
DREF operation n° MDRKV004
GLIDE n° CW-2012-000006-SRB
10 July 2012

The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of unearmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross and Red Crescent emergency response. 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.



Distribution of relief items in Kamenica municipality (left) and Istog Municipality (right) after the strong winds and heavy snowfall hit their municipalities. Photo: RC Branch Kamenica and Istog

Summary: CHF 148,635 was allocated from the IFRC's Disaster Relief Emergency Fund (DREF) to support the Red Cross organizations in Kosovo in delivering immediate assistance to some 3,500 beneficiaries.

Due to strong winds that blew for 24 hours in Kosovo, followed by heavy snowfall on January 6th and 7th, several municipalities in Kosovo were affected by the natural disaster. The most affected municipalities were Istog, Kamenica and Peja. As a result of electricity blackout and broken communication lines, the flow of information was disrupted. However, the Red Cross organizations activated their disaster response teams in order to assess the situation and provide assistance.

During this operation, the weather conditions deteriorated further, and the month of February brought even more snowfall and storms causing even an avalanche that resulted in nine fatalities with one person rescued. The most affected municipalities in the second phase were Dragash, Peja, Deqan, Gjakova, Istog, Skenderaj, Kamenica, Vushtrri, Mitrovica, Novo Brde, Viti, Gracanica, Rahovec, Podujeva, Klina, Prishtina, Kacanik, Prizren, Obiliq, Malisheva, Suhareka, Shtime, Strpce, Laposavic, Zubin Potok and Zvecan. Due to the additional number of affected persons and newly hit areas, another DREF operation was launched.

During this operation, by the end of February, 700 families were assisted with food items and blankets and plastic sheets. Out of them 400 families were also in need of firewood that was procured and distributed by the Red Cross organizations for them. Due to the favorable exchange rates and prices, the procurement of food parcels for additional 100 families was also possible.

A beneficiary satisfaction survey was conducted among the people assisted through the two DREF operations that were launched for responding to the extreme winter condition (strong wind and snowstorm) during January-February 2012. The report on the findings of the survey was published in May 2012. During the survey, a total of 370 families were interviewed in all of the affected areas covered by both of the DREF operations. 44 volunteers and 5 Red Cross staff were involved in conducting the survey.

This DREF operation was implemented over three months as planned, and was completed by 12 April 2012; now a Final Report (narrative and financial) is being submitted as required (before the expected date 12 July 2012).

The major donors and partners of DREF include the Australian, American and Belgian Governments, the Austrian Red Cross, the Canadian Red Cross and the Canadian Government, the Danish Red Cross and the Danish Government, the European Commission Humanitarian Aid and Civil Protection (ECHO), the Irish and the Italian Governments, the Japanese Red Cross Society, the Luxembourg Government, the Monaco Red Cross and the Monaco Government, the Netherlands Red Cross and the Netherlands Government, the Norwegian Red Cross and the Norwegian Government, the Spanish Government, the Swedish Red Cross and the Swedish Government, the United Kingdom Department for International Development (DFID), the Medtronic and Z Zurich Foundations, and other corporate and private donors. The IFRC, on behalf of the Red Cross organizations in Kosovo, would like to extend their thanks to all donors and partners for their generous contributions. Details of all donors can be found at http://www.ifrc.org/docs/appeals/Active/MAA00010_2012.pdf

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

The situation

Due to strong winds that blew non-stop for 24 hours in Kosovo and the heavy snowfall that started late on January 6th and 7th, several municipalities in Kosovo were affected. The most affected municipalities were Istog, Kamenica and Peja. The disruption of the electricity supply and communication lines, caused by the extreme weather conditions, hampered the flow of information. Istog Municipality and Peja were affected mainly by the strong wind, while Kamenica by the heavy snow.

The majority of the affected villages are situated in the rural and poorer part of Kosovo and the disaster represents an additional factor in deteriorating the already difficult situation of the population affected. Most of the people targeted by this operation had already been listed as most vulnerable beneficiaries on the Red Cross lists.

The Red Cross organizations in Kosovo activated their disaster response teams in order to assess the situation and respond accordingly. The assessment was hindered by difficulties to access all the affected areas due to the roads being blocked by snow. The assessment team reported that the families living in these blocked areas were facing shortages of food and other essential goods, as the population was not prepared for such a harsh winter with extreme weather lasting more than three weeks. There were numerous requests to assist them with food parcels, hygiene parcels, blankets, stoves, and firewood. According to the assessments from the Red Cross branches, a total of 6,078 families were affected, and Red Cross organizations in Kosovo targeted 700 of the most vulnerable families with food and non-food items through this DREF operation.

Coordination and partnerships

Beyond the assistance that was provided by the Red Cross organizations in Kosovo, no other assistance was provided by any other state, civil or private actors in Kosovo immediately after the disaster. In some cases the municipality provided tiles to the people to replace the broken ones. The International Federation of the Red Cross / Red Crescent Societies and the Red Cross organizations in Kosovo closely cooperated during the response activities to this emergency.

Also close coordination was maintained with the Kosovo authorities at both local and central levels. The operation was coordinated by the Red Cross organization branch secretaries in their areas of responsibility. Red Cross volunteers were responsible for delivering the emergency assistance. The Red Cross organizations were participating in the meetings organized by the Agency of Emergency Management, and all activities were carried out in coordination with them.

Red Cross and Red Crescent action

Progress towards outcomes

In response to the extreme weather that came round in January 2012, the Red Cross organizations in Kosovo requested a DREF allocation of CHF 148,635 to support 700 families with food and non-food items on 13 January 2012. This DREF operation started in mid-January 2012. All the planned distribution under this operation was completed by the Red Cross organizations in the affected areas by the end of February 2012.

Due to the unexpectedly strong winds and the fact that the houses of the Red Cross staff and volunteers were also affected, during the initial 12 hours the Red Cross was not able to respond in a coordinated way, as most of the staff and volunteers had to assist their own families and protect their own property.

Shortly afterwards, however, the Red Cross volunteers started doing the assessment of the affected areas in their respective municipalities. The assessment was hindered by difficulties to access all the affected areas due to the roads being blocked by debris and snow. However, they managed to gather the necessary information in order to provide an appropriate response. The IFRC Office in Kosovo was in constant contact with the local Red Cross organizations.

Due to the limited emergency stocks, the Red Cross organizations were initially able only to assist a limited number of affected people (13 families) with mattresses and blankets. A detailed assessment of needs was conducted by the Red Cross volunteers and branch secretaries, which identified food, blankets, and firewood as immediate needs, to be followed by materials needed to fix the roofs and windows of the damaged houses. According to reports from the field, the disaster response teams could identify 400 families in urgent need of firewood.

Relief distributions (food and basic non-food items)
Objective: Providing emergency assistance (basic food and non-food items) to 700 families (approximately 3,500 people) during a three month period (distribution will be done once for basic food and once for non-food items)
Output: The nutritional and winterization/health needs of 700 families (3,500 people) are met over a three month period to overcome the difficult times due to their damaged and blocked homes
Activities planned: <ul style="list-style-type: none">• Preparation of final beneficiary lists.• Preparation of distribution plan.• Procurement of emergency items in Kosovo.• Distribution of emergency items by RC branches and their volunteers according to the prepared beneficiary lists.• Coordination with local emergency departments and social welfare authorities.• Monitoring and reporting.

Achievements:

The procurement of the food and non-food items was done following the International Federation standard procurement procedures. Due to a favorable exchange rate (CHF vs. EUR) and a lower price of relief goods there were savings in the operation budget, and approval was given for these savings to be used for the purchase of more relief goods. 100 food parcels were additionally purchased and distributed.

The damages caused by the wind and snow endangered the livelihood of the affected people, that is why food was part of the assistance included in this DREF operation. Repair tool kits (hammers, nails, etc.) were available in place or they were borrowed from relatives. There was one distribution round of food items and another one for non-food items (wood, blankets, and plastic sheets).

Based on the assessment made, the Red Cross organizations prepared the list of all affected families and identified the most vulnerable residents among those families that needed some support. A total of 10 Red Cross staff members and 66 Red Cross volunteers were engaged.

The details of the relief goods supported through the DREF are as follows:

Item	No. of units
Food (family food parcel containing wheat flour, cooking oil, sugar, pasta, rice, beans, potatoes, onion and salt)	700
Additional 100 food parcels	100
Blankets	2,800
Firewood for 400 families	800 cubic metres
Plastic sheets	700 pcs



Distribution of relief goods by using different means of transport due to the difficulties to reach families. Photo: IFRC

During the reporting period as planned in this DREF operation a total of 3,500 people were assisted in the following communities Istog (400 families); Kamenica (290 families); Peja (10 families); An additional 100 food parcels were distributed to the most vulnerable people in Viti and Gjakova municipalities that were also affected. During the entire process of the operation, Red Cross volunteers were fully engaged in its implementation.

A beneficiary satisfaction survey¹ for the two DREF operations conducted and a report on the finding was published in May 2012. During the survey a total of 370 families were interviewed in all of the affected areas. 44 volunteers and 5 Red Cross staff were involved in conducting the survey. The collected information was analyzed in a database. The highlights of the survey are as follows:

In general, the beneficiaries confirmed that they had been asked about their needs and been informed about the distributions; however, based on the feedbacks, personally contacting is the preferred way of receiving information. According to the feedbacks, community mobilization was also activated as people were informing and supporting each other during the assistance. Two thirds of the interviewed people stated that only the Red Cross asked them about their needs and 99% of the interviewed beneficiaries stated that only the Red Cross assisted them. The distributed items met the basic needs of the assisted persons. The assistance arrived in time and was useful for the beneficiaries. The majority of the respondents received the relief within one week. People appreciated very much the fact that relief was distributed directly to them as they would have experienced some difficulties to pick up the items.

Challenges:

Early in the operation the communication was hampered due to inaccessibility and electricity/ communication cuts, so the early assessment was also hindered by difficulties to access all the affected areas with roads blocked by the snow. However, despite the Red Cross being the only actor to respond to the disaster, the Red Cross organizations in Kosovo carried out an absolutely successful action starting from the assessment, including planning, through the implementation of activities, up to the reporting.

¹For a more detailed survey report please find a link. <http://www.ifrc.org/docs/Evaluations/Evaluations%202012/Europe/Kosovo%20Beneficiary%20Satisfaction%20Survey%20Report.pdf>

Contact information

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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.

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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.
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Selected Parameters	
Reporting Timeframe	2012/1-05
Budget Timeframe	2012/1-4
Appeal	MDRKV004
Budget	APPROVED

All figures are in Swiss Francs (CHF)

I. Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
A. Budget	148,636					148,636	
B. Opening Balance	0					0	
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>	148,635					148,635	
C4. Other Income	148,635					148,635	
C. Total Income = SUM(C1..C4)	148,635					148,635	
D. Total Funding = B +C	148,635					148,635	
Coverage = D/A	100%					100%	

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
B. Opening Balance	0					0	
C. Income	148,635					148,635	
E. Expenditure	-148,635					-148,635	
F. Closing Balance = (B + C + E)	0					0	

Selected Parameters	
Reporting Timeframe	2012/1-05
Budget Timeframe	2012/1-4
Appeal	MDRKV004
Budget	APPROVED

All figures are in Swiss Francs (CHF)

III. Expenditure

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)		148,636					148,636	
Relief items, Construction, Supplies								
Shelter - Relief	10,010	9,145				9,145	865	
Clothing & Textiles	29,120	27,040				27,040	2,080	
Food	37,856	39,056				39,056	-1,200	
Other Supplies & Services	41,600	38,673				38,673	2,927	
Total Relief items, Construction, Supplies	118,586	113,914				113,914	4,672	
Logistics, Transport & Storage								
Storage	1,430						1,430	
Distribution & Monitoring		2,084				2,084	-2,084	
Transport & Vehicles Costs	3,822	4,120				4,120	-298	
Total Logistics, Transport & Storage	5,252	6,204				6,204	-952	
Personnel								
National Staff	6,256	6,420				6,420	-164	
National Society Staff	2,075	2,310				2,310	-235	
Volunteers	1,170	700				700	470	
Total Personnel	9,501	9,430				9,430	71	
General Expenditure								
Information & Public Relations	650	362				362	288	
Office Costs	4,200	3,574				3,574	626	
Communications	1,000	979				979	21	
Financial Charges		551				551	-551	
Other General Expenses	375	309				309	66	
Shared Office and Services Costs		4,241				4,241	-4,241	
Total General Expenditure	6,225	10,016				10,016	-3,791	
Indirect Costs								
Programme & Services Support Recov	9,072	9,072				9,072	0	
Total Indirect Costs	9,072	9,072				9,072	0	
TOTAL EXPENDITURE (D)	148,636	148,635				148,635	1	
VARIANCE (C - D)		1				1		