

www.ifrc.org
Saving lives,
changing minds.

Emergency appeal final report

Serbia: Earthquake

 International Federation
of Red Cross and Red Crescent Societies

Final report

Emergency appeal n° MDRRS004
GLIDE n° EQ-2010-00218-SRB
31 August 2011

Period covered by this Final Report:
30 November 2010 to 30 June 2011

Appeal target (current): CHF 409,759

Appeal coverage: 44%; [click here to go directly to the final financial report, or here to view the contact details](#)

Appeal history:

- This **Emergency Appeal** was initially launched on 19 November 2010 for CHF 409,759 for seven months to assist 8,000 beneficiaries.
- **Disaster Relief Emergency Fund (DREF):** CHF 102,347 was initially allocated from the Federation's DREF to support the Red Cross of Serbia to respond.
- Three Operational Updates were issued on 30 November 2010, 17 December 2010 and 31 May 2011, and the time frame of the operation was extended by one month.



Brochure designed for psychosocial support to children affected by the quake. Published by Red Cross of Serbia

Summary: On 3 November 2010, at 1.58 A.M. an earthquake measuring 5.4 on the Richter scale, 7.5 on the Mercalli scale, hit central Serbia, the epicentre being the village of Vitanovac, some 15 kilometres northwest of the town of Kraljevo. Two people were killed and another 120 sought medical assistance. The damage to the city and its surroundings was huge, estimated to be more than EUR 100 Million.

The Kraljevo Red Cross branch, supported by the Headquarters of the Red Cross of Serbia and the International Federation, was acting alongside municipal and national authorities in assessing the needs of the affected population and providing the immediate assistance. The Kraljevo Red Cross branch used both Red Cross stock and in-kind donations from different sources to help those in need of relief support. The Federation funding was used to provide immediate food and hygiene relief assistance to 1,200 extremely vulnerable people (residing in collective centres and temporary accommodation) as well as to provide continuing support in food, hygiene and other non-food items to the 2,000 most vulnerable residents over the course of the operation in four distribution instalments.

The Red Cross of Serbia also participated in the assessment of longer term needs, particularly the needs of people in temporary accommodation. This assessment followed the assessment of expert commissions that have

categorised households according to damage levels. Upon the end of this assessment (December 2010) and in line with the results, the Red Cross of Serbia worked on providing assistance with recovery and rehabilitation, including tools, materials and technical assistance as well as psychosocial support to 8,000 people. By the end of the operation, 1,776 cleaning and repair sets have been distributed to that part of the population which has not qualified for full government assistance (no prefab houses) in a joint effort of the Red Cross of Serbia, the Federation and USAID, the Spanish Red Cross, the Danish Red Cross, the Macedonian Red Cross and private donations.

The operation's timeframe has been extended by one month to allow for the final distribution of house repair kits to the people living in damaged houses.

There is a final balance of CHF 38,516 which needs to be returned to the DREF funds, as the initial DREF allocation has not been returned, and the mentioned amount is above the balance.

The operation was implemented with funding contributions by the following multilateral donors: Austrian Red Cross, Canadian Red Cross, Japanese Red Cross, Monaco Red Cross, Netherlands Red Cross (from their Silent Emergency Fund) and WHO's Voluntary Emergency Relief Fund.

Lessons learned: The funding for the operation reached 44% of the budget and even then the expenditure was notably lower than the funding. This is to a great extent due to the late launch of the Appeal (more than two weeks after the disaster), when a lot of the available funding in the country was already committed. However, the Federation and the Red Cross of Serbia invested a lot of efforts into coordinating between different parties and stakeholders, and with the support of several bilateral donors (USAID, the Spanish Red Cross, the Danish Red Cross, the Macedonian Red Cross) they managed to reach the target set in the original appeal.

The situation

On 3 November 2010, at 1.58 A.M. an earthquake measuring 5.4 on the Richter scale, 7.5 on the Mercalli scale, hit central Serbia. The epicentre was in the village of Vitanovac, some 15 kilometres northwest of the town of Kraljevo. Two people in the Kraljevo suburb Grdica were killed when their house collapsed. Another person died from a heart attack the following afternoon due to panic caused by aftershocks (more than 200 aftershocks were registered).

Immediately after the earthquake, 120 people contacted the local health services in Kraljevo for some kind of treatment. Although the Hospital in Kraljevo was badly damaged by the quake (the operating block and polyclinic sustained the most damage), services were provided to the injured and other people in need.

Additional hospital beds and other services were put at the Kraljevo Health Centre's disposal in several neighbouring cities.

A state of emergency has been proclaimed in the municipality with more than half of the schools and kindergartens closed until damages have been assessed and emergency repairs have been made. Some 11,000 students missed classes for almost two weeks.

The visible devastation of the earthquake in the streets of Kraljevo included rubble, broken glass, and cracked facades. About a quarter of the urban area was without electricity for the first day. Telephone lines were briefly out of service but soon restored. Tap water was unsafe to drink for the first three days and 42,000 litres of water were trucked in daily. The Red Cross of Serbia offered additional capacities of up to 30,000 litres per day until the need subsided.

The people from heavily damaged houses – approximately 2,000 families – were temporarily accommodated either with their relatives or in collective centres (hotels etc.).

The Serbian Government has pledged EUR 10 million for longer term assistance, and at the time of reporting some RSD 300 Million (approximately EUR 2.85 Million) have been provided to the city of Kraljevo from the government budget and donations. The Government of Serbia has also pledged to build 465 prefab houses with the final deadline for this activity being set at 1st October 2011, 422 of them being completed at the time of reporting.

40 expert teams working under the authority of the Municipal Disaster response Headquarters have assessed all of the 16,200 buildings and houses that have been reported as damaged. A second tier commission did a refined assessment, separating the buildings into various categories. Nearly 800 houses were condemned to demolition.

Households with severe damages received construction materials and financial support from the Serbian Government. The financial support ranged between 20,000 and 40,000 RSD (approximately 180 EUR to 360 EUR) per household for I,II and III degree of damage, and 100,000 and 120,000 RSD (approximately 920 EUR to 1,100 EUR) for IV and V degree of damage.

Red Cross and Red Crescent action

Achievements against outcomes

Overview

In line with the assessed needs and the stated priorities, the Kraljevo Red Cross Branch, with the support of the Headquarters of the Red Cross of Serbia and the Federation, has distributed food and hygiene parcels as well as other non-food items for families in temporary accommodation and in their damaged homes, focusing on the 2,000 most vulnerable residents. The distribution took place periodically in four instalments.

At the same time, the Red Cross of Serbia, with support of the Federation and USAID, the Spanish Red Cross, the Danish Red Cross, the Macedonian Red Cross and private donations, provided assistance with cleaning and reconstruction of houses to those families whose property was damaged but who did not get sufficient help from the government (either in cash or in reconstruction material). These damages were repaired by the residents themselves with the Red Cross of Serbia providing material and tools (cement, gravel, paint, brushes, protective equipment, etc.). The contents of tool kits and materials selected for assistance were based on the extensive assessment work of different teams of the Red Cross of Serbia in the field. Two different sets were developed in the end – one for the urban and one for the rural areas. This type of assistance for supporting house rehabilitation was then suggested to other potential donors such as USAID and other bilateral donors.



Contents of a repair kit. Photo by the Red Cross of Serbia.

The purchase and distribution of the material and tools was coordinated between the Red Cross of Serbia, USAID and the International Federation in order to avoid duplication and ensure maximum impact. Due to the large number of kits to be purchased at the same time, the initial call for bids done in April 2011 failed to produce a

sufficient number of acceptable bids. Therefore the call had to be repeated. However, due to the need to respect the formal tendering process, including the prescribed time frame and, again due to the fact that delivering a large number of these kits at the same time was a challenge for the suppliers, it became clear that the delivery and distribution could not be finalised within the timeframe of the operation as described in the original Emergency Appeal. Therefore, the Operation Manager, in consultation with the Disaster Management Unit in the Europe

Zone Office in Budapest as well as with the formal consent of the Operations Quality Assurance Senior Officer in the Federation in Geneva, decided to extend the timeframe of the operation by one month.

The Federation's support was used to conduct field visits, make assessments of damage and needs as well as monitoring of the relief distribution. The Federation also produced news coverage related to the volunteers efforts in assisting the affected population ([available here](#)) as well as a short film about the reconstruction efforts supported by the Red Cross of Serbia ([available here](#)).

Relief distributions (food and basic non-food items)

Outcome: 1,200 vulnerable people residing in temporary accommodation will have received urgent relief items (mattresses, blankets, bed linen, canned food, hygiene parcels)	
Outputs (expected results)	Activities planned
The food and hygiene needs of 1,200 people residing in temporary accommodation for two months will be met through provision of adequate relief items.	<ul style="list-style-type: none"> • Conduct detailed emergency needs and capacity assessments. • Develop beneficiary targeting strategy and registration system to deliver intended assistance. • Distribute relief supplies and control supply movements from point of dispatch to end user. • Develop an exit strategy. • Monitor and evaluate the relief activities and provide reporting on relief distributions.

Progress: In line with the assessed needs and stated priorities, the Kraljevo Red Cross Branch, with the support of the Headquarters of the Red Cross of Serbia and the Federation, distributed food and hygiene parcels as well as other non-food items for families in temporary accommodation and in their damaged homes, focusing on the 2,000 most vulnerable (increase of the original target of 1,200 people in line with the assessment results). The distribution took place periodically in four instalments and the sum total of distributed goods is presented in the table below:

No.	Item	Measure	To direct beneficiaries	Via DM Centre of Kraljevo	Total
1	Family hygiene parcel	piece	6,892		6,892
2	Family food parcel	piece	7,677		7,677
3	Bottled water	lit	158,031		158,031
4	Meat pate	piece	20,000		20,000
5	Canned meat	piece	7,323		7,323
6	Liquid detergent	lit	4,762		4,762
7	Plastic sheet cover	m2	5,600		5,600
8	Bed linen	piece	5	27	32
9	Liquid detergent for dishes	lit	60		60
10	Blankets	piece	105	14	119
11	Baby parcel	piece	3		3

Table 1: relief distribution for the most vulnerable population

Through distribution of food, water, hygiene items and other non-food goods (bed linen, plastic sheets for temporary shelter and protection of possessions), the immediate relief needs of 2,000 vulnerable people were met, their health and dignity preserved and their possessions protected from further deterioration.

Shelter

Outcome: 2,000 affected households in Kraljevo municipality have been provided with shelter support through the provision of locally appropriate materials and tools and assistance in repairs, in order to help preserve their physical and mental well-being and human dignity, and prevent the further deterioration of the humanitarian situation.

Outputs (expected results)	Activities planned
2,000 homes are made habitable through provision of appropriate materials, tools and assistance with repairs.	<ul style="list-style-type: none"> Assess the exact extent of damage done to houses not declared unsafe to use. Provision of assistance in repairs through deployment of mobile technical teams. Define two basic household repair assistance kits: one for urban areas (apartment buildings) and one for rural areas (houses). Purchase and distribution of materials and tools as well as essential household objects for select households. Promotion of increased awareness and understanding of safe and adequate shelter response programming with the National Society and affected communities. Monitoring and evaluation of shelter support
Increase the Serbian Red Cross's capacity to undertake shelter, settlement and Essential Household Items (EHI) activities in emergency	

Progress:

The Red Cross of Serbia assessment identified approximately 2,000 households with damages that were not posing immediate danger towards the residents – and therefore the residents were not provided with prefab houses by the Government of Serbia – but that were still threatening their health and lives. To assist this population, the Red Cross provided material and tools (cement, gravel, paint, brushes, protective equipment, etc.), and the damages were repaired by the residents themselves.

The procurement and the distribution of the materials and tools were coordinated between the Red Cross of Serbia, USAID and the International Federation to avoid duplication and ensure maximum impact. In total, 1,776 sets for cleaning and reconstruction were distributed among this population – 600 of them with Federation funding. All the sets were distributed by the Kraljevo branch of the Red Cross of Serbia to the most vulnerable population.

The assistance with cleaning and reconstruction was successful in enabling approximately 8,000 vulnerable people not qualified for full government support to return more quickly to their homes and resume their living in a dignified manner.

Repair set for rural households		
Items	Unit	Amount
Roller with handle + cartridge	pcs	2
Paint brush (various sizes)	pcs	2
Trowel (60 mm)	pcs	1
Trowel (100 mm)	pcs	1
Protective gloves	par	3
Sandpaper (2 hardness)	pcs	2+2
Nylon (5m x 4m)	pcs	2
Smoothing tool	pcs	1
Bandage tape	m	50
PUR foam	pcs	2
Foil polystyrene	m2	50
Smoothing weight (Ljig) 5 kg	bag	2
Wall paint 14 lit	bucket	2
Construction adhesive 25 kg	bag	2
Mortar 25 kg	bag	2

Repair set for urban households		
Items	Unit	Amount
Roller with handle + cartridge	pcs	2
Paint brush (various sizes)	pcs	2
Trowel (60 mm)	pcs	1
Trowel (100 mm)	pcs	1
Protective gloves	par	3
Sandpaper (2 hardness)	pcs	2+2
Foil polystyrene (5m x 4m)	pcs	2
Smoothing weight (Ljig) 5 kg	bag	2
Wall paint 14 lit	bucket	2
Construction adhesive 25 kg	bag	2

Table 2: Contents of the house repair sets

Psychosocial support

Outcome: 2,000 affected families will be assisted with strengthening their coping mechanisms and supported in recovery efforts.	
Outputs (expected results)	Activities planned
2,000 affected families receive regular psychosocial support from Red Cross volunteers and are able to better cope with the effects of the disaster.	<ul style="list-style-type: none"> Assessment and selection of beneficiary groups (mothers with children etc.). Ongoing provision of psychosocial support. Design of training and training manual for Red Cross volunteers. Two training sessions for 50 Red Cross volunteers. Monitoring and evaluation of support activities

The Red Cross of Serbia, through its branch in the municipality of Kraljevo, provided daily psychosocial support to approximately 50 people who found it difficult to cope with the effects of the disaster and loss of possessions/property. This support was provided by volunteers through direct contact and assistance with daily tasks.

The Federation funded the production and design of a set of brochures designed to train the Red Cross volunteers, elementary school and kindergarten teachers as well as parents to provide psychological support to children affected by the earthquake (and other disasters/ emergencies). The brochures were printed with Danish Red Cross support (120,000 copies), and this support also extended to organising training workshops for the volunteers and people from the affected community ("help to helpers").

Contact information

For further information specifically related to this operation please contact:

- IFRC Zone:** Slobodanka Curic, Disaster Management Coordinator, Budapest, phone: +361 8884 510; fax: +36 1 336 1516; email: slobodanka.curic@ifrc.org
- IFRC Geneva:** Christine South, Operations Support, Phone: +41.22.730.4529, email: christine.south@ifrc.org

For Resource Mobilization and Pledges:

- IFRC Zone:** Lourdes Perez, Resource Mobilization Coordinator, Tel: +36 (1) 888-45-29, email: lourdes.perez@ifrc.org

For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)

- IFRC Zone:** Imre Nagy, Planning and Reporting Manager, Tel +36 1 888 45 26, email: imre.nagy@ifrc.org



[Click here](#)

1. Click [here](#) to return to the title page
-

How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

www.ifrc.org

Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
 2. Enable healthy and safe living.
 3. Promote social inclusion and a culture of non-violence and peace.
-

MDRRS004 - Serbia - Earthquake

Appeal Launch Date: 19 nov 10

Appeal Timeframe: 09 nov 10 to 31 may 11

Final Report

Selected Parameters	
Reporting Timeframe	2010/10-2011/7
Budget Timeframe	2010/10-2011/5
Appeal	MDRRS004
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
A. Budget	409,759					409,759
B. Opening Balance	0					0
Income						
<u>Cash contributions</u>						
<i>Austrian Red Cross</i>	12,623					12,623
<i>Canadian Red Cross</i>	4,855					4,855
<i>Japanese Red Cross</i>	13,500					13,500
<i>Monaco Red Cross</i>	6,329					6,329
<i>Netherlands Red Cross (from Netherlands Red Cross Silent Emergency Fund)</i>	39,925					39,925
<i>VERF/WHO Voluntary Emergency Relief</i>	800					800
C1. Cash contributions	78,032					78,032
<u>Other Income</u>						
<i>DREF Allocations</i>	102,347					102,347
C4. Other Income	102,347					102,347
C. Total Income = SUM(C1..C4)	180,379					180,379
D. Total Funding = B + C	180,379					180,379
Appeal Coverage	44%					44%

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
B. Opening Balance	0					0
C. Income	180,379					180,379
E. Expenditure	-141,863					-141,863
F. Closing Balance = (B + C + E)	38,516					38,516

International Federation of Red Cross and Red Crescent Societies

MDRRS004 - Serbia - Earthquake

Appeal Launch Date: 19 nov 10

Appeal Timeframe: 09 nov 10 to 31 may 11

Final Report

Selected Parameters	
Reporting Timeframe	2010/10-2011/7
Budget Timeframe	2010/10-2011/5
Appeal	MDRRS004
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Consolidated Expenditure vs. Budget

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		409,759					409,759	
Relief items, Construction, Supplies								
Shelter - Relief	260,000						260,000	
Construction Materials		45,651				45,651	-45,651	
Clothing & textiles	15,000						15,000	
Food	15,000	32,773				32,773	-17,773	
Water, Sanitation & Hygiene	15,000	16,377				16,377	-1,377	
Teaching Materials	2,500						2,500	
Other Supplies & Services	7,000	942				942	6,058	
Total Relief items, Construction, Supplies	314,500	95,743				95,743	218,757	
Logistics, Transport & Storage								
Storage	3,000						3,000	
Distribution & Monitoring	5,000	11,084				11,084	-6,084	
Transport & Vehicle Costs	5,000	2,801				2,801	2,199	
Total Logistics, Transport & Storage	13,000	13,886				13,886	-886	
Personnel								
International Staff	4,500						4,500	
National Staff	21,000	16,927				16,927	4,073	
National Society Staff	15,000	721				721	14,279	
Total Personnel	40,500	17,649				17,649	22,851	
Workshops & Training								
Workshops & Training	4,500						4,500	
Total Workshops & Training	4,500						4,500	
General Expenditure								
Travel	3,000	268				268	2,732	
Information & Public Relation	4,000	1,377				1,377	2,623	
Office Costs	1,400	178				178	1,222	
Communications	1,050	467				467	583	
Financial Charges	300	3,638				3,638	-3,338	
Other General Expenses	2,500						2,500	
Total General Expenditure	12,250	5,928				5,928	6,322	
Indirect Costs								
Programme & Service Support	25,009	8,658				8,658	16,350	
Total Indirect Costs	25,009	8,658				8,658	16,350	
TOTAL EXPENDITURE (D)	409,759	141,863				141,863	267,895	
VARIANCE (C - D)		267,895				267,895		