

# DREF operation final report



International Federation  
of Red Cross and Red Crescent Societies

## Serbia: Floods

DREF operation n° MDRRS002  
GLIDE n° FL-2009-000245-SRB  
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The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of un-earmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. The DREF is a vital part of the International Federation's disaster response system and increases the ability of National Societies to respond to disasters.

**Summary:** CHF 51,027 (USD 50,574 or EUR 33,779) was allocated from the International Federation's Disaster Relief Emergency Fund (DREF) to support the National Society in delivering immediate assistance to some 3,210 beneficiaries. Unearmarked funds to repay DREF are encouraged.

Heavy rains in the south-west of Serbia caused floods in several villages and cities on 6 and 7 November, forcing approximately 300 families out of their houses and into temporary shelter and destroying food-reserves, agricultural soil and household equipment of 1,080 families.

The 1,080 affected families, amounting to approximately 3,210 people, who were displaced from their flooded houses, were supported through the DREF operation in staying with relatives or in collective accommodation through the provision of canned food and basic non-food items. The food assistance was especially important since in many cases food reserves which were kept on ground floors or in basements of the affected houses were destroyed.

The major donors to the DREF are the Irish, Italian, Netherlands and Norwegian governments and ECHO. Details of all donors can be found on: <http://www.ifrc.org/what/disasters/responding/drs/tools/dref/donors.asp>

[<click here for the final financial report, or here to view contact details>](#)



Affected people on flooded property in the south-west of Serbia. **Photo: Red Cross of Serbia**

## The situation

In November 2009 heavy rainfalls caused floods in the south-west of Serbia. Hundreds of people were evacuated due to rising levels in rivers which flooded their houses and other buildings in the municipalities of Arilje, Pozega, Lucane, Cacak, Gornji Milanovac, Sjenica, Nova Varos and Prijepolje. Thousands of families in several cities were left without drinking water due to problems with the "Rzav" water distribution system for up to 48 hours.

The most affected areas were the cities of Sjenica and Novi Pazar. Water reached up to one metre of the affected buildings and stayed at this level up to 24 hours. Despite the use of pumps the water could not be

drawn from houses until the river level receded. This caused major damage to houses and auxiliary facilities. In many cases, people remained trapped in their homes for hours.

Power supply was cut for almost 14 hours, and drinking water was not available for several days. A large number of people normally living in Sjenica were evacuated to the nearby hotel "Borice". In total the floods forced about 300 people to leave their houses and find temporary accommodation with neighbours or relatives.

In Novi Pazar, the floods hit the Roma settlement Vrzejnrci hardest in which vulnerable families with small children and displaced persons from Kosovo and Metohija are living. Their property was damaged, firewood taken by the water masses and a significant share of their cattle died. In Prijepolje people in the settlement of Nepek remained cut off from the rest of the city for two days with no food coming in because the houses are located between the river Mileseva and nearby hills. Landslides were reported in several municipalities including Nova Varos, Sjenica and Raska.

## Red Cross and Red Crescent action

The local branches of the Red Cross of Serbia, assisted by the headquarters, assessed the most urgent needs of affected people in the hardest hit municipalities. The subsequent distribution targeted people in the most affected locations. Needs communicated by the affected population included food, drinking water, clothing, blankets, mattresses and boots. Owing to harsh winter conditions people also expressed need for coal and fire-wood for heating and cooking as the supplies they had already bought were damaged by the water masses. In addressing the needs not covered by other actors such as the government, the intervention by the National Society focused on the distribution of basic relief items in line with its mandate and capacities.

Shortly after the floods hit, the Red Cross of Serbia responded immediately by distributing relief items from its disaster preparedness warehouse based on the preliminary assessment. Distributions took place on 10 and 11 November 2009 and included the items shown in *Table 1*.

The Federation office in Serbia and the National Society cooperated closely in providing emergency assistance to the most vulnerable people. The procurement of the items for stock replenishment was carried out by the Federation office in order to speed up the process. Field activities were carried out in coordination with local Red Cross branches, municipal authorities and social welfare institutions. Two regional disaster response team (RDRT) members from Serbian Red Cross were trained during the procurement process by IFRC. In future operations these RDRT members will be able to assist their own as well as any neighbouring National Society to carry out procurement according to Federation standards.

Items	Amount
Dehumidification machines (for drying houses)	30
Engine powered raw water pumps	5
Blankets	990
Mattresses	50
Meat cans (beef, pork, meat pate, fish)	5,500
Ready-to-eat meals	1,500
Boxes of tea	2,000
Plastic sheeting (square metres)	20,000
Leaflets on water-borne diseases	4,000

**Table 1:** Items distributed from the National Society's disaster preparedness warehouse.

## Achievements against outcomes

Relief distributions (food and basic non-food items)
<b>Objective:</b> 1,080 families (approximately 3,210 people) displaced from their homes or living in water-damaged homes are provided with canned food, ready-to-eat meals and tea sufficient for a week as well as family hygiene parcels (sufficient for one month) according to the assessment and criteria established by the local crisis headquarters in cooperation with the Red Cross.
<b>Activities:</b> <ul style="list-style-type: none"> <li>• Assessment of needs and preparation of beneficiary lists;</li> <li>• Procurement of emergency items;</li> <li>• Distribution of emergency items by the Red Cross branches and their volunteers according to the</li> </ul>

prepared beneficiary lists;

- Coordination with the local municipal authorities and social welfare institutions;
- Monitoring and reporting.

The following relief items were distributed by the Red Cross of Serbia:

Municipality	Relief items distributed during the response phase (food and basic non-food items)											
	Blankets	Mattresses	Boots	Hygiene parcel	Meat pate	Canned beef	Canned pork	Canned fish	Ready to eat meals	Tea	Foil (km2)	RCS vest
1. Sjenica	600	20	300	300	600	1,200	300	1,200	900	1,200	300	5
2. Novi Pazar	50	-	25	45	90	180	45	180	135	180	45	-
3. Arrilje	30	15	20	70	140	240	70	240	210	240	20	5
4. Pozega	50	-	10	15	30	60	15	60	45	60	10	5
5. Prijepolje	70	-	25	25	50	100	25	100	75	100	25	-
6. Nova Varos	70	-	20	20	40	80	20	80	60	80	20	-
7. Priboj	70	-	20	20	40	80	20	80	60	80	20	-
8. Raska	50	15	5	5	10	20	5	20	15	20	5	-
9. Zajecar	50	-	50	80	100	100	-	100	100	100	-	-
<b>Total distributed:</b>	<b>1,040</b>	<b>50</b>	<b>475</b>	<b>580</b>	<b>1,100</b>	<b>2,060</b>	<b>500</b>	<b>2,060</b>	<b>1,600</b>	<b>2,060</b>	<b>500</b>	<b>15</b>
<b>Stock replenishment</b>	-	-	<b>25</b>	<b>420</b>	<b>400</b>	<b>1,140</b>	<b>500</b>	<b>1,140</b>	<b>400</b>	<b>60</b>	-	-
<b>Total procured:</b>	-	-	<b>500</b>	<b>1000</b>	<b>1500</b>	<b>3,200</b>	<b>1000</b>	<b>3,200</b>	<b>2,000</b>	<b>2,000</b>	-	-

**Table 2:** Food and non-food relief items distributed and replenished through DREF allocation.

The municipality of Zajecar also benefitted from 5 baby hygiene parcels and 100 litres of liquid disinfectant. These goods were pre-positioned in anticipation of the flooding that came several months later.

#### Impact:

The 1,080 affected families, amounting to approximately 3,210 people, who were displaced from their flooded houses, were supported in staying with relatives or in collective accommodation through the provision of canned food and basic non-food items. The food assistance was especially important since in many cases food reserves which were kept on ground floors or in basements of the affected houses were destroyed.

The provision of mattresses, blankets and hygiene items helped the evacuated families to stay in temporary accommodation and to preserve their health. No major health problems were detected as a result of the evacuation and the subsequent accommodation in housing facilities which to some extent were of lower standard.

The boots and plastic foil helped the evacuated population return to their houses to salvage furniture and start preparations for necessary hygiene and reconstruction activities.

The satisfaction survey which was carried out among the people reached showed that the relief items corresponded well with the need they expressed. However, the survey also showed that people were in need of fire-wood and coal for heating and cooking. Taking into account that the floods destroyed their wood and coal supplies this was a significant need among the affected people. Since the floods occurred at the very beginning of winter most of the household had already invested significant amounts of resources in wood and coal, and was thus left with few opportunities to replace the destroyed energy supplies. This kind of support was eventually provided by the government.

## Water, sanitation, and hygiene promotion

**Objective:** The risk of water-borne and water related diseases has been reduced through the provision of dehumidification machines and water pumps for the most flooded/ damaged houses, according to the assessment done jointly by the Red Cross and municipal crisis headquarters as well as through provision of information/ education leaflets to the population in the affected areas.

**Activities:**

- Assessment of needs and preparation of beneficiary lists;
- Preparation of information/ education leaflets;
- Distribution of dehumidification machines and water pumps;
- Distribution of leaflets;
- Coordination with the local municipal authorities and social welfare institutions;
- Monitoring and reporting.

**Impact:**

The provision of dehumidification machines and water pumps helped the population to reduce the damage done by water to their houses and significantly shortened the time they needed to spend in temporary accommodation. In some cases this meant that the time in temporary shelter was reduced from three or four months to three or four weeks.

The distribution of leaflets focusing on the prevention of water-borne diseases contributed to the good hygiene conduct of the evacuated population and as a result no water-related diseases were registered during the implementation period. In addition five raw water pumps were used in Sjenica.

Municipality		Assistance to flooded households (water, sanitation, and hygiene promotion)			
		Houses covered		Red Cross volunteers involved	Leaflets distributed
		Dehumidi- fiers used	Days used in the field		
1.	Sjenica	53		3	500
		9	21		
2.	Novi Pazar	-		-	500
3.	Arilje	14		1	500
		10	5		
4.	Pozega	7		1	500
		7	5		
5.	Prijepolje	-		-	500
6.	Nova Varos	-		-	500
7.	Priboj	-		-	500
8.	Raska	-		-	500
9.	Uzice	16		3	-
		10	9		
<b>Total:</b>		<b>90</b>		<b>8</b>	<b>4,000</b>
		36	40		

**Table 3:** Houses covered by dehumidifiers, number of dehumidifiers used and number of days used in the field; Red Cross volunteers involved; and leaflets distributed.

## Satisfaction survey

A satisfaction survey among people reached was conducted by the Red Cross of Serbia in cooperation with the IFRC. The survey aimed to find out whether the operation met the needs among the affected people, the people's satisfaction with the Red Cross response as well as their involvement in needs assessment, planning and implementation. The following findings emerged during the survey:

- Good cooperation was noted between local Red Cross organizations and municipal crisis headquarters. In some places the Red Cross organizations responded independently, based on their own knowledge and assessment.
- Regarding the timeframes, people expressed satisfaction with the timeliness of the response by the Red Cross branches in providing assistance. Distribution points were easily available to the people.
- Regarding security measures, the majority of people said that they did not get any information about security measures related to food and hygiene other than what the Red Cross was providing.

- Almost seven out of ten confirmed that Red Cross volunteers and staff wore visible Red Cross emblems. All respondents said that the behaviour of volunteers and staff was appropriate.
- Six out of ten did not receive any information about the work of the Red Cross related to the disaster after receiving aid.

The survey findings will help the Serbia Red Cross to better define how future assistance provided by the National Society can be more precisely targeted and yield improved impact.

Since the beginning of 2010, the Red Cross of Serbia has been responding to floods in different parts of the country. Recently, in May 2010, flash floods affected the southern part of Serbia, already the fourth time this year, leaving more than 2,000 households flooded by now, and severe damages on road infrastructure.

The local Red Cross branch has been following the situation closely and has sent relief items to the affected area based on preliminary joint assessment with the local authorities.

## 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:

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# International Federation of Red Cross and Red Crescent Societies

MDRRS002 - Serbia - Floods

Final Report

Selected Parameters	
Reporting Timeframe	2009/11-2010/03
Budget Timeframe	2009/11-2010/03
Appeal	MDRRS002
Budget	APPEAL

All figures are in Swiss Francs (CHF)

## I. Consolidated Response to Appeal

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>A. Budget</b>	51,027					51,027
<b>B. Opening Balance</b>	0					0
<b>Income</b>						
<u>Other Income</u>						
<i>Voluntary Income</i>	51,027					51,027
<b>C6. Other Income</b>	51,027					51,027
<b>C. Total Income = SUM(C1..C6)</b>	51,027					51,027
<b>D. Total Funding = B + C</b>	51,027					51,027
<b>Appeal Coverage</b>	100%					100%

## II. Balance of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>B. Opening Balance</b>	0					0
<b>C. Income</b>	51,027					51,027
<b>E. Expenditure</b>	-41,478					-41,478
<b>F. Closing Balance = (B + C + E)</b>	9,549					9,549

Selected Parameters	
Reporting Timeframe	2009/11-2010/03
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### III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A		B					A - B	
<b>BUDGET (C)</b>		<b>51,027</b>					<b>51,027</b>	
<b>Supplies</b>								
Clothing & textiles	7,500	5,774				5,774	1,726	
Food	11,500	11,009				11,009	491	
Water & Sanitation	6,600						6,600	
Teaching Materials	4,500						4,500	
Other Supplies & Services	6,500	11,019				11,019	-4,519	
<b>Total Supplies</b>	<b>36,601</b>	<b>27,802</b>				<b>27,802</b>	<b>8,798</b>	
<b>Transport &amp; Storage</b>								
Storage	3,050						3,050	
Distribution & Monitoring		2,545				2,545	-2,545	
Transport & Vehicle Costs	450	75				75	375	
<b>Total Transport &amp; Storage</b>	<b>3,500</b>	<b>2,620</b>				<b>2,620</b>	<b>880</b>	
<b>Personnel</b>								
Regionally Deployed Staff	5,100						5,100	
National Staff	1,650	4,506				4,506	-2,856	
National Society Staff		471				471	-471	
<b>Total Personnel</b>	<b>6,750</b>	<b>4,977</b>				<b>4,977</b>	<b>1,773</b>	
<b>General Expenditure</b>								
Travel	360						360	
Information & Public Relation		2,466				2,466	-2,466	
Communications	500	223				223	277	
Financial Charges		736				736	-736	
<b>Total General Expenditure</b>	<b>860</b>	<b>3,425</b>				<b>3,425</b>	<b>-2,565</b>	
<b>Programme Support</b>								
Program Support	3,317	2,654				2,654	663	
<b>Total Programme Support</b>	<b>3,317</b>	<b>2,654</b>				<b>2,654</b>	<b>663</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>51,027</b>	<b>41,478</b>				<b>41,478</b>	<b>9,550</b>	
<b>VARIANCE (C - D)</b>		<b>9,550</b>					<b>9,550</b>	