

OPERATIONS UPDATE



International Federation of Red Cross and Red Crescent Societies
Fédération Internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

RUSSIA: HOSTAGE CRISIS IN BESLAN, NORTH OSSETIA

11 May 2005

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In Brief

Appeal No. 19/2004; Operations Update no. 4; Period covered: November 2004 - April 2005. Appeal coverage: 93.3 %; ([Please click here to go directly to the Contributions List](#)).

Appeal history:

- Launched on 6 September 2004 for CHF 864,844 (USD 725,955 or EUR 561,955) for 12 months to assist 2,000 beneficiaries.
- Appeal budget revised to CHF 1,867,348 (USD 1,567,165 or EUR 1,213,355) to assist 5,000 beneficiaries until August 2006.
- The budget has been revised to CHF 2,341,334 (USD 1,880,705 or EUR 1,526,575) and is attached to this report.
- Disaster Relief Emergency Funds (DREF) allocated: CHF 50,000

Related Emergency or Annual Appeals:

Russia: Hostage Crisis in Beslan, North Ossetia Emergency Appeal. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?04/1904.pdf

Russia: Hostage Crisis in Beslan, North Ossetia Operations Update No.1 For details, please see the website http://www.ifrc.org/cgi/pdf_appeals.pl?04/190401.pdf

Russia: Hostage Crisis in Beslan, North Ossetia Operations Update No.2 For details, please see the website http://www.ifrc.org/cgi/pdf_appeals.pl?04/190402.pdf

Russia: Hostage Crisis in Beslan, North Ossetia Operations Update No.3. For details, please see the website http://www.ifrc.org/cgi/pdf_appeals.pl?04/190403.pdf

Operational Summary: This operation update includes a revision of the initial Emergency Appeal with an additional objective. This additional objective No.6 has been included based on learning from the Moscow and Beslan hostage crises in 2002 and 2004, respectively. In both cases, the Russian Red Cross was present but without a sufficiently defined role. The reported period covers mainly the preparation aspects for the implementation of the programme: legal, logistics, interviews and recruitment of personnel, communication with the community and partners, training and information.

For further information specifically related to this operation please contact:

- *Russian Red Cross: Tatyana Nikolaenko, President, Phone 7 095 126 5731; Fax 7 095 230 2868; email mail@redcross.ru*
- *Russia Delegation: Alexander Matheou, Head of delegation, Phone 7 095 937 5267; Fax 7 095 937 5263; email Moscow@ifrc.org*
- *Geneva Secretariat, Miro Modrusan, Desk Officer, Secretariat. Phone 41.22.730.4324; Fax 41.22.733.03.95; email miro.modrusan@ifrc.org*

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Background



Half of Beslan community demands School no.1 to be destroyed, while half wants to preserve it as a monument. People keep coming here to pay respect and to feel the connection with the passed relatives

A three day siege of school no.1 with over 1,000 hostages, mainly women and children, in September 2004 ended with a severe fight that took lives of 330 people (172 children) and left hundreds of injured – a tremendous loss for a small town of Beslan in North Ossetia with the population of 32,000.

Most of the victims have returned from hospitals and sanatoriums, but the situation in Beslan remains tense: many people are in deep grief, they feel lost in the new environment, do not see a future and feel unable to restore the normal social life in the city. The city's palace of culture is quiet – nobody wants to disturb the feelings of those who lost their relatives and friends. Not until the end of the traditional year of mourning.

School no.1 stands in ruins filled with flowers, bottles of water, remains of clothes, toys and

candles. Half of Beslan community demands it to be destroyed, half wants to preserve it as a monument. People keep coming here: some to pay respect, some to feel the connection with the passed relatives. Discussions continue about the monument on this place.

A marble stone erected at the Beslan graveyard bears a board "Beslan School No.1". Some 330 children and their relatives were buried here in September-December 2004.

According to the Ministry of Health of North Ossetia, 578 people (319 children) are considered as directly affected by the attack. 1739 people (889 children) have applied for psychiatric and psychological support since September 2004. The Moscow Serbsky Phorensic Medicine and Psychiatry Institute continues to receive groups of traumatised children and the ir parents on a monthly basis. However, a play room for children at the local polyclinics is closing in April, due to the end of funding for the emergency phase of the disaster.

The security situation in North Caucasus is not easy. Incidents occur at various parts of the region around Chechnya, including a major shoot-out in Kabardino-Balkaria on 28 January, armed attacks on local law enforcement personnel and the assassination of Deputy Minister of Interior. In March, demands from Ingushetia for North Ossetia territories increased tension between the two Republics. This tension might hamper some inter-regional activities, but in North Ossetia the program is developing according to the objectives described in the Appeal.

The International Committee of the Red Cross (ICRC) puts special emphasis to security provisions. Because of the increasing tension in the region, it insists on security guards for expatriate Federation delegates during their working visits to North Ossetia. The guards will be provided by the ICRC or by the local security agency, hired by the Federation. All foreign Red Cross visitors must first visit the ICRC office in Nalchik (Kabardino-Balkaria) for security briefing.

Operational developments

The response from Russian and international community to the Beslan crisis has been immense. Apart from financial and humanitarian aid, 20 projects started in North Ossetia: psychologists from Moscow worked with pre-school institutions, CARITAS supported the work of psychological support specialists at three schools, United Nations Children's Fund (UNICEF) and Charity Aid Foundation (CAF) organized trainings and country camps for senior pupils and teachers, Centre of psychosocial support "Doverie" funded by Swiss Agency for Development and Cooperation (SDC) was opened in Beslan and etc. Experts from Germany, Israel, France, Slovakia and Czech Republic have conducted training for teachers and psychologists in Vladikavkaz/Beslan to help people deal with and overcome the trauma. However, none of these programmes has the out-reach potential, like that of the Red Cross visiting nurses service (VNS).

Being grateful for the support they get, many people mark the fragmental character of the psychological programmes, poor coordination and loss of confidence once the psychologists leave the place. Local school psychologists complain that parents do not understand the value of psychological assistance to children, forbidding the latter attend psychological sessions.

Many continue to suffer from psychological trauma, disrupted family ties and community order. Insufficient information from the state authorities regarding the criminal investigation of the September attack adds to the tension in the community. Fear to go to school, to be alone at home, separation anxiety, sleeping disorders, general anxiety and unwillingness to return to social life are all common among the Beslanees. Not to irritate people, the Beslan Palace of culture and the Children House of Arts work only part time. Social workers understand that culture might be a way out of the crisis, yet the community rejects their initiatives.

In February, the Ministry of Education registered 14 programmes of psychosocial support for Beslan. Local authorities are aware that background and experience of local specialists is not sufficient to meet the psychological needs of the population. It is also clear that some aspects of psychological work in Beslan are new and not known in the world practice.

Red Cross and Red Crescent action - objectives, progress, impact

In November, the Russian Red Cross and the Federation revised the initial emergency appeal launched on 6 September 2004 in order to ensure that Red Cross intervention in relation to the crisis remains relevant and its role is clearly defined. An additional objective was included in April, based on learning from the Moscow hostage crisis in 2002 and Beslan hostage crisis in 2004. In both cases, the Russian Red Cross was present but without a sufficiently defined role.

In January 2005, an agreement on cooperation was signed between the Russian Red Cross and the Federation Delegation in Russia, enabling implementation of the programme that aims to cover long-term needs in psychosocial rehabilitation for Beslan community and in North Ossetia. In January-February, the working group prepared legal background for the implementation of the programme, announced vacancies and hired personnel.

The programme was approved by the North Ossetian Republican Ministries of Education, Social Development, Health and Emergencies. It is carried out in coordination with international partners, including UNICEF, SDC and CARITAS. Findings and results of the programme will be shared throughout North Caucasus region.

Even though the words "psychologist" or "psychological tests" seem to irritate the population, projects that indirectly influence people's state of mind have been welcomed by the community. The role of the Russian Red Cross visiting nurses in psycho-social rehabilitation in Beslan community was especially marked by local authorities: "This is a unique opportunity to carry psychological support literally to every family that needs it" said the Head of the Psychological Experts Commission at the coordination meeting in the Ministry of Education in March.

The ICRC implements a range of programmes in nearby Dagestan, Chechnya and Ingushetia and finds that there is a great need for psychosocial support in most places. Psychologists from Northern Caucasus involved in the population movement programme should also be involved in other activities carried out by the Red Cross.

Revised objectives and activities planned to reach the objectives

1. Address the emergency and long term needs of the affected population (as an auxiliary to existing interventions) through provision of a schools based rehabilitation programme and establishment of a rehabilitation/community centre to support rehabilitation of the affected population and their return to work.
2. Establish a network of visiting nurses/social workers based at the North Ossetia Russian Red Cross branch providing social, medical and psychological support to the affected population.
3. Strengthen the capacity of the local Russian Red Cross branch to provide social, medical and psychological support to the affected population, and prevent professional “burnout” among Russian Red Cross staff members and volunteers providing assistance to the affected population via professional support mechanisms.
4. Facilitate treatment and recovery of specific groups of the affected population in need of long term medical rehabilitation.
5. Provide informational support to project activities through creation of a regularly updated interactive internet portal within the existing Russian Red Cross website, through design, production and distribution of education and awareness materials, and cooperation with mass media on promotion of project activities.
6. Build a Russian Red Cross hostage crisis response capacity in Moscow and the North Caucasus to support relatives and community members around a hostage crisis site. **(New objective)**

Target beneficiary group: Children and adults belonging to the following groups: hostages, their family members and friends; staff and volunteers working to support the victims; general population affected by the hostage crisis.

Beneficiaries: 5,000

Activities against objectives:



At the open Red Cross lesson in school no.1, now based in the building of school no.6, 11-12-year-old pupils voted for various activities in the Red Cross Centre. Driving lessons and folk dance classes were the most popular

Objective 1: Address the emergency and long term needs of the affected population (as an auxiliary to existing interventions) through provision of a schools based rehabilitation programme and establishment of a rehabilitation/community centre to support rehabilitation of the affected population and their return to work.

The Russian Red Cross representatives met with the community where the following suggestions for the Red Cross rehabilitation centre were discussed: hobby clubs, theatre, puppet theatre, women’s club, physical trainings and wrestling. Courses on computer literacy, web design, driving, management, leadership skills and English language will be available to the youth.

Meetings with the Ministry of Health, local administration and psychologists from seven schools in Beslan revealed the urgent

need for permanent outreach work with the affected families.

School psychologists particularly asked to work with parents and make them understand the value of psychological work for their children as well as healthy communication in the community without dividing it into those who “were in the school” and those who “were not” there.

In spring, the programme will concentrate on home visits and social work with children and adults at the Red Cross Centre. Summer camps for children will be organized in June-July. Beginning with the new school year (September 2005), more emphasis will be put on the work with school teachers, students and their parents. For this purpose, a round table with school teachers and local authorities will be held in August.

• **Establishing a community/rehabilitation centre in Beslan**

The Red Cross Centre will act as a base for activities designed to assist the local population to cope with the psychological impact of the hostage crisis. The centre will be supervised by the Russian Red Cross in cooperation with the International Federation. Activities will be oriented to prevent social problems and to diffuse the psychological tension in the region that has increased since the school siege unfolded.

Agreement on cooperation has been signed between the Russian Red Cross and Beslan district administration for five years. Beslan administration provided premises in the district Palace of Culture, in the centre of Beslan, for the programme period.

Reconstruction, renovation and refurbishment of the rooms were completed in February. Apart from two meeting rooms, the centre will include a gym, a computer club, a folk dance room, an English language/international friendship room, a photo-journalist club and two rooms for psychologists. Training courses on home care and psychological communication were organized for the newly recruited staff (32 persons in Beslan and ten visiting nurses in other parts of the republic).

20 visiting nurses prepared and verified the lists of beneficiaries. Originally, they will concentrate on the 578 affected families. The first home visits to the families that started on 14 April, proved that this type of home care is a particular need for the population in Beslan suffering from isolation and disrupted community ties. Each of the four psychologists from the Red Cross Centre will supervise and support a group of 5 visiting nurses. They will also work in close contact with social pedagogues.

Two social pedagogues started classes of national dance and aerobics. The others are preparing to receive their clients in May, once the equipment of the rooms is supplied. The pedagogues keep reserved places in groups for children and grown-ups that will emerge after initial visiting nurses visits.

The centre will be flexible in adjusting its social activities and opportunities to the needs of the local population as they become clear through the work of visiting nurses, psychologists and social workers. The Russian Red Cross and the Federation will also ensure the centre has the capacity to develop and implement new activities upon the specific request and needs of the beneficiaries.

The centre will cooperate with psychologists and teachers involved in the school support programme. Possible areas of cooperation include:

- support for volunteers;
- participation of teachers in the centre’s activities;
- referral from schools to the centre and vice versa (of people in need of social support);
- attracting volunteers, among teachers and students involved in the schools programme, to work at the centre

Psychological trainings held on 17-20 April gave new knowledge on therapeutic communication and active listening, as well as provided prevention from professional burn-out for the nurses that had a chance to describe and analyze the difficult case studies together.

Red Cross psychologists will participate in other psychosocial projects in the region.

- **Translation, printing and distribution of a community psychological support training manual**

To increase Red Cross capacity to respond in times of psychological trauma, the Federation's "*Community based psychological support: a training manual*" has been translated into Russian. Local psychologists will test it at the coming workshops and adjust, if necessary, to the local needs.

This manual will be used for training of teachers, Red Cross staff and volunteers (with the potential to train Red Cross instructors). The manual will also provide information on psychological support for the staff working in other fields of Red Cross assistance across Russia (e.g. Tuberculosis programme).



Larissa Saloeva, paid her first visit as a Red Cross nurse to Madina Sasieva (32) who, together with her son David (8) and daughter Tseraza (5), were taken hostage last September. David now goes to school, but he became very reserved. The boy was happy to learn about computer classes in the Red Cross centre, and Larissa promised to accompany him there

Objective 2: Establish a network of visiting nurses/social workers based at the North Ossetia Russian Red Cross branch providing social, medical and psychological support to the affected population.

30 visiting nurses have been selected through interviews and hired by the republican Red Cross branch to visit affected families. Their aim is to identify needs, provide social, medical and psychological support and advocate for further support from local authorities. 20 visiting nurses are from Beslan and will be based in the Red Cross Centre.

Activities will be implemented with the constant support and supervision of professional psychologists from the Red Cross Centre.

The visiting nurses service in Beslan will be different from the traditional Red Cross visiting nurses service, as it will concentrate on psychosocial support for children and adults. The visiting nurses service will screen the affected population of Beslan to identify longer-term needs, to involve people in social activities (from talks at homes to activities in the Red Cross Centre) and to adjust the activities of the Red Cross Centre to their needs.

Five professional psychologists from Vladikavkaz have been hired for the Beslan programme. They get regular training to:

- work with the visiting nurses on psychological issues;
- provide professional supervision and advice for visiting nurses;
- conduct analytical sessions for the Red Cross staff;
- conduct activities that will reduce psychological stress, promote ability to communicate, increase social competence, interaction and acceptance of others by using the "*Community based psychological support: a training manual*";
- prevent professional burnout.

Objective 3: Strengthen the capacity of the local Russian Red Cross branch to provide social, medical and psychological support to the affected population, and prevent professional “burnout” among Russian Red Cross staff members and volunteers providing assistance to the affected population via professional support mechanisms.

- **Capacity building of the Russian Red Cross branch in North Ossetia**

A project team, including a coordinator, a technical administrator, a financial manager, a senior visiting nurse, a Red Cross centre director and a driver has been recruited.

A 4-wheel drive vehicle was purchased for the Red Cross centre in Beslan. After the renovation of the Red Cross office in Vladikavkaz, including the roof replacement (funds provided by the German Red Cross), the office will be enlarged and equipped with a new computer, printer and some furniture. It will have additional rooms for a psychologist and a senior visiting nurse for the enlarged visiting nurses service.

An induction course conducted for all republican Red Cross staff in March refreshed the knowledge of the staff in Red Cross/Red Crescent history, values and principles, and raised the corporate pride and inspiration.

- **Psychological support to the Russian Red Cross staff in North Ossetia**

29 visiting nurses from all over North Ossetia participated in the induction course on the psychosocial support programme. Apart from being introduced to the programme, they received a course on psychological support, upgraded their knowledge on home care and the Red Cross/Red Crescent values. A psychologist will supervise psychological aspects of their work in future and will help them to prevent professional burnout.

- **Training in psychological support programme (PSP) for Russian Red Cross staff and volunteers**

The Russian Red Cross will carry out five workshops in psychological support on the basis of the translated “*Community based psychological support: a training manual*”. Workshops will be conducted for psychologists working on ICRC programmes in the North Caucasus; as well as for the Russian Red Cross staff and volunteers working in North Ossetia, Kabardino-Balkaria and Ingushetia. This will increase awareness, coordination and cooperation in terms of psychological support in the targeted regions. Ultimately it will increase the Russian Red Cross capacity to provide effective psychological support in times of disaster. Furthermore, the training will permit to incorporate psychological support components into other Red Cross programmes in the region.

An agreement on cooperation with the Russian Red Cross on the Beslan programme and a memorandum of understanding (MoU) is signed with the ICRC. It will enable to promote the programme to the neighbouring republics once it is established in North Ossetia.

Objective 4: Facilitate treatment and recovery of specific groups of the affected population in need of long term medical rehabilitation.

- **Funding of long term medical treatment of victims of the school crisis in specialized clinics in Russia and abroad, on a case by case basis**

In line with the original appeal, the Russian Red Cross and Federation are prepared to support affected families and relief workers/ hospital staff with vouchers to sanatoriums (health spas) for rehabilitation and recuperation. The Russian Red Cross and Federation intend to ensure that all ex-hostages and their families are offered the opportunity to get the required treatment or rehabilitation. Considering the confusing information and lack of proper registration system, the Red Cross will develop its own database on such aid received and on families in need of additional medical treatment. Some requests will be satisfied through the Russian Red Cross funds.

This activity also anticipates a possibility of funding individual cases of medical treatments, including surgical interventions and provision of prosthetics in case they occur and cannot be covered promptly by other organizations.

Objective 5: Provide informational support to project activities through creation of a regularly updated interactive internet portal within the existing Russian Red Cross website, through design, production and distribution of education and awareness materials, and cooperation with mass media on promotion of project activities.

- **Creation of interactive portal at the Russian Red Cross web-site (with remote administration) that will help to coordinate assistance to the victims of Beslan**

The development of an interactive portal at the Russian Red Cross web-site was hampered by the fact that the status of the official Russian Red Cross web-site is unclear, due to absence of a professional web-site manager in the national society. The Russia Delegation is currently seeking for a web-site manager.

- **Production of information and training materials on psychosocial support**

Russian Red Cross and the Federation will design, print and distribute information materials targeting different groups of the population and provide basic psychological support on expected reactions after exposure to extreme stress, how to cope and when to seek professional advice.

Objective 6: Build a Russian Red Cross hostage crisis response capacity in Moscow and the North Caucasus to support relatives and community members around a hostage crisis site.

This additional objective has been included based on learning from the Moscow hostage crisis in 2002 and Beslan hostage crisis in 2004. Both crises were characterised by two days of tense stand-off during which crowds of relatives and community members gathered around the seized buildings in an atmosphere of intense fear and stress. In both cases, the Russian Red Cross was present but without a sufficiently defined role.

The Russian Red Cross/Federation now proposes to train staff and volunteers in Moscow and the North Caucasus to perform a defined role in case such hostage crises happen again. The role would be based on the provision of first aid, tea and coffee, drinking water, plastic rain coats or blankets depending on the weather, biscuits, telephone links with loved ones, and psychological support. These services will be provided from a Red Cross marquee tent that would be erected immediately in the event of a crisis.

By the end of May 2005, Russian Red Cross branches in the North Caucasus and Moscow will be trained and equipped to provide such support during hostage crises and will have this role negotiated with the Ministry of Emergencies. The Russian Red Cross Hostage Crisis response capacity could be used to assist victims of natural disasters also and this potential will be considered during training.

Cooperation and coordination

A number of United Nations (UN) agencies and international organizations are operational in the North Caucasus and are providing social and psychological support to the population exhausted by wars and forced migration. Coordination of these activities is done through United Nations Office for the Coordination of Humanitarian Affairs (OCHA) based in Nazran (Ingushetia). The Red Cross programme was presented at the coordination meeting in February.

The Russian Red Cross and Federation are considering expanding psychological support to areas outside North Ossetia, primarily within the framework of training courses on psychological support, and distribution of information materials on crisis situations. All activities will be in cooperation with the ICRC, who has extensive experience and good knowledge of the region.

The ICRC officers in Vladikavkaz conducted two sessions on the Red Cross/Red Crescent history, the emblem and introduction to International Humanitarian Law (IHL) for the new Red Cross staff in Beslan. Its technical and logistical support at the initial stage of the programme was prompt and essential.

Information and Representation

Several communications on Red Cross work and ongoing issues of vulnerability have been released. An information letter about the programme was distributed through the foundation “Rebirth of Beslan”, a press release was sent to the local media, two live TV interviews and a ten minute TV programme were broadcast in news and a popular Friday evening programme, and four articles were published in local media. Announcements of vacancies added to the initial media introduction of the programme to the population.

The programme was presented at all relevant meetings organized by the republican Ministry of Education, and Beslan authorities. It was also introduced at the OCHA interagency meeting in Nazran (Ingushetia) in February.

Human rights commissioner of North Ossetia introduced his team of lawyers and psychologists to the Red Cross programme team and offered their support if necessary.

Conclusions

After extensive meetings and interviews in Beslan and in Vladikavkaz, it is clear that the level of anxiety in Beslan and in North Ossetia remains high and solutions to psychological problems will need a wider long-term outside involvement.

Only 1% of the affected population needs medical treatment. The remainder require non medical psychological support that will help to restore a friendly and healthy atmosphere in the community. It will be a challenge for the Red Cross to tactfully reach individuals, help people reveal their concerns, overcome the deep grief and get them involved in social life, in work and normal communication. Direct psychological counselling and social activities must develop self-recovery mechanisms. Another challenge will be to help people acquire tools and skills of psychological self assistance in families and in the community.

The local authorities and the community accepted the Red Cross programme and marked some of its important features as:

- community based approach,
- novelty,
- wide in scope,
- long-term in character,
- no cost for the population,
- new occupations for the Beslanees,
- not limited to former hostages,
- not limited to Beslan population,
- help to avoid professional “burn out” of the Red Cross staff.

Because of people’s attitudes and the current situation, it appears reasonable not to promote the work of Red Cross psychologists directly to the population. Throughout the remainder of the operation, psychological needs will be revealed through the visiting nurses and teachers at the centre. At first stage, during the home visits, psychologists will be accompanied by the nurses.

Special trainings and team work will help to find better solutions on how to provide efficient assistance to the people and bring those who need it to the Red Cross experts. Professional psychologists will provide individual and group counselling using an educational approach. The programme will encourage youth leadership and parent participation in planning and implementation. It will increase social support structures and promote psychosocial adjustment for children and adults affected by the crisis.

The appeal budget has been revised from CHF 1,867,348 to CHF 2,341,334, due to some operational developments as:

- Some payments for the Russian Red Cross Centre in Beslan were made from the Federation Budget;

- For the Red Cross centre in Beslan, some things required more funds than planned before (renovation of premises, blinders and furniture for the rooms, TV set, photo and video cameras for photo club, more computers and internet installation)
- Additional funds were needed for the purchase of steps lifter for wheelchairs
- The automobile for the Centre cost more than planned before
- As it turned out, good consultants/training on psychological support in grief are rare and expensive in Russia
- Staff insurance and ICRC requirements for body guards in North Ossetia required additional funding

Throughout the reporting period, there were some savings too. Some expenditures were reduced, owing to special agreements with Sportsmaster Moscow office that provided the training equipment with a 50% discount and Microsoft Office in Moscow that provided computer programmes for the Russian Red Cross Centre in Beslan free of charge. In addition, a Vladikavkaz transportation company delivered the equipment free of charge.

The revised budget is attached below. Please [click here](#) to return to the title page and contact information

BUDGET SUMMARY

APPEAL No. 19/2004

Russian Federation: Hostage crisis in Beslan, North Ossetia

TYPE	PREVIOUS BUDGET	REVISED BUDGET
RELIEF NEEDS	IN CHF	IN CHF
Teaching materials	67,500	75,000
Other (sanatorium)	32,875	60,000
Other (school-based PSP)	373,750	221,950
Other (community centre)	165,120	126,490
Other (Support to Vladikavkaz branch of RRC)	12,500	24,500
Tents		40,000
Other (misc relief supplies)		28,430
TOTAL RELIEF NEEDS	651,745	576,370
<u>CAPITAL EQUIPMENT</u>		
Computers & telecom. equipment	13,000	8,500
Vehicle		23,100
<u>PROGRAMME SUPPORT</u>		
Programme support (6.5% of total)	121,378	152,185
<u>TRANSPORT STORAGE & VEHICLE COSTS</u>		
Transport and storage		
Vehicle costs	18,000	12,600
<u>PERSONNEL</u>		
Expatriate staff	338,250	171,600
National staff	483,600	665,445
Workshops and training	50,000	254,000
<u>ADMINISTRATIVE & GENERAL SERVICES</u>		
Travel & related expenses		93,360
Information expenses	79,000	68,000
Administrative & general expenses	112,375	316,174
TOTAL OPERATIONAL NEEDS	1,215,603	1,764,964
TOTAL APPEAL CASH, KIND, SERVICES	1,867,348	2,341,334
LESS AVAILABLE RESOURCES (-)		2,101,641
NET REQUEST		239,693