

# DREF operation final report



International Federation  
of Red Cross and Red Crescent Societies

## Serbia: Floods

DREF operation n° MDRRS003  
GLIDE n° FL-2010-000042-SRB  
30 November 2010

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 286,219 (USD 267,260 or EUR 195,609) has been allocated from the International Federation's Disaster Relief Emergency Fund (DREF) to support the National Society in delivering immediate assistance to 3,150 beneficiaries and to replenish emergency stocks. Unearmarked funds to repay DREF are encouraged.**

After heavy snowfalls and rapid increase of temperature at the end of February and beginning of March 2010, ten municipalities in central and eastern parts of Serbia were hit by several flood waves, damaging over 1,300 houses and forcing more than 3,000 people to leave their homes and seek temporary accommodation.

The Red Cross of Serbia branches joined the response efforts in all the municipalities, working closely with local authorities, helping with assessment, relief and early rehabilitation. Through Red Cross efforts, safe water, food and hygiene items were provided for the 3,150 most affected people who spent up to two months in temporary accommodation. The Red Cross additionally provided printed information (5,200 leaflets) and organised workshops on hygiene and the prevention of water borne diseases in the affected municipalities, thus reducing the risk of epidemic breaking out. Further Red Cross efforts assisted the affected population salvage their possessions from the flooded houses, remove mud and water from lower levels, disinfect the living quarters and prepare them for repairs. Provision of repair kits (570 families) and assistance of Red Cross of Serbia's Mobile Technical Teams with water / mud removal, dehumidifying and disinfection (for 420 families) accelerated the return of the affected people into their homes in a safe and healthy way. Following the implementation of the operation and due to the fact that some activities were implemented by other actors as well as due to the favourable exchange rate, there is a remaining balance of CHF97,800 that is proposed to be reimbursed to DREF.



Flooded streets in Zaječar, March 2010,  
Photo: Red Cross of Serbia

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>](#)

## The situation

After heavy snowfalls in the second week of February 2010, the temperature in Serbia quickly rose, reaching 15 degrees in less than a week and causing rapid snow melting in mountainous areas. This contributed to a rapid rise in the water levels of many rivers, particularly in the central and eastern parts of the country and in the river systems of Sava and Morava. Floods, flash floods and landslides followed, threatening the livelihood of hundreds of families in several municipalities across the eastern part of Serbia.

The municipality of Zaječar was the most affected with 650 houses flooded and more than 1,000 people in urgent need for assistance. Although the level of water in the Beli Timok River which flooded Zaječar settlements started to ebb on 23 February, heavy rainfalls on 24 and 25 February reversed this course of development and caused further flooding. On 27 February a third flood wave hit the affected areas, preventing the population from moving back into their houses. Between 20 and 23 February almost 300 people were evacuated. On 23 February 70 inmates in the city jail in Zaječar were evacuated.

In comparison with the floods in November 2009 which occurred mainly as flash floods and where the water did not stay for a long time, this time the affected houses were under water for more than seven days and the houses were flooded two or three times within a period of ten days with water withdrawing and then flooding the houses again. In Zaječar there are also two artificial lakes above the town, and water was released from these lakes for security reasons which then contributed to increasing the level of waters in the rivers.

In other parts of Serbia the water level of the Sava, Drina, Mlava and Morava rivers reached previously unrecorded water levels. The municipalities of Šabac, Vršac, Doljevac, Požega and Ub were affected with more than 6,000 acres of agricultural land flooded by rivers and rising subterranean water. In the municipality of Aleksinac more than 204 families in 20 villages were affected with 150 people evacuated and 72 houses damaged. In Priboj municipality a huge landslide affected the Pribojska banja spa where 14 people were evacuated. In the municipality of Ub the Tamnava River damaged 200 houses and flooded 20 houses. In Boljevac municipality the Mlava River flooded and damaged 100 houses with ten people being evacuated. In the municipality of Kruševac, 80 houses were damaged by the water.

The damage to Zaječar and other affected municipalities was estimated at over 1 billion dinars (approximately CHF12.6 Million).

## Red Cross and Red Crescent action

The local branches of the Red Cross of Serbia in Municipalities of Aleksinac, Bela Palanka, Doljevac, Kruševac, Leskovac, Loznica, Ljig, Novi Pazar, Obrenovac, Požega, Priboj, Prokuplje, Smederevo, Trgovište, Ub, Vlasotince, Vranje, Zaječar and Niš, assisted by the headquarters, assessed the most urgent



Setting a Red Cross Water Tank in Zaječar. Photo: Red Cross of Serbia

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 were divided between immediate relief needs and longer term rehabilitation needs. The immediate response included food, drinking water, hygiene items, bed linen, mattresses and rubber boots. The rehabilitation included assistance to families whose houses needed repairs and / or disinfecting after the water retreat through provision of house repair kits and services of mobile technical teams of the Red Cross of Serbia.

In total 3,150 beneficiaries were reached with relief and rehabilitation through engagement of 360 volunteers and four Mobile Technical Teams of the Red Cross of Serbia.

The following table details the distribution:

Number	Item	Municipalities										Total
		ZAJEČAR	ALEKSINAC	BOLJEVAC	UB	BELA PALANKA	DOLJEVAC	KRUŠEVAC	PROKUPLJE	LESKOVAC	TRGOVIŠTE	
1.	Family hygiene parcel	1460	540	20	-	-	70	20	40	500	300	<b>2.850</b>
2.	Baby hygiene parcel	15	20	3	-	-	-	-	-	-	18	<b>56</b>
3.	Canned meat	1900	-	60	-	-	840	200	640	-	400	<b>4040</b>
4.	Meat pate	1000	-	30	-	-	420	200	320	-	200	<b>2170</b>
5.	Canned fish	1900	-	30	-	-	630	150	480	-	300	<b>3490</b>
6.	Ready to eat meal cans	1000	-	60	-	-	210	50	160	-	300	<b>1780</b>
7.	Tea box	300	-	-	-	-	-	-	-	-	300	<b>600</b>
8.	Dishes and kitchen utensils sets for five persons	80	-	5	-	-	-	-	-	-	-	<b>85</b>
9.	Jerry can 15 -20 litres	100	250	5	-	-	-	-	-	-	50	<b>405</b>
10.	Plastic bucket	100	-	5	-	-	-	-	-	-	-	<b>105</b>
11.	Blanket	50	-	20	-	-	-	-	-	-	200	<b>296</b>
12.	Rubber boots	550	120	10	-	-	-	-	-	-	50	<b>730</b>
13.	Rubber boots (tall)	10	5	-	-	-	-	-	-	-	-	<b>15</b>
14.	Disinfectant concentrate	400	210	10	-	-	70	-	-	100	250	<b>1040</b>
15.	Chlorine	-	20	-	-	-	-	-	-	-	-	<b>20</b>
16.	Water pump	20	10	-	-	-	5	-	-	5	5	<b>45</b>
17.	Electric dryer	37	10	-	-	3	-	-	-	7	8	<b>47*</b>
18.	Hand pump for disinfection	5	10	-	-	-	-	-	-	5	-	<b>20</b>
19.	Engine powered pump for disinfection	1	1	-	-	-	-	-	-	-	-	<b>2</b>
20.	Water tank 1000 litres	3	7	-	9	2	-	-	-	-	-	<b>27</b>
21.	Leaflet about water borne diseases	4000	1200	-	-	-	-	-	-	-	-	<b>5200</b>
22.	Wooden bed with a mattress	80	25	-	-	-	-	-	-	-	-	<b>105</b>
23.	Couch	20	-	-	-	-	-	-	-	-	-	<b>20</b>
24.	Metal bed with a mattress	20	-	-	-	-	-	-	-	-	-	<b>20</b>
25.	Bed linen	120	25	-	-	-	-	-	-	-	-	<b>145</b>
26.	Engine powered mud pump with hoses	-	-	-	-	-	-	-	-	5	-	<b>5</b>
27.	House rehab and wall painting kit (for 70 square metres)	380	60	-	-	-	-	-	-	50	80	<b>570</b>

\*Some of the dryers have been reused.

TABLE 1: Red Cross of Serbia assistance to affected households and families

After the immediate needs of the affected population were met through provision of food, hygiene items and fresh water (27 water tanks were provided by the Red Cross of Serbia and in some municipalities this was the only source of safe water for the first couple of days), the National Society provided assistance with repairs and early rehabilitation of the affected houses. As shown in the table above, this assistance included provision of beds and bed linen as well as some equipment, tools and material for house rehabilitation. Water and mud pumps were used to remove water from flooded houses, electric dryers were used to accelerate dehumidification of houses and rehab and wall painting kits were used to ensure hygienic and safe environment for the affected families to return to. 570 families were assisted with rehabilitation and wall painting kits and 420 families were assisted by four Mobile Technical Teams of the Red Cross of Serbia as demonstrated in the table below:

No.	SERVICE	Details			
		Number of houses covered	Number of square metres covered	Number of working hours spent	Number of pieces of equipment used
1.	Dehumidifying the walls with dryers	272	13,715	35,455	47
2.	Disinfecting through use of pumps and disinfectants	135	3,876	135	10
3.	Pumping water and mud out of the houses	13	1,420	104	5
<b>Total</b>		<b>420</b>	<b>19,011</b>	<b>35,694</b>	<b>62</b>

TABLE 2: Red Cross of Serbia Mobile Technical Teams' activity

In addition to the activities listed, the Red Cross of Serbia worked on prevention of epidemic of water borne diseases. 5,200 leaflets were distributed and the Red Cross volunteers organised lectures for all school children in all the affected municipalities.

## Achievements against outcomes

### Relief distributions (food and basic non-food items)

**Outcome: Objective: 1,500 vulnerable people from the affected areas are provided with basic food and non-food items in order to preserve their health and ensure the appropriate food intake.**

**Outputs (expected results) and activities planned:**

**1,500 vulnerable people in the affected areas are well nourished immediately following the floods and evacuation. The provision of ready-to-eat-food and kitchen sets compensates for the lack of electricity and the inability to access food preparation facilities and food stock.**

- **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 relief activities and provide reporting on distributions.**
- **Develop an exit strategy.**
- **Maintain contact and coordination with the local crisis headquarters in the affected areas.**

**Impact:** The 3,150 affected people (more than double the target), 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.

In all, the health and safety of 3,150 affected people were preserved through provision of food and non-food items and their return to their flooded homes, salvaging of possessions and preparing of rehabilitation was assisted.

### **Water, sanitation, and hygiene promotion**

**Outcome: The risk of water-borne and water related diseases has been reduced through the provision of safe water, adequate sanitation and hygiene promotion to 3,150 vulnerable people and they are assisted in their return to normal living within a period of six months.**

**Outputs (expected results) and activities planned:**

**3,150 vulnerable people from the affected areas manage to preserve their health through the use of hygiene items, rubber boots, disinfectants and safe water in the two months following the flooding and evacuation.**

- **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 relief activities and provide reporting on distributions.**
- **Develop an exit strategy.**
- **Maintain contact and coordination with the local crisis headquarters in the affected areas.**

**Safe water is provided to 3,150 vulnerable people in the affected areas as damaged water systems are restored.**

- **Storage, distribution and trucking of safe water.**
- **Distribution of 400 household level water storage (jerry cans) to 400 families (of 2-3 members, mainly older families). The rest of the families will be using the water tanks placed in the affected areas.**
- **Distribution of 200 water well disinfecting sets to assist with ensuring safe water for the families with their own water wells.**
- **Distribution of 10,000 Red Cross of Serbia leaflets explaining the risks related to water-borne diseases.**

**3,150 vulnerable people from the affected areas manage to resume normal living in their households within six months from the floods.**

- **Conduct rapid emergency needs and capacity assessments.**
- **Develop beneficiary targeting strategy and registration system to deliver intended assistance.**
- **Provide equipment for water drainage and house cleaning.**
- **Provide house cleaning kits (disinfectant, mops, wall paint, toolkits).**
- **Provide training to the municipal Red Cross disaster management teams in efficient response, use of equipment, internal and external communication, monitoring and reporting.**
- **Conduct a “lessons learned” workshop for local responders, based on the work already done through the municipal disaster preparedness project.**
- **Monitor and evaluate relief activities and provide reporting on distributions.**
- **Develop an exit strategy.**
- **Maintain contact and coordination with the local crisis headquarters in the affected areas.**

**Impact:** Safe water was provided in four communities through use of water tanks of the Red Cross of Serbia and jerry cans, and in the first several days this was the only safe source of drinking water in some of these communities. The health and safety of the affected population was thus preserved.

The rubber boots helped the evacuated population return to their houses to salvage furniture and start preparations for necessary hygiene and reconstruction activities. The mud and water pumps and electric dehumidifiers, as well as disinfectants helped shorten the time needed for the repair works to be started and ensured the repairs were done before the cold weather returns. In addition, the printed material and the workshops organised for schoolchildren ensured there was an understanding of the risks of water borne diseases, and no epidemics were registered in any of the affected communities.

The assistance with early rehabilitation of houses was well targeted and helped the affected population safely return to their homes. 570 families were assisted with rehabilitation and wall painting kits and 420 families were assisted by four Mobile Technical Teams of the Red Cross of Serbia in making their houses safe and healthy to live in again.

Distribution of house cleaning kits did not take place, being replaced by disinfecting activities assisted by Mobile Technical Teams and house repair / wall painting kits. Likewise, the distribution of water-well disinfecting sets did not take place due to the fact that this need was already covered from other sources in the meantime.

As a result of these activities not taking place and a more favourable exchange rate, the Red Cross of Serbia was able to return CHF 97,800 to the DREF, all the operational targets reached with approximately 70% of the funding spent.

The Red Cross branch representatives were instrumental in assisting municipal authorities and Emergency Headquarters in assessment and have kept in close contact sharing information and coordinating the activities throughout the operation.

In all, the health and safety of 3,150 affected people were preserved through provision of food and non-food items and their return to their flooded homes, salvaging of possessions and preparing of rehabilitation was assisted.

## Satisfaction survey

A satisfaction survey among people reached was conducted by the Red Cross of Serbia. 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.
- The beneficiaries 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.
- Eight 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.

## 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

MDRRS003 - Serbia: Floods

Final Report

Selected Parameters	
Reporting Timeframe	2010/03-2010/09
Budget Timeframe	2010/03-2010/09
Appeal	MDRRS003
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>	286,219					286,219
<b>B. Opening Balance</b>	0					0
<b>Income</b>						
<u>Other Income</u>						
<i>Voluntary Income</i>	286,219					286,219
<b>C6. Other Income</b>	286,219					286,219
<b>C. Total Income = SUM(C1..C6)</b>	286,219					286,219
<b>D. Total Funding = B + C</b>	286,219					286,219
<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>	286,219					286,219
<b>E. Expenditure</b>	-188,419					-188,419
<b>F. Closing Balance = (B + C + E)</b>	97,800					97,800

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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>286,219</b>					<b>286,219</b>	
<b>Supplies</b>								
Clothing & textiles	18,000	28,372				28,372	-10,372	
Food	17,300	11,343				11,343	5,957	
Water & Sanitation	69,900	499				499	69,401	
Teaching Materials	2,500						2,500	
Utensils & Tools	93,000	86,950				86,950	6,050	
Other Supplies & Services	34,000	22,629				22,629	11,371	
<b>Total Supplies</b>	<b>234,700</b>	<b>149,793</b>				<b>149,793</b>	<b>84,907</b>	
<b>Transport &amp; Storage</b>								
Storage		1,103				1,103	-1,103	
Distribution & Monitoring	9,600	6,818				6,818	2,782	
Transport & Vehicle Costs	5,100	2,324				2,324	2,776	
<b>Total Transport &amp; Storage</b>	<b>14,700</b>	<b>10,245</b>				<b>10,245</b>	<b>4,455</b>	
<b>Personnel</b>								
National Staff	17,250	5,976				5,976	11,274	
National Society Staff		3,436				3,436	-3,436	
<b>Total Personnel</b>	<b>17,250</b>	<b>9,411</b>				<b>9,411</b>	<b>7,839</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training		1,432				1,432	-1,432	
<b>Total Workshops &amp; Training</b>		<b>1,432</b>				<b>1,432</b>	<b>-1,432</b>	
<b>General Expenditure</b>								
Travel	900	217				217	683	
Information & Public Relation		3,034				3,034	-3,034	
Office Costs		323				323	-323	
Communications	600	297				297	303	
Financial Charges		2,168				2,168	-2,168	
Other General Expenses	600						600	
<b>Total General Expenditure</b>	<b>2,100</b>	<b>6,038</b>				<b>6,038</b>	<b>-3,938</b>	
<b>Programme Support</b>								
Program Support	17,469	11,500				11,500	5,969	
<b>Total Programme Support</b>	<b>17,469</b>	<b>11,500</b>				<b>11,500</b>	<b>5,969</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>286,219</b>	<b>188,419</b>				<b>188,419</b>	<b>97,800</b>	
<b>VARIANCE (C - D)</b>		<b>97,800</b>				<b>97,800</b>		

**International Federation of Red Cross and Red Crescent Societies**

MDRRS003 - Serbia: Floods

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**IV. Project Details**

Project	Name	Opening Balance	Income	Expenditure	Closing Balance	Budget	Variance
		A	B	C	A + B + C	D	D - C
<b>Goal 1: Disaster Management</b>							
PRS005	Serbia: Floods	0	286,219	-188,419	97,800	286,219	97,800
<b>Sub-Total Goal 1: Disaster Management</b>		<b>0</b>	<b>286,219</b>	<b>-188,419</b>	<b>97,800</b>	<b>286,219</b>	<b>97,800</b>
<b>Total</b>	<b>Serbia: Floods</b>	<b>0</b>	<b>286,219</b>	<b>-188,419</b>	<b>97,800</b>	<b>286,219</b>	<b>97,800</b>