGF) and Supernova.

IFRC Network Actions Related To The Current Event

Secretariat	From the beginning of the response, the SRC has maintained continuous contact with the IFRC Regional Office for Europe and Central Asia, located in Budapest. Good cooperation and exchange of information contributed to efficient and effective response operations. The regional office provided support in technical matters, logistics, and mobility. Eight 4x4 vehicles were delivered and handed over to four SRC branches and the HQ. An operations manager supported the operation until the middle of November. The Regional Office Cash and Voucher team extended its support throughout the operation. The Global Director of Communications attended a field visit with the Secretary General (SG) of SRC and the Prime Minister of Slovenia on 14 August 2023. 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.
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	The IFRC provided continuous remote and in-person support and advice to the implementation of the DREF operation up to and including May, in particular throughout the process of providing vouchers to the affected and vulnerable population (CVA support) and information management support. In February 2024, IFRC staff conducted a Protection, Gender and Inclusion (PGI) training in Slovenia. Two IFRC representatives also attended the Lessons Learned Workshop in May 2024.
Participating National Societies	Since the beginning of the disaster, SRC has received assistance in the form of food and essential household 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. 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. IFRC surge support was provided through Finish, Swedish, Italian and Austrian Red Cross. Furthermore, SRC received financial donations from the Red Cross National Societies of Austria, Bulgaria, Croatia, Czech Republic, Netherlands, North Macedonia, Bosnia and Herzegovina, the Republic of Korea, Spain, Albania, Liechtenstein, Hungary and Switzerland.

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 Restoring Family Links (RFL) expert support and guidance, together with an offer of RFL equipment in case of need.
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Other Actors Actions Related To The Current Event

Government has requested international assistance	Yes
National authorities	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. Slovenia also requested in-kind support via the European Civil Protection mechanism and NATO. The SRC First Aid 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). During the 2023 floods, teams providing Psychological First Aid also operated through the national Civil Protection mechanism.
UN or other actors	Through the EU mechanism in the area 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



Are there major coordination mechanism in place?

The leading national authority in the Republic of Slovenia in the event of a disaster is the Civil Protection (CP) Headquarters (HQ). It is responsible for prevention, preparedness and response activities. The CP HQ co-ordinates the efforts of the different levels of government (regional and national) and maintains offices in all regions, ensuring a regional CP HQ in each area. At the municipal level, disaster response coordination is the responsibility of the mayor or the designated municipal CP commander.

Activities are coordinated on the basis of the principle of subsidiarity, emphasising the most local level possible. Coordination is scaled up when necessary; for example, in the case of emergencies affecting several municipalities, coordination may be escalated to the regional level.

Needs (Gaps) Identified



Shelter Housing And Settlements

As a result of a rapid needs assessment and information gathered from branches and CP authorities, it was found that there had been significant damage to homes. Affected households needed assistance with: 1) cleaning, disinfecting and dehumidifying flooded homes and businesses; 2) information and assistance with recovery; 3) basic household items to restore lost assets, including those needed for response and self recovery, such as cleaning tools and rubber boots.

In general, and based on feedback from local branches following the initial response and support, families in vulnerable situations needed household and cleaning items. In addition, assistance was needed to repair or renovate homes.

To ensure that SRC could continue to provide assistance, the following items needed to be replenished: household items and flood protection equipment.



Livelihoods And Basic Needs

In August 2023, many households had been working on their agricultural infrastructure, home gardens, and land, which were essential 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 and/or cash support.

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

In the Tolmin area, there had been a need to address basic needs in the initial phase of the response to the November floods, as well as to provide additional support to affected and vulnerable populations later on.



Health

As a result of the disaster, people had to cope with increased stress, anxiety and fatigue. There was also a need to raise awareness of water-borne diseases, which posed a significant risk to health and well-being during and after the floods.

The SRC provided Psychological First Aid (PFA) and Psychosocial Support (PSS) activities to affected populations, as well as to Red Cross volunteers and staff engaged in the response operation, while also conducting awareness-raising activities. These activities had been implemented in all affected regions according to the needs.

In addition to the Tolmin region being heavily affected at the end of October and in the beginning of November, strong rains had also

impacted areas affected in August 2023. Based on reports from local branches, the PFA needs of the existing target group (impacted in August) had been expected to increase again in the coming months due to the extraordinarily heavy rain in November, further worsening the already poor situation.

In November, all local branches from affected areas had requested follow-up visits and additional PSS activities, especially targeting children aged 13 to 16 years old and older people.

By May 2024, some households in the Savinjska Valley had not yet received notification regarding whether they could renovate their houses or would need to relocate due to preventive environmental measures against flooding. This had caused uncertainty among the people, leading the local branch to request a follow-up visit from the PFA team volunteers.



Water, Sanitation And Hygiene

Local branches reported a need for everyday hygiene, cleaning and laundry items, including washing powder. This need was driven by a general increase in prices and the limited financial resources of affected households. Repairs and renovations were generally expensive and a strain on household budgets.



Protection, Gender And Inclusion

Due to the damaged infrastructure of mobile telecommunication networks, especially in difficult-to-access households, and the high number of individuals who had lost their homes and were staying in collective accommodation facilities or with family and friends, there had been a crucial need to maintain and restore family links. This need had been addressed through 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 was to provide immediate assistance and services to 40,070 people in the most severely affected areas. This included voucher assistance, the provision of food and relief items, support in recovering lost household assets, water, sanitation, and hygiene (WASH) assistance to enable recovery and prevent water-borne diseases, as well as the provision of first aid (FA), psychological first aid (PFA), and Mental Health Psychosocial Support (MHPSS).

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

Operation strategy rationale

In order to accomplish the overall objective of the operation, the SRC, along with its operational local Red Cross branches, staff, and volunteers, organized in local and national teams, was actively implementing activities in the affected areas. The SRC focused on complementing public authorities and addressing gaps in the provision of emergency food, water, hygiene items, RFL, PFA, PSS, and voucher assistance, with different items and services provided to recipients based on their needs.

The National Society (NS) also assisted in the cleaning process with dehumidification. This DREF operation formed a complementary part of the SRC's large-scale nationwide response, which included additional relief assistance and services using alternative in-kind and financial resources.

Utilizing the speed and flexibility of the National Society, this DREF focused on immediate assistance in the following months, while mid-to long-term recovery efforts were being formulated. All humanitarian relief activities were 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 focused on providing essential information for recovery after floods, which were distributed to ensure safe and restored basic shelter needs. The DREF-funded response



complemented activities through other resources, such as the provision of additional household cleaning items, rubber boots, and raincoats.

Food assistance was provided mainly to the population lacking access or means of recovery and whose situation continued to be dire. All food items distributed were in line with Sphere standard requirements.

To support health and well-being, the SRC provided basic PFA and PSS to the most vulnerable households, volunteers, and staff. It was also planned to conduct awareness-raising activities related to infections, contagion, and other water-borne diseases; however, it became apparent during the operation that this was not necessary.

Due to the risk of transmission of infections and diseases, the SRC supported disinfection activities of the affected households and provided family hygiene parcels. Dehumidifiers and other equipment were engaged to support households with the purpose of establishing safe living conditions.

During the operation, donated hygiene items were distributed first. The unspent or 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) and gift cards. Washing powder was one of the main household hygiene expenses during times of rising prices.

During the response to the November floods, SRC provided support to the local population through the local branch, SRC psychological first aid teams, and SRC services for Civil Protection emergency response (Shelter Unit and other support). During that time, SRC capacities were relocated to the Tolmin region to address the basic needs of the newly affected population. This meant that SRC capacities for the ongoing flood operation covered both affected regions (August and November floods).

Challenging recovery conditions, mainly due to additional meteorological events, had slowed down the necessary repair and renovation work. Winter proved to be the most difficult time for the affected population to cope with, including those in the newly affected area. There was a need for additional personal equipment, and heating costs were also high. Continued renovation of damaged houses was difficult, if not impossible, during the winter.

As a result, the SRC adapted its response strategy and activities in terms of duration and geographical coverage.

In the middle of the DREF operation, small sectoral adjustments were planned for shelter (providing first aid kits instead of clothing) and WASH (funds used to meet basic needs). However, before implementing the planned adjustments, the SRC, with the approval of the IFRC, redirected funds from the shelter and WASH sectors, as well as other unspent funds, to purchase and distribute food vouchers. This decision was taken because first aid kits could be covered by other sources and gift cards proved to be the most effective, desirable and needed form of assistance in each affected region.

Targeting Strategy

Who was targeted by 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 operation supported 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 prioritised 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 considered:

- 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 Tolmin region.
- 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

The Slovenian Red Cross targeted the group based on two levels of criteria. The primary criterion was the impact of the floods, and the secondary criterion was reliance on social care services or low households income and social vulnerability.

Social vulnerability was considered as:

- Pre-existing social vulnerability and reliance on social care services or low households income.
- Multiple family members.
- Single-parent households with children.
- Older population.
- Households with a chronically ill member or a member with physical or/and mental impairment.

With these criteria, SRC managed to reach households that, due to dealing with the consequences of the disaster, were financially unable or only with great difficulty able to meet their basic needs. The distribution of gift cards was based on primary and secondary criteria, as well as the number of family members. An additional gift card was provided if someone in the household had a chronically ill member or a member with physical and/or mental impairments.

In the second distribution of gift cards in May 2024, SRC included households that were not eligible during the first distribution in December but were still struggling to meet basic living needs eight months after the disaster.

As the Slovenian Red Cross implements several social support programmes every year in cooperation with government ministries (such as the 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 to validate vulnerability data with official government registers. The most vulnerable people were already receiving Red Cross support before the disaster, based on income levels and family members.

Total Assisted Population

Assisted Women	-	Rural	80%
Assisted Girls (under 18)	-	Urban	20%
Assisted Men	-	People with disabilities (estimated)	5%
Assisted Boys (under 18)	-		
Total Assisted Population	-		
Total Targeted Population	40,070		

Risk and Security Considerations (including "management")

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.	
Risk	Mitigation action
There was a lack of SRC staff to support the DREF operation at both the local and national levels with the necessary capacities.	Staff costs were included in the DREF. A designated DREF focal point was appointed.
Additional rainfall could cause further flooding or other environmental-related disaster consequences.	The SRC monitored the situation and replenished relief items to ensure they had available stocks.
Slow recovery work and low winter temperatures caused additional damage and increased needs.	The DREF operation was extended by three months to cover the most urgent additional needs.



Local procurement could have been slower due to market conditions.

International procurement with assistance of IFRC.

Please indicate any security and safety concerns for this operation:

Some areas of the affected municipalities had high water levels due to partially blocked waterways and damaged infrastructure. These circumstances created operational risks, which had an impact on relief and other assistance efforts.

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Shelter Housing And Settlements

Budget: CHF 50,983

Targeted Persons: 3,000

Assisted Persons: 1,800

Targeted Male: -

Targeted Female: -

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

Narrative description of achievements

500 kitchen sets were procured and 200 kitchen sets were distributed to local branches. A total of 100 dehumidifiers were also distributed to local branches, with each household receiving a dehumidifier for two weeks. In total, 600 households received a dehumidifier during the months of October, November and December. At the end of the DREF operation, there was a gap between the target population and the actual number of people served. Kitchen sets and dehumidifiers were provided by the IFRC. The dehumidifiers were needed by affected households as soon as they had finished cleaning their homes, but the IFRC did not deliver the dehumidifiers and kitchen sets until September. By that time, many households had found alternative solutions and the dehumidifiers were not distributed to the intended number of households for temporary use. Following the November floods in the Tolmin region, the SRC was able to provide dehumidifiers immediately as a form of aid. However, the affected households in the Tolmin region did not express a need for SRC dehumidifiers.

Relevant information about recovery after the floods was shared via radio, TV, internet and SRC local branches, instead of printing brochures. Initially, the shelter, housing and settlements sector also included information, livelihoods and basic needs (food), and WASH activities as part of an integrated approach. However, as the operation progressed, the planned Livelihoods and Basic Needs (food) and WASH activities were moved to their respective sections above. As a result, the number of people targeted under shelter was reduced from 20,000 to 3,000. Accordingly, the shelter budget was reduced, with CHF 88,000 reallocated to Livelihoods from the original CHF 138,983 assigned to shelter.

Although not linked to the DREF, from October SRC also provided assistance in the form of gift cards for technical stores (which could be used to buy shelter related items).

Lessons Learnt

It is important to have a good and timely assessment of needs and of the capacity to provide assistance quickly, such as equipment (e.g. dehumidifiers). When providing assistance that is not readily available in stock, it is important to allow for potential delays due to procurement, which may also lead to changes in needs due to rapidly changing circumstances. To improve future response efforts, it is

necessary to strengthen the disaster response skills, including needs assessment skills, of all staff and volunteers who regularly deliver SRC programmes in the field.

Challenges

In the immediate response, the duration of procurement and transportation processes for material aid is crucial. The distribution of dehumidifiers and kitchen sets was delayed due to the procurement process, and by the time they were available, many of the affected had already found alternative solutions.



Livelihoods And Basic Needs

Budget: CHF 88,000

Targeted Persons: 20,000

Assisted Persons: 19,188

Targeted Male: -

Targeted Female: -

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

Narrative description of achievements

From October 2023 to January 2024, an additional 5,389 food parcels were procured. The target was met, as SRC local branches also distributed an extra 1,007 food parcels in addition to those purchased with DREF funds. All additional food parcels distributed are reflected in the indicators below. The final distribution of food parcels as support after the floods took place in December 2023, including support for the November floods in the Tolmin region.

There is no data on the number of people satisfied with food parcels support because the questionnaire on satisfaction with CVA support did not include a question about satisfaction with food parcels.

Lessons Learnt

Different people require different types of assistance. While food packages can be logistically challenging and limited in variety, they may be very appropriate at certain stages of a disaster and for specific groups in need.

Aside from the challenges in meeting IFRC procedures for purchasing food parcels, this form of assistance is something that SRC regularly provides to socially vulnerable individuals in its standard program. Therefore, it was well-received by the beneficiaries after the floods.

Challenges

During the response phase, obtaining documentation and evidence of the suitability of items and suppliers for purchasing food packages was challenging due to time constraints.



Multi Purpose Cash

Budget: CHF 377,010

Targeted Persons: 2,500

Assisted Persons: 4,188

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Amount of CVA distributed (EUR)	300,000	419,616
Number of households who receive gift card assistance	1,000	1,888
% of people reporting that the voucher assistance received was relevant for their needs	70	96

Narrative description of achievements

Through DREF support, the Slovenian Red Cross provided the cash and voucher assistance (CVA) process and platform for government-supported national multi-purpose IBAN cash transfers (EUR 5 million), including for the Caritas targeted populations.

By December, local branches had distributed 5,745 gift cards for grocery stores from the DREF. These gift cards were targeted at the affected and vulnerable population. Those affected by the November floods in the Tolmin area were also included in the distribution.

According to general information and reports from local branches, the affected population was still facing the need to renovate their homes in spring 2024. Vulnerable households were particularly in need of support. Based on the needs and feasibility of the activities, as well as the DREF expenditure up to the interim report, the SRC, with the agreement of the IFRC, reallocated some budget from other activities to purchase additional gift cards. The recipients of the second distribution of gift cards were still from the affected and vulnerable groups. However, with additional funds, SRC was also able to support households that were not eligible for this type of assistance during the first distribution and were still struggling to cope with the effects of the disaster eight months later. As a result, the number of individuals and households reached was higher than originally planned.

The second distribution of gift cards from DREF occurred in May 2024, with 2,800 grocery store gift cards distributed. After the distribution, SRC conducted two post-distribution monitoring (PDM) surveys: one in April 2024 via SMS and another in May 2024. In April, 18.5% of recipients responded to the SMS survey. The May survey included phone calls to 200 individuals, while the remaining recipients were surveyed via SMS. In total, 435 individuals participated in the second PDM, representing 33% of the households that received gift cards. The PDM also included households that received gift cards financed by other donors.

For the last distribution of gift cards, SRC tested the use of the KoBo registration form at the local branch Dravograd.

Lessons Learnt

Recipients of the gift cards were satisfied with the assistance provided, therefore this type of support should also be considered for future needs. For SRC, it would be easier if CVA systems were developed and prepared in advance. The CVA programme will need to be upgraded for future responses.

When purchasing gift cards, it was essential to follow the protocols of IFRC. Despite the good support provided by the IFRC, the procedures can be challenging and time-consuming. For future responses, it is recommended to align the SRC's purchase protocols with those of the IFRC.

Challenges

Rapid establishment of the system, from registration and criteria determination to the distribution of gift cards.

We encountered some challenges in the process of procuring gift cards. If the aid funds are not pre-determined and procurement protocols and conditions are not clearly defined in advance, responding to disasters becomes more difficult. This is especially true if there is not enough qualified personnel available.



Budget: CHF 34,613

Targeted Persons: 5,500

Assisted Persons: 5,500



Targeted Male: -
Targeted Female: -

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

Narrative description of achievements

Volunteers and staff provided PFA during the distribution of material aid, while collecting applications for financial assistance, and when visiting particularly vulnerable individuals. However, the demand for PFA consistently exceeded the capacities of local branches. Shortly after the disaster, the need for organizing and coordinating initial psychological assistance became evident and intensified significantly over time. The SRC organized national PFA teams, which were integrated into the national Civil Protection response of the Republic of Slovenia until September 2023. Coordination was then taken over by the National Institute of Public Health (NIJZ). The National Institute of Public Health also provided the information on mental health care and the availability of assistances. SRC PFA Teams disseminated the information to people, but we did not incur any printing or preparation costs for this service.

In September 2023, Civil Protection withdrew its forces, including those of the SRC involved in Civil Protection. From mid-August to the end of September, PFA teams conducted home visits, reaching 1,212 individuals.

After September 2023, PFA response was still under the national coordination of the NIJZ but no longer within the framework of Civil Protection. PFA activities after September 2023 were financed through DREF.

Key support from the DREF for PFA included providing 4x4 vehicles for field visits and ensuring PFA activities continued post-September 2023 until May 2024.

Volunteers and employees from local branches regularly conducted PFA alongside other activities. National PFA teams covered the entire flooded area, including the Tolmin region flooded in November. Initially, door-to-door visits were conducted in the most affected areas. Later vulnerable individuals or families were visited based on recommendations from local branches. The PFA teams remained active until January 2024 and resumed activities in May 2024 during the distribution of gift cards in areas where residents did not have the information on potential relocation due to the new preventive measures against floods. From September 2023 to June 2024, PFA teams visited another 105 people.

In January 2024, SRC conducted a PFA TOT, but not using DREF funds, except for the translation of the manual.

For employees and volunteers involved in the flood response, debriefing sessions were organized.

The indicators for the number of first aid kits distributed and the number of people reached with disease prevention awareness both remained at zero. Although 100 first aid kits had been distributed to households, their procurement was not funded by the DREF. Since the first aid kits were not procured through the DREF, the remaining funds from this source were allocated to the purchase of gift cards.

The Ministry of Health, the National Institute of Public Health, and the Administration for Civil Protection and Disaster Relief informed the public about disease prevention awareness through the media. The affected population was well-informed, and additional engagement was not deemed necessary. As the response progressed, it became evident that there were additional needs in this area. Therefore, the SRC did not carry out these activities independently but only disseminated information during distributions and first aid visits. At the end of the operation, the funds from this allocation were redirected for the purchase of gift cards.

Lessons Learnt

Especially in major disasters, first psychological aid is of great importance, either in the initial phase of the crisis or immediately after. In addition to providing first psychological aid, PFA teams can also incorporate tasks related to PGI.

It is important that the assistance is well-coordinated and organized. It has proven very beneficial that support exceeding PFA (Psychological First Aid) is also available and that PFA team members are informed about how to refer people to specialized help if needed.



Although the SRC did not have a dedicated network of volunteers for providing psychological first aid, it was quickly implemented because volunteers and staff were already performing similar tasks within the SRC's local branches. Since the SRC has an ongoing collaboration with the IFRC Psychosocial Centre on other projects, it was relatively easy to combine resources and offer psychological first aid during the floods. Assistant providers are not fully aware of the importance of debriefing sessions and self-care. There is still a lot of room for improvement in this area.

Challenges

In a disaster on the scale of the August floods for Slovenia, the ability to engage volunteers declined after a month of response. Additionally, there was a risk of overloading both volunteers and employees.

Due to the time constraints and typically limited staffing resources when establishing and organizing aid, it was still challenging to build capacities concurrently with the response, even though we already had a solid foundation.



Water, Sanitation And Hygiene

Budget: CHF 21,300

Targeted Persons: 20,000

Assisted Persons: 12,090

Targeted Male: -

Targeted Female: -

Indicators

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

Narrative description of achievements

Slovenian state institutions closely monitored and analyzed the situation and occurrence of infectious diseases in connection with drinking water and hygiene conditions. They also ensured proper communication with affected population and prevention measures. Despite initial concerns, there was no severe deterioration in the situation. Therefore, the Slovenian Red Cross did not engage in preventive awareness activities. However, to ensure that the affected residents could maintain hygiene standards, we provided hygiene supplies and clean drinking water as long as it was necessary.

Basic hygiene products, especially for disinfection, have been covered by Government support and donors. The DREF funding was used for procurement of washing powder as this has been identified as a major gap for the affected population, with no other agency/organisation providing it. In total 4,030 pieces of washing powder were distributed.

In the initial phase of the response, SRC provided hygiene items from donations. Due to the large number of material donations of hygiene items, no DREF funds were used for this purpose and allocated them instead for purchasing gift cards.

In response to the floods in November in the Tolmin region, the situation was similar. The initial response was carried out by the SRC local branch, which sufficiently addressed the basic needs. Later on, the affected and vulnerable individuals received DREF funded PFA visits and gift cards.

The DREF funds that were not used for conducting ToT Workshops on water-borne diseases and hygiene promotion were redirected to purchase additional gift cards. Since these changes have been made, the total WASH budget in the report has been changed to the budget for procuring washing powder. The indicator for actual support recipients includes the number of people who received washing powder funded by DREF.

Lessons Learnt

For future disaster responses, it would be beneficial to prepare a contingency plan for disasters and identify resources to ensure the provision of aid. In the area of WASH, it would be advisable to review SRC's disaster response mandate with national institutions and civil protection and make any necessary adjustments. Additionally, it would be appropriate to prepare and conduct a ToT related to these responsibilities. Since there is usually insufficient capacity to prepare preventive activities such as ToT workshops during an emergency response, these activities and the preparation of awareness materials should be carried out in advance.



Challenges

In the initial phase of the response, the supply of drinking water posed a challenge. The DREF fund was not applicable in this situation because water needed to be provided immediately after the disaster. In this case, assistance from neighbors, specifically the Red Cross Croatia, proved to be very effective.

A major obstacle in distribution were the damaged roads. Once the roads were temporarily repaired and IFRC 4x4 vehicles were provided, distribution became much easier.

Immediately after the disaster, it was difficult to precisely plan the aid resources and activities. This was especially true in the first month after the disaster, when there were many material donations. The activities planned in the DREF application were not feasible or practical to implement due to the changing circumstances.



Protection, Gender And Inclusion

Budget: CHF 7,988

Targeted Persons: 25

Assisted Persons: 16

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of staff and volunteers trained in PGI and safeguarding	25	16

Narrative description of achievements

The PGI training was conducted by two IFRC facilitators on 17 and 18 February 2024. Many of the participants were also volunteers from the PFA team. After consultation with the facilitators and the SRC, it was decided to conduct the PGI training instead of a Training of Trainers (TOT). In response to the floods, planned workshops on waterborne diseases and hygiene protection measures, which would have included specific guidance for vulnerable groups, were not implemented (Water, Sanitation and Hygiene Sector). However, a PGI training was conducted to empower volunteers and staff to apply and monitor PGI knowledge in the ongoing flood response and regular programmes. The number of people reached refers to the number of participants in the PGI training. The budget not spent on PGI training and activities was shifted to the purchase of gift cards.

Lessons Learnt

In the aftermath of a disaster, it is important to incorporate PGI prevention measures from the outset of the response.

Challenges

The workshop did not present challenges. However, in the field of PGI during emergencies, it is still necessary to support employees and volunteers with knowledge and practical guidance.



Migration And Displacement

Budget: CHF 20,235

Targeted Persons: 0

Assisted Persons: 0

Targeted Male: -

Targeted Female: -



Indicators

Title	Target	Actual
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Narrative description of achievements

In the initial phase of the response, volunteers and employees provided psychological support to evacuees in collection centers, offering practical assistance and helping evacuees connect with relatives and friends. SRC local branches reported that volunteers supported 138 evacuated persons in emergency shelters. Most of the people in the emergency shelters were evacuated from camps and volunteers also assisted tourists with arranging alternative accommodations or with their departure home. An emergency shelter for 100 people was also established during the November floods and was available to support the rescue teams. During the November floods in Baška Grapa, 15 evacuated individuals from the affected population found shelter with friends and relatives.

SRC purchased equipment to facilitate Restoring Family Links (RFL) services. The acquired equipment is suitable for field response in RFL. It includes 15 fieldwork equipment packages, each comprising a router, a laptop, a phone, and a wheeled case. The equipment was intended and will continue to be used in the future for immediate response in the field to ensure the connection of family members in case they are left without their own means of communication. After the purchase, the equipment was not needed for the 2023 flood response, which is also why the number of persons targeted and assisted remained 0.

Lessons Learnt

Basic support for people in the area of Restoring Family Links (RFL) was part of the disaster response. It proved effective that volunteers and employees responded quickly and appropriately to the needs.

Challenges

In the immediate response, provision of rapid support to local branches in establishing and organizing evacuation centers, as well as in the area of Restoring Family Links (RFL).



Risk Reduction, Climate Adaptation And Recovery

Budget: CHF 7,988
Targeted Persons: 67
Assisted Persons: 40
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
Number of lessons learned workshop conducted	1	1

Narrative description of achievements

In the area of psychosocial support, volunteers and employees conducted PFA visits. As part of these visits, they addressed risk reduction as an integrated part of PFA on an individual level.

A lessons learned workshop (LLW) was held on 28 and 29 May 2024, during which the response and activities conducted during the 2023 floods were reviewed. The workshop took place on two levels: the first day was focused on headquarters, while the second day involved the entire network, including local branches and headquarters. Two representatives from the IFRC also participated in both days of the workshop.

The target group were representatives of the 56 SRC local branches, as well as the SRC senior officers, the General Secretary and the President. The number of people supported refers to the number of participants in the LLW. The budget for LLW in the report has been



reduced to EUR 7,000. As the indicators refer to the number of participants in the LLW, the budget in the report has been adjusted in line with these indicators.

Lessons Learnt

All findings from the LLW have been compiled into a report.

- The key conclusions are as follows:
- Financial assistance provided through gift cards was very well received by those affected.
 - There are opportunities to enhance our communication with affected residents and the general public.
 - SRC disaster responses could be further improved by strengthening additional training, including advanced crisis communication skills.
 - Developing and using standardized procedures and digital tools for the SRC network will optimize the time invested in the response and facilitate easier processing of data needed for response planning.
 - Good cooperation between organizations and Civil Protection Headquarters was crucial in the response. Involving SRC representatives in Civil Protection Headquarters and ensuring collaboration among organizations involved in the response, along with clearly defining roles before a disaster, will contribute to even better coordination.

Challenges

Putting lessons learned and improvements into practice.



Budget: CHF 346,817
Targeted Persons: 500
Assisted Persons: 500
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
Number of SRC staff involved in recovery using appropriate PPE	500	500
Number of insured SRC volunteers assisting in recovery phase	500	500

Narrative description of achievements

To ensure the PFA response, SRC conducted four PFA trainings in August and September, and a PFA training of trainers (ToT) in January. The costs of organizing the PFA trainings and ToT were covered by other sources. However, DREF funds were used to provide volunteers with short-sleeve shirts, long-sleeve shirts, and jackets for implementing PFA and distributing material aid and gift cards. For field activities in 2024, protective rainwear was also purchased. Additionally, new IT and communication equipment (notebooks, printers, routers, mobile phones) procured in December 2023 were used to support activities in 2024.

All volunteers and staff were and continue to be insured, with financial support from the government and the IFRC.

Lessons Learnt

SRC volunteers and staff are skilled at organizing, collaborating, and finding solutions in difficult situations. However, good preparedness for disasters, along with proper training and equipment, is also irreplaceable.

Challenges

The processes of selecting and purchasing equipment are time-consuming and difficult to carry out when there is a lack of time due to disaster response.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRSI003 - Slovenia - Floods

Operating Timeframe: 16 Aug 2023 to 31 May 2024

Selected Parameters			
Reporting Timeframe	2023/8-2025/7	Operation	MDRSI003
Budget Timeframe	2023/8-2024/5	Budget	APPROVED

Prepared on 03/Sep/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	999,726
DREF Response Pillar	999,726
Expenditure	-961,337
Closing Balance	38,389

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	138,983	41,673	97,309
PO02 - Livelihoods		101,737	-101,737
PO03 - Multi-purpose Cash	377,010	435,776	-58,766
PO04 - Health	34,613	411	34,202
PO05 - Water, Sanitation & Hygiene	21,300	21,418	-118
PO06 - Protection, Gender and Inclusion	7,988	4,179	3,809
PO07 - Education			0
PO08 - Migration	20,235	18,291	1,945
PO09 - Risk Reduction, Climate Adaptation and Recovery	7,988	17,276	-9,289
PO10 - Community Engagement and Accountability	596	58	538
PO11 - Environmental Sustainability			0
Planned Operations Total	608,711	640,818	-32,107
EA01 - Coordination and Partnerships		32	-32
EA02 - Secretariat Services	44,197	22,507	21,691
EA03 - National Society Strengthening	346,817	297,981	48,837
Enabling Approaches Total	391,015	320,519	70,496
Grand Total	999,726	961,337	38,389

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

Please explain variances (if any)

Assistance in the form of gift cards proved to be necessary and well-received among the affected vulnerable population. Therefore, in alignment with the evolving needs of the flood response, several budget allocations have been adjusted, in agreement with the IFRC operation manager . A significant portion of leftover funds initially allocated for first aid kits, training, public relations, protective equipment, and volunteer-related expenses have been reallocated to Cash and Voucher Assistance (CVA) activities, including vouchers and cards, to better support the affected population. Additionally, a small portion of the budget previously designated for temporary DREF staff has been redirected to support the lessons learned workshop. These adjustments aimed to optimize resource use and enhance the impact of the humanitarian response.



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[Click here for reference](#)

