

Operations update



International Federation
of Red Cross and Red Crescent Societies

Serbia: Earthquake

Emergency appeal n° MDRRS004
GLIDE n° EQ-2010-00218-SRB
Operations update n° 1
30 November, 2010

Period covered by this Ops Update: 19-30 November 2010.

Appeal target (current): CHF 409,759

Appeal coverage: 11%; [click here to go directly to the updated donor response report, or here to link to contact details >](#)

Appeal history:

- This **Emergency Appeal** was initially launched on 19 November 2010 for CHF 409,759 for seven months to assist 8000 beneficiaries.
- **Disaster Relief Emergency Fund (DREF):** CHF 102,347 was initially allocated from the Federation's DREF to support the national society to respond.



Streets of Kraljevo after the quake. Photo: Red Cross of Serbia

Summary: On 3 November, 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 is huge, estimated to be more than Euro 100 Million. The Red Cross of Kraljevo branch, supported by the Red Cross of Serbia and the International Federation is acting alongside municipal and national authorities in assessing the needs of the affected population and providing the immediate assistance. The Red Cross of Kraljevo branch is distributing relief assistance at the territory of the municipality using both Red Cross stock and other goods (from different sources) towards those in need, in accordance with the assessed needs. At the same time, the Red Cross is participating in the assessment of longer term needs, particularly the needs for temporary accommodation of families from damaged households and needs for repairs to make their houses safe to live in. This assessment is following the assessment of expert commissions that have categorised households according to damage. It will be finalised by the end of December and in line with the results, the Red Cross will be providing assistance with recovery and rehabilitation, including tools, materials and technical assistance as well as psychosocial support.

The situation

On 3 November, 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 have been registered so far).

Immediately after the earthquake, 120 people approached 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 are being provided to the injured and other people in need.

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

A state of emergency has been proclaimed in the municipality and more than half of the schools and kindergartens are closed until damages have been assessed and emergency repairs have been made, leaving 11,000 students without classes for almost two weeks and approximately a third of them are still unable to go to school due to damages to buildings.

The visible damage effects of the earthquake in the streets of Kraljevo included rubble, broken glass, and cracked facades. About a quarter of the urban area has been 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 following and 42,000 litres of water were trucked in daily. The Red Cross offered additional capacities of up to 30,000 litres per day but the need subsided quickly.

The Serbian government announced immediate assistance of RSD 6 million (approximately EUR 55,000) for the town while pledging another Euro 10 million for longer term assistance. The area was visited by the President, the Prime Minister and several ministers. Regular and emergency police and fire-fighters are still helping with cleaning the streets from rubble.

Between 30 and 40 expert teams work daily and have so far identified more than 16,000 buildings and houses that have been damaged. At this point approximately 11,000 have been assessed by the teams and 1,553 houses have officially been declared unsafe for use, 1,459 of them recommended for demolition and 279 of them condemned, while approximately 9,086 flats and buildings are recommended for repair in order to be safe and appropriate for living. It is estimated that the total amount of condemned buildings would sum up to 25-30% of all damaged buildings by the end of the assessment.

Majority of the affected people is accommodated with friends and relatives close to their properties and are reluctant to relocate. However, so far over 600 people are accommodated in the collective centres.

The priority needs and observations per sector, as defined by the Kraljevo Disaster Response Headquarters:

- **Education:**
 - Music school – new building needs to be constructed
 - Electro-technical school needs serious repair
 - Forestry school needs serious repair
 - Primary school Dimitrije Tucovic needs serious repair
 - Other schools have minor damages and are being repaired
- **Health:**
 - Serious repair of the department for internal medicine is needed (at Studenica)
 - Public health institute in Kraljevo, with regional significance, needs to be demolished and new one to be constructed.
 - Soup kitchen in Kablari needs repairs and expansion of capacity (from 600 to a couple of thousands beneficiaries), which further emphasizes that
 - **More than 50 containers** (including those from Belgrade and Zemun) are sought as temporary shelter until estimated number of 500-600 of pre-fabricated houses are made available as longer term solution
 - **Systemic and strategic support from the Government will be required for Kraljevo area** (300 Million dinars for floods damage and 230 Million dinars for hail damage were so far provided to various cities this year and additional funds are needed for this emergency)
 - **It will be important to increase industrial capacities** of Kraljevo area through subsidies and identification of new investors. Furthermore, new investments

and job creation in this area should be encouraged in order for the ongoing support's sustainability.

- **The most vulnerable groups** (the poor and unemployed) will be the most affected.

Coordination and partnerships

Minister Marković, of the Ministry of Public Administration and Self-Government is coordinating the national-level disaster response, whereas Kraljevo Mayor Simović is coordinating local-level response. The chain of command is functioning well, and the overall opinion of the representatives of the international community is that the government responded capably to this disaster. The Ministry of Interior and line Ministries are delivering disaster relief, with support from surrounding municipalities and citizen volunteers. The United Nations have taken over the responsibility of facilitating the coordination of the international response. The UN is issuing regular situation reports including a matrix of donor support to date.

The preliminary list of priority needs, presented by Mayor Simović includes repairing more than 100 municipal buildings, reconstruction of several wings in the Kraljevo hospital and the institute for public health as well as several school buildings that were badly damaged or destroyed. In addition, approximately 9,000 single and multi-family homes need different degrees of repair. Building materials are being procured or donated, but much more is needed and it is not currently clear whether local market will be able to meet all the needs. At the same time, according to Minister Marković, the national government will provide financial support through its budget; however this may well be insufficient to cover all the needs as the budget has been almost exhausted by the earlier emergencies this year in Serbia (two large scale floods). The government stresses that the damage caused is much greater than expected by an earthquake of this magnitude, possibly due to the quality of land in Kraljevo area. Also, Kraljevo's difficult economic situation with low industrial potential and a great number of refugees and IDPs from Kosovo has been enhanced by this emergency.



Distribution of relief assistance, Red Cross of Kraljevo.
Photo: Red Cross of Serbia

All activities in the field are being coordinated at municipal level by the Municipal Disaster Response Headquarters, in line with the new Disaster Response Law. The Red Cross of Kraljevo is part of this response structure and has been involved in the work of the headquarters from the beginning. The Red Cross branch put a special vehicle for rescue activities at the disposal of fire-fighters immediately after the earthquake and has offered additional human resource capacities through the engagement of Red Cross Assessment and Coordination Teams, Mobile Technical Teams and Water and Sanitation teams.

The Red Cross is also distributing food to 800 people through its soup kitchens (which already served 600 people before the quake). The Serbian government provided 1.5 Million dinars (approximately EUR 14,000) for the soup kitchen operation.

According to the rough estimates, total damages could run to Euro 100 Million, which is roughly five times the annual Kraljevo municipal budget. The municipal authorities have appealed for 150 containers and 50 prefab houses to potential in country donors, and the government has pledged Euro 10 million overall. Objects of public importance will be repaired with funds from the National Investment Plan. The government is considering prefab houses for families whose houses are declared uninhabitable. Meanwhile, local authorities have also distributed relief items including plastic foil, roof tiles, cement, building blocks and roofing timber.

Red Cross and Red Crescent action

The Kraljevo Red Cross branch was made responsible by the authorities for managing reception and distribution of humanitarian assistance offered to the city. Food is distributed through its soup kitchen service. Distribution of humanitarian assistance follows the priorities made by representatives of the village and city communities. The set of criteria for further relief distribution has been proposed by the Red Cross of Kraljevo to the crisis headquarters and was approved on 11 November.

Assistance is still arriving from the government, institutions, organization, and neighbouring cities. Since the biggest need will be the reconstruction of the damaged houses and short-term shelter for at least 1,000 people, the Red Cross is tailoring its activities to support the need of Kraljevo municipality in detection of the most appropriate transitional shelter. This is currently being done through the joint work of Red Cross volunteers and representatives of the city communities, and representatives of the National Civil protection department through the shelter needs assessment. The Red Cross is providing assistance in identifying precise shelter needs and possible solutions but is not required or expected to provide emergency shelter or temporary accommodation.

The following table shows the needs of families assessed by the Red Cross of Serbia teams:

	Degree of Damage to Houses	Needs																
		Assessed			Family sets			Clothes	Heater			Bed linen and furniture						
		Sub-municipalities	Households	Number of people	Family hygiene parcel	Family food parcel	Repairs and wall painting kit	Male, female, children and adolescents	Electric	Gas powered	Solid fuel	Bed Linen	Blanket	Bed	Kitchenware	Table	Chair	Refrigerator
1	Red ¹	26	642	2125	470	423	NO											
2	Yellow ²	22	860	2833	565	496	YES											
3	White ³	22	919	3383	547	499	YES											
	Total		2421	8341	1582	1418	656	1117	76	22	206	1246	1209	586	683	199	665	243

Table 1: Assessed needs by the Red Cross of Serbia teams

Most of the affected families are still close to their houses and are not willing to move to collective centres provided by local authorities.

In line with the assessment efforts, the Red Cross branch of Kraljevo has so far distributed the following items from the Red Cross stock:

Item	Quantity
Canned Fish	15,392
Canned meat	15,000
Canned meat (chicken)	668
Flour	1500 kg
Pastry	222 kg
Hygiene sets*	11
Family hygiene parcels**	1,200
Plastic foil	8,000 square metres

Table 2: Red Cross of Kraljevo distribution from the Red Cross stock

* The sets contain: 50 litres of hands disinfectant, 14 litres of liquid soap, 1 container for liquid soap, 3 kg of laundry detergent, 300 pairs of rubber gloves and disinfectant for living space

** The parcels contain: 3 kg of laundry detergent, 4 pieces of toilet paper, 2 bars of soap, 1 litre of shampoo

As the Red Cross of Kraljevo is managing all the distribution of relief assistance on the territory of the municipality, here is the overview of what has so far been distributed aside from the Red Cross stock, in accordance with the assessments

¹ Condemned houses

² Heavily damaged houses

³ Moderately damaged houses

Item	Quantity
Bottled water	155,841 litres
Meat pate (AP Vojvodina donation)	20,000 cans
Canned meat (AP Vojvodina donation)	7,323 cans
Liquid detergent (AP Vojvodina donation)	4,762 litres
Food packages (AP Vojvodina and Poslovnost Company donation)	609 packages
Plastic foil (for roofs)	4000 square metres
Medical equipment	(1 cardiology chair, 2 carts, 1 infusion stand and stretcher)
Bed linen	20 sets
Honey	130 kg
Used clothes	17,000 pieces (approximately)
Family food parcels	68
Family hygiene parcels	68
Detergent for dishes	60 litres
Blankets	40

Table 3: Red Cross of Kraljevo distribution from external donors

Some of these goods were direct donations to the Red Cross for the affected population, mostly food and bottled water as donations from different sources (Apatin city, Bambi Company, Klas Company, JAT Katering Company, NIS Company, AP Vojvodina Company, Poslovnost Company, Yumis Company, Mivela Company, Coca Cola company, Nestle Adriatic Company, Vidojevica Company, Valdi Company, Serbian Progressive Party, Red Cross of Požarevac and Hellenic Red Cross through the Foundation of Princess Catherine). The Red Cross also received financial donations aimed at particular families that were forwarded.

On 9 November the International Federation provided CHF 102,347 from its Disaster Relief Emergency Fund to assist with relief distribution and psychosocial support². The Federation Zone Office Disaster Management & Shelter Delegate visited the affected area on 12 and 13 November to assist with the assessment and propose potential solutions for rehabilitation efforts. As a result, The Federation launched the Emergency Appeal on 19 November seeking CHF 409,759.

The needs

The Red Cross of Serbia has carried out initial needs assessments and has identified several priorities for its work in close consultation with other actors. The needs assessment is not finished yet and the longer term needs, related to rehabilitation and early recovery are a subject of the current assessment process to be finalised by 15 December.



Red Cross assessment of needs. Photo: red Cross of Serbia

Immediate needs: Assistance to people in temporary accommodation (provision of mattresses, blankets, bed linen, food etc. for people in collective centres and in host families) for up to 1,200 people up to two months.

Longer-term needs: Assistance with temporary accommodation in line with the reassessed needs. Assistance with shelter support: provision of materials for reconstruction and refurbishment of living facilities for up to 2,000 families for up to seven months. Psychosocial support for up to 2,000 families will be provided for up to seven months.

Beneficiary selection: The Red Cross is in its efforts be focusing on the most vulnerable population, that is the population with the least capacity to recover. Red Cross will identify the population in most need and provide assistance to it after the second needs assessment is finished. It is at the moment estimated that this population will not exceed 2,000 families. The assessment will show what the split will be between urban and rural areas, both of which have specific challenges.

The families whose houses will be declared uninhabitable by the assessment will be the main focus of the relief distribution efforts while the most vulnerable families whose houses are in need of repair will be the target of early recovery efforts.

Progress towards outcomes

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 1200 people residing in temporary accommodation for two months will be met through provision of adequate relief items.	<ul style="list-style-type: none"> • Conduct rapid 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. • Monitor and evaluate the relief activities and provide reporting on relief distributions. • Develop an exit strategy.

The distribution of relief items is going well, following the assessments done jointly by the Red Cross and the authorities. The response of national donors in kind has so far been encouraging and the Red Cross stock has been utilised so the basic needs of the most vulnerable people in terms of nutrients, hygiene and health are met.

Early recovery

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
2000 households are recovered and safe for living through provision of appropriate materials, tools and assistance with repairs.	<ul style="list-style-type: none"> • Assess the extent of damage done to houses not declared unsafe to use. • Design of two kinds of 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. • Provision of assistance in repairs through deployment of mobile technical teams. • Promotion of increased awareness and understanding of safe and adequate shelter response programming with the National Society and affected communities.

The activities in this area are still on hold until the assessment is finalised and the precise needs are determined. The Red Cross assessment has so far listed 656 houses that fit the criteria for providing their inhabitants with materials, tools and assistance with repairs. The assessment is expected to be finalised by mid December and the procurement of goods can then start, depending on the funds available.

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
----------------------------	--------------------

<p>2000 affected families receive regular psychosocial support from Red Cross volunteers and are able to better cope with the effects of the disaster.</p>	<ul style="list-style-type: none"> • Assessment and selection of beneficiary groups (mothers with children etc.). • Design of training and training manual for Red Cross volunteers. • Two training sessions for 50 Red Cross volunteers. • Provision of psychosocial support. • Monitoring and evaluation of support activities
--	---

At this point the Red Cross of Kraljevo maintains a standing information service to the citizens of Kraljevo in order to keep them updated and informed about all the important issues. The curriculum for the psychosocial support workshops is being prepared and the activities will begin in December.

Communications – Advocacy and Public Information

Maintaining a steady flow of timely and accurate information between the field and other major stakeholders is vital for fundraising, advocacy and maintaining the profile of emergency operations. During an operation, communications between affected populations and the Red Cross as well as with the media and donors, is an essential mechanism for effective disaster response and the cornerstone to promote greater quality, accountability, and transparency. The communications activities outlined in this appeal are aimed at supporting the National Society to improve their communications capacities and develop appropriate communications tools and products to support effective operations. These activities are closely coordinated with the Communications department of the IFRC's Secretariat in Geneva. A detailed communications plan of action is forthcoming.

Following the initial report on <http://www.ifrc.org/docs/news/10/10110301/index.asp> on the day the disaster struck, the Europe Zone communications office will continue to provide communications support to the Red Cross Society of Serbia to ensure wide national and regional publicity for its role in the disaster response and subsequent activities. As needed, the Zone communications team will visit the affected area to assist in gathering information materials (written information, photographs, video, testimony) from Red Cross workers, volunteers and the affected population. The resources of the communications department will also be available to advise on informational materials for those made vulnerable by the earthquake.

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.

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.

Contact information

For further information specifically related to this operation please contact:

- **In the Red Cross of Serbia:** Vesna Milenović, Secretary General; secretary@redcross.org.rs; phone: +381 11 30 32 117; fax: +381 11 634 348
- **In the Country Representation for Serbia:** Nenad Andrić, Head of Office, Belgrade, email: nenad.andric@ifrc.org; phone: +381 113282202; fax: +381 113281791
- **In the Europe Zone Office:** Elias Ghanem, Regional Representative, Budapest, phone: + 36 1 8884 518; fax: +36 1 336 15 16; email: elias.ghanem@ifrc.org
- **In Geneva:** Pablo Medina, Operations Coordinator, phone: +41 22 730 4381, fax: +41 22 733 0395, email: pablo.medina@ifrc.org

[<Click here to return to the title page>](#)