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There is need for practical support with access to services and enjoyment of rights so that people are treated with dignity and respect along their journeys.
1. Introduction

1.1 Strategic Overview

The 2018 Europe Regional Migration Plan is being published on the heels of the November 2017 Red Cross Red Crescent Statutory meetings in Antalya, which reaffirmed that migration will remain one of the most important issues of our time, and set a benchmark for the Red Cross Red Crescent Movement’s long-standing work and humanitarian approach to migration.

Urging our organization to be a “Federation Fit for the Future”, the IFRC Secretary General stressed in his Oral Report that “Migration is a feature of the future. If we think we have a migration crisis now, then our young leaders are going to be dealing with something on a totally different scale in 2030.” The newly elected IFRC President also declared recently that “As a Red Cross and Red Crescent, we must be ready to stand up and advocate for all vulnerable migrants, for all vulnerable people. We must be prepared—we are prepared—to work with the international community for the respect and dignity of all people.”

Moreover, the Red Cross Red Crescent Movement, through a Call for Action on the Humanitarian Needs of Vulnerable Migrants, at the Council of Delegates in Antalya, called on States to guarantee the safety and dignity of all migrants, along with their unrestrained access to humanitarian assistance.

Additionally, a major normative step was accomplished when the IFRC’s General Assembly in Antalya endorsed with great support the IFRC Global Strategy on Migration, which articulates National Societies’ and the IFRC Secretariat’s core strengths and common purpose on migration, setting out aims and objectives to be achieved over a 5-year timeframe from 2018 to 2022. The newly adopted IFRC Global Strategy on Migration, and its Road Map, build on previous commitments, formally set out in the IFRC’s Policy on Migration in 2009 and recalled by States in Resolution 3 adopted at the 31st International Conference of the Red Cross and Red Crescent in 2011, and the Movement Statement on Migration from the 2015 Council of Delegates. Its title—Reducing Vulnerability, Enhancing Resilience—reflects that this is not just about meeting humanitarian needs and mitigating risk, but also supporting the resilience of migrants by integrating assistance, protection and advocacy.

Overarching goal of the IFRC Global Strategy on Migration: At all stages of their journeys, and irrespective of their legal status, migrants find Red Cross and Red Crescent National Societies that help them in times of need, enhance their resilience, and advocate for their rights.
To achieve this goal by 2022, the IFRC has set three Strategic Aims and three Enabling Actions:

- **Strategic Aim 1:** Save lives and ensure dignity: People migrating, irrespective of their legal status, receive the necessary humanitarian assistance and protection at all stages of the journey including addressing the specific needs of the most vulnerable migrants.

- **Strategic Aim 2:** Enable safe and resilient living: The needs, aspirations and entitlements of migrants and their communities are met, and they are made more resilient.

- **Strategic Aim 3:** Promote social inclusion of migrants: Communities are supported to strengthen social inclusion and respect for diversity, and to break down barriers and misconceptions.

- **Enabling Actions** are: 1) Build strong National Societies; 2) Pursue humanitarian diplomacy and partnerships; and 3) Function effectively as the IFRC.

Now that the foundation has been established globally, the focus will be to adapt and implement the IFRC Global Strategy on Migration at the Europe regional level. Europe’s commitment across thematic areas supports the Global Strategy on Migration’s goal towards greater and more consistent IFRC action on migration through “understanding the vulnerabilities and response to migrants’ needs” (priority 1); “address migrants’ needs through assistance, protection and advocacy” (priority 2); “greater focus on the most vulnerable and marginalised, ensuring that existing services are accessible and acceptable to migrants of all kinds, and establishment of dedicated programming where necessary” (priority 3); and “increased impact of advocacy and humanitarian diplomacy with governments, in particular through strategic use of National Societies’ role as humanitarian auxiliaries to public authorities” (priority 4).

Just as the Global Strategy on Migration builds on previous commitments, this 2018 Europe Migration Plan builds on the London Plan of Action (agreed at the European Migration Conference in London in February 2016), and which balanced operational response with advocacy, and the 2016 European Migration Framework, both of which were developed to support the implementation of previously agreed trans-regional commitments (Florence Call for Action, 2014; San Marino Declaration and Tunis Commitment, 2015). The European Migration Framework stated that the European migration crisis was not only “a humanitarian, but also a political and solidarity crisis”, and that “there is great need for a humanitarian voice in the midst of it.” This assessment remains valid today.

The strategic priorities developed in the 2018 Europe Migration Plan (coordination, communications and advocacy, health and care, protection gender and inclusion, and community engagement and accountability) echo those outlined in the 2016 European Migration Framework, thus affirming that they are still the main tenets when addressing the needs and vulnerabilities of migrants and host communities in Europe.
As the migration situation in Europe evolves, the need for a long-term structural approach is increasingly apparent. The IFRC is committed to supporting National Societies in Europe in their migration operations, as well as to making communities more resilient, not only to the effects of natural disasters or health emergencies, but also in a social context.

In that regard, it must be noted that the London Plan of Action had stated in February 2016 that “the level of population movement from war torn countries and from other parts of the world to Europe had caught European countries and the international communities unprepared.”

But resilience in the context of migration should not be understood as the capacity to resist migration. Indeed, the Movement does not encourage or discourage migration. The Red Cross Red Crescent approach is strictly humanitarian, in keeping with our Fundamental Principles, and action is undertaken on the basis of migrants’ needs and vulnerabilities, regardless of their legal status. It means addressing social vulnerabilities, often driven by fear, ignorance and indifference, by upholding the dignity of everyone, and supporting communities to rebound from social shocks, to contribute to greater tolerance, inclusion and harmony, and to welcome the benefits inherent in any diverse society.

We believe that this 2018 Europe Migration Plan contributes to that goal.

**1.2 Current situation analysis**

Migratory flows in the Europe region have become extremely dynamic and diverse since 2015, and it remains difficult to predict changes in both the short-term and the longer-term. During 2015–2016, almost 1.4 million first time asylum-seekers were registered in the Member States of the European Union, and more than 500,000 in 2017\(^1\). Europe continues to be a main destination for many migrants, asylum-seekers and refugees from the Middle East, Northern, Eastern and Western Africa. The ongoing armed conflict in Syria continues to force movement of thousands of people to neighbouring countries. As of 29 June 2017, the number of refugees in Turkey reached 3.2 million\(^2\) (out of which 3 million are Syrian), making Turkey currently the country hosting the largest number of refugees in the world.

In response to the sharp increase of arrivals in 2015, at the beginning of 2016, countries in and at the external borders of the EU were already strengthening their immigration and asylum policies. After the EU and Turkey reached an agreement in March 2016, and following progressive closure of the borders and increasing border controls along the migratory route, arrivals significantly dropped from Turkey to Greece. During 2017, migrants continued to arrive in smaller numbers in the Aegean Islands, which still place steady and increasing pressure on reception in Greece because of limited capacities.

The attention during 2017 has again turned to the so-called Central Mediterranean Route from North African countries to Italy. In 2016, even more people reached Italy by boat than in any previous year on record, with

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2. Turkish Directorate General of Migration Management statistics
181,436 arrivals as of the end of December 2016. This trend continued in 2017 with more than 120,000 people using the Central Mediterranean Route to Italy up to December 2017, many of them coming from West Africa. Arrivals to Italy suddenly dropped from mid-July, but the situation remains difficult to predict. Poverty-stricken areas of Sahel Africa give rise to large movements within the African Region and different reports indicate that instability in North Africa also contributes to migrants feeling forced to leave for Europe, even via the dangerous Mediterranean crossing. In this context, during the first ten months of 2017, sea and land arrivals to Spain have also increased by an estimated 90 per cent compared to the same period in 2016. During 2017 and up to December 2017, overall more than 165,000 migrants have arrived in Europe by sea and land along the four main migratory routes.

Many of those newly arrived in Europe remain stranded in countries of arrival or transit, at risk of being victims of abuse or violence, or seek alternative land or sea routes. Almost 15,000 asylum-seekers, mostly from Syrian and Iraq, remain on Greek islands, where a renewed humanitarian emergency, fuelled by poor living conditions, neglect and violence is reported. As asylum procedures can take months, and a small, steady flow has continued, a recent sharp rise in arrivals is straining facilities, where the situation of vulnerable children is of special concern. The number of registered migrants in the two reception centres of the former Yugoslav Republic of Macedonia has been relatively low during autumn 2017. Irregular crossings at the border areas with Greece and Serbia continue with increasing numbers in the last few months. As a result of strengthened border controls along the Western Balkan migratory route, a rising number of reports continue to indicate emerging alternative routes, humanitarian challenges in border areas and new forms of increasingly dangerous smuggling.
The scale of movements in recent years has also highlighted the specific vulnerabilities and protection needs of migrants and refugees, irrespective of their legal status and motivations, while on the way to other countries. Even upon arrival to safer destinations, they face huge challenges in integrating into their new societies, partly due to a hardening of attitudes, policies and public discourse. The situation in border areas is still difficult in the region and reception conditions and access to services and protection in countries affected vary greatly.

There are social inclusion needs at all phases of the migration response and there is need for practical support with access to services and enjoyment of rights so that people are treated with dignity and respect along their journeys. People who have arrived in Europe already and those who are newly arriving will need support in the long-term with integrating into communities, and the IFRC together with National Societies can have an important role to play in social inclusion.

The political and humanitarian environment is becoming more challenging with increasing hostility against migrants from media and public opinion in some countries. The growing negative attitude to migration among public, stakeholders and governments, as well as a growing politicization of the issue continues to be a concern in the Europe region. This is also a priority for National Societies, as negative sentiments against migrants in local communities are both a threat to migrants and host communities, but also equally a challenge for National Societies which rely on an enabling environment for their programmes and operations. National Societies in the Europe Region are requesting more tools on how they can advocate in communities and with decision-makers, for these dynamics to change.

Available statistics show that around half of the asylum seekers who arrived in Europe since 2015 were still waiting for a decision on their application by the end of 2016. Meanwhile, an estimated 885,000 asylum seekers applying between 2015 and 2016 had their applications approved by the end of 2016, meaning they may stay in Europe. In 2017, positive first instance decisions totaled more than 350,000 from January through to September. With 722,300 first time applicants registered in 2016, Germany recorded 60% of all first-time applicants in the EU Member States. With regards to lengthy asylum processes and administrative hurdles to access services, different reports by European Red Cross National Societies show the increasing destitution of asylum-seekers and refugees, and the difficult situation of refused asylum-seekers in limbo who cannot return.

There are worrying reports also regarding the adoption of new restrictive measures (e.g. criminalization of undocumented migrants and humanitarian actors, bilateral agreements with countries of origin and transit to scale up

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5 Eurostat data available at: http://ec.europa.eu/eurostat/data/database
7 British Red Cross: Ending destitution. Available at: http://www.redcross.org.uk/About-us/Advocacy/Refugees/Ending-destitution
return without the necessary safeguards; strengthened border procedures with limited access to protection; initiatives to prevent migrants and refugees from arriving to Europe and/or external processing of asylum requests) that can negatively impact migrants’ and refugees’ access to rights, assistance and protection measures, which bring additional challenges for National Societies, which are requesting more tools from the Red Cross Red Crescent Movement to better understand how fundamental principles are applied in this context.

As requested at the European Regional Migration Conference in London in 2016, during 2017 a Europe Regional Contingency Plan for migration response has been established.

1.3 Movement Coordination

IFRC Regional Office for Europe

The IFRC Regional Office for Europe, located in Budapest, covers 54 National Red Cross and Red Crescent Societies in Europe and Central Asia. The office assists National Societies by providing coordination, financial and technical support for disaster operations, and longer-term development programmes. It has had a key role in coordination of support to and support from National Societies in the migration response.

A Regional Emergency Appeal for Europe Migration: Coordination, Response and Preparedness was launched in November 2015 to enable IFRC to support National Societies to deliver coordinated assistance to some 1.5 million people to the end of the Appeal period in March 2017. The Appeal focused on response management and coordination, disaster response preparedness, early warning and risk reduction, and National Society capacity development. Its aims remain relevant today:

- **Provide** a flexible regional pool of human resources and assets which can be moved between countries, supporting National Societies in Europe to manage fluid and evolving needs of the current situation.

- **Generate** the financial resources that National Societies in Europe and the IFRC’s Regional Office for Europe require to manage these operations.

- **Ensure** consistency and enable National Societies in Europe to adopt a common programmatic and principled approach to handling their migration activities.

- **Develop** common advocacy and positioning, joint messaging and guidance.

- **Enable** migrants to consistently access timely, accurate and trusted life-saving and life-enhancing information, provide feedback across countries and online, and thereby reduce factors that contribute to their vulnerability and suffering.

- **Provide** unified reporting, resource and data management, inclusively reflecting Red Cross Red Crescent deployment and action.
The Red Cross EU Office (RCEU Office)

The Red Cross EU Office (RCEU Office) located in Brussels, represents and promotes the interests of 28 EU National Red Cross Societies, Norwegian Red Cross and the IFRC, coordinating relations and communications between the Red Cross and EU institutions.

The RCEU Office works to increase Red Cross influence on EU policy, legislation and practice in order to improve the humanitarian situation of the most vulnerable, and aims to increase EU resources for our work at home and abroad in order to maximize the reach and scope of our global network through a coordinated approach. The office also serves National Societies on EU-related issues, by monitoring the legal framework in which they operate, promoting information and knowledge-sharing, building capacity, and providing a tailored approach to technical support.

The Migration Unit within the RCEU Office implements migration-related resolutions of the Red Cross Red Crescent International Conference and IFRC Policy on Migration through a strategy adapted to the EU context and connected to the activities and capacities of EU National Societies. The Migration Unit strives to influence the policies and practices of the EU by promoting the Movement’s approach to migration, and supports EU National Societies’ activities on migration, and cooperative efforts to address migrants’ vulnerabilities. This includes close collaboration with European Red Cross migration experts in the framework of the Platform for European Red Cross Red Crescent Cooperation on Refugees, Asylum Seekers and Migrants (PERCO) network, and support for PERCO’s activities.

In 2018, the RCEU migration unit will have among its top priorities to support EU National Societies in increasing their role and influence on EU family reunification procedures activities implemented under this priority. It will seek to enhance Red Cross influence on the current revision of the Dublin regulation, give visibility to Red Cross expertise in this field, and help to step up the role of EU National Societies around family reunification and family reunion procedures across the EU.

The International Committee of the Red Cross (ICRC)

Upon the invitation of the IFRC Regional Office for Europe, the ICRC opened a representation in Budapest in January 2016, and it is located within the IFRC Regional Office for Europe. This setup has ensured daily interaction between the IFRC and the ICRC and enhanced coordination of the regional migration activities and strategic directions in cooperation with ICRC Geneva, Brussels, its regional offices in Belgrade and Paris and its mission in Athens.

The ICRC’s actions on behalf of vulnerable migrants and their families mostly take place in areas affected by armed conflicts or other situations of violence. At all times, the ICRC remains available to provide technical advice and/or operational support to National Societies in its areas of core competencies, such as restoring family links (RFL), prevention of secondary separation, activities for detained migrants and other protection-related aspects, which remain a constant concern and priority for the ICRC.
One of the main focuses of RFL cooperation with National Societies remains the integration of RFL services’ provision in disaster management mechanisms, in close coordination with the IFRC, with a view to enhancing the cooperation between RFL and disaster management colleagues in times of crisis and emergencies. The other focus of cooperation with National Societies and the IFRC is on strengthening RFL reporting and on the implementation of the RFL code of conduct to allow National Societies to put in place data protection safeguards in their daily work, ahead of the entry into force of the new EU General Data Protection Regulation in May 2018.

The Red Cross Red Crescent Mediterranean Platform on Migration

The Platform was established in 2013 to improve responses to the vulnerabilities of migrants during their migration journeys and to strengthen the network of National Societies on both shores of the Mediterranean Sea. It involves the 26 National Society members of the Mediterranean Conference, the IFRC, and the Centre for Cooperation in the Mediterranean (CCM).

The Platform has been working on four main areas: providing assistance and protection to migrants (migration and youth, trafficking in human beings); promoting youth and volunteering; the promotion of a culture of non-violence and peace; and crisis response and preparedness.

More specifically with regards to migration, and through its annual meetings, the Platform aims to reinforce and improve the action of the Red Cross Red Crescent Movement at regional level by supporting the following activities: facilitating information flow between National Societies through the focal points; mapping Red Cross Red Crescent migration programmes at regional level; promoting and disseminating Red Cross Red Crescent best practices on migration; and exchanging experiences at Mediterranean level.

1.4 Looking ahead

While the future of migration in Europe is difficult to predict, in order to optimise preparedness and improve the future speed, volume and targeting of critical assistance in case of any major change or deterioration in the situation, the IFRC commissioned a contingency planning process. The plan is based on five scenarios that examine possible future trends, hazards and policies that might affect migration into or within Europe and their humanitarian consequence. The plan is available on the website or upon request.

National Societies in Europe have been responding to the needs arising from migration for decades and will continue to do so for the foreseeable future. Indeed, the Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants (PERCO) just celebrated its 20th anniversary at their annual meeting in Sofia last October. But even without looking twenty years back, just before the recent so-called Europe Migration Crisis, the World Disaster Report 2012, which focused on “Forced Migration and Displacement”, quoted the Secretary-General of the IFRC as saying that “the escalating numbers of forced migrants present huge challenges for humanitarian actors. Facing this reality requires enhanced preparedness, improved instruments for protection, new tools for assessing vulnerability and building resilience, more effective community engagement and capacity building with a longer-term lens, and
innovative approaches for delivering assistance." The same approach is needed today and for the years ahead in Europe.

The huge upsurge in arrivals in 2015 and 2016 brought increased attention and resources to the region, and the ambition is to ensure that as a result National Societies—through advocacy, PSS, protection, social inclusion and CEA activities—become stronger, attitudes become more tolerant, and communities become more resilient.

The objectives in the IFRC Global Strategy on Migration are to be achieved over a 5-year timeframe, from 2018 to 2022. Addressing social and individual needs connected to migration is a long-term, multi-year undertaking. Answering the needs of migrant and host communities in Europe in 2018 still means a continued focus on “saving lives”, but also a concerted effort and investment in putting resources towards “changing minds”, which will be accomplished over years, rather than months.
“National Societies have an important role to play in shaping these debates, and in putting the needs of migrants at their centre.”
2. REGIONAL SUPPORT

In 2018, the IFRC’s Regional Office for Europe Migration Team will continue to support National Societies responding to migration in Europe through workshops, trainings, monitoring visits, and technical support and guidance especially in the areas of coordination, communications and advocacy, health and care, protection gender and inclusion, community engagement and accountability, information management, and relief assistance at country level, when needed.

The following regional positions have been operating within the Migration Team: Head of Migration, Migration Policies and Networks Officer, Country Operation and Programme Coordinator, Health and Psychosocial Support Delegate, Protection Gender and Inclusion Delegate, Community Engagement and Accountability Delegate, Emergency Communications Delegate, Information Management Delegate, Resource Development Delegate and Finance Delegate.

With the view to a long-term, multi-year approach to migration in Europe, it is planned that these positions will remain in place in the foreseeable future, and will progressively integrate into the regional office structures. The team will be funded through the Europe Regional Operational Plan for 2018.

The following sections outline the support to be provided to National Societies by the IFRC’s Regional Office for Europe Migration Team in their migration response in 2018. Detailed plans and budgets are available upon request.

2.1 Coordination with key technical networks

Within the Red Cross Red Crescent Movement, there are several expert networks on migration which provide space for exchange of views, knowledge and practices, and encourage the evolution of common solutions to challenging problems.

The Platform for European Red Cross Red Crescent Cooperation on Refugees, Asylum Seekers and Migrants (PERCO) was launched in Copenhagen and has been operational since August 1997. PERCO exists so that National Red Cross Red Crescent Societies can inform each other of their activities, promote good practices, discuss common concerns and carry out relevant joint activities with the objective to improve the situation of refugees, asylum seekers and migrants in Europe.

European Red Cross Action for Trafficked Persons Network (ATN) is a thematic network that is open to all European Red Cross and Red Crescent Societies.
It aims to contribute to the reduction of human trafficking and to the improvement of protection mechanisms for victims of trafficking. Although humanitarian concerns about trafficking not only pertain to the migration context, the ATN has significantly shifted its focus towards migration since 2015, due to the great importance of this issue within the European context.

The membership of these technical networks includes experts from European Red Cross and Red Crescent National Societies’ migration and asylum departments with established knowledge and expertise on migration, asylum, integration and related legal issues. Collaboration and partnership with European Red Cross Red Crescent migration experts in the framework of these networks and beyond will be key in any effort to address migrants’ vulnerabilities and in supporting National Societies’ activities on migration. Regular engagement with PERCO, ATN and other Red Cross Red Crescent Movement platforms on migration will be vital to promote the Movement’s approach to migration, and to efficiently mainstream already existing expertise and experience into the migration-related programming and advocacy activities of the IFRC Regional Office for Europe.

In 2018, the IFRC Regional Office for Europe will promote enhanced cooperation with European Red Cross and Red Crescent migration experts as part of these networks and beyond, with the objectives to: (1) work out strategies to strengthen regular exchange of information on emerging issues within the IFRC Secretariat and National Societies’ migration context; (2) create an enabling environment for these networks to function; (3) support the co-chairs in their role of coordination and collaboration with other international organizations, NGOs and other networks as requested; and (4) promote the participation of European Red Cross Red Crescent migration experts in the IFRC’s Regional Office for Europe migration-related thematic events and workshops and the development of related training materials.

Key actions planned

- **Ensure** that migration issues are a priority at the upcoming Red Cross Red Crescent European Regional Conference to be held on 2–4 May 2018 in Almaty; use the expertise of the European Migration Task Force and the European Red Cross Red Crescent migration networks to plan and develop respective agenda items for the European Regional Conference

- **In cooperation** with the Migration Task Force for Europe develop a comprehensive survey tool to decide which services and support the Regional Office for Europe will offer to its members

- **Organize** a regional annual networking event to share priorities and activities for 2018, and host the annual general meeting of PERCO in the second quarter of 2018

- **Identify** resources, and contribute with research and collection of data and analysis, to the core mandate and function of these technical networks

- **Promote** and inform the revision of the Red Cross Red Crescent Movement’s migration policies, and initiate joint efforts to develop new guidance and training materials for their application
• **Support** European Red Cross Red Crescent National Societies and their migration experts with the development of their own national migration strategies, in line with the Global Strategy on Migration and European Migration Framework

• **Provide** effective coordination with European Red Cross Red Crescent migration experts for the annual advocacy workshop and migration thematic activities hosted by the IFRC Regional Office for Europe

• **Facilitate** European Red Cross Red Crescent migration experts’ deployment in population movement emergencies

• **Facilitate** the training of Red Cross Red Crescent migration experts in emergency related trainings organized by the IFRC Regional Office for Europe

### 2.2 Communications and advocacy

In February 2016, the London Plan of Action had committed the organization to “adapt and strengthen the Protect Humanity Campaign in the European context as part of a coordinated European effort to counter xenophobia”. The 2016 Plan also stressed that “this campaign [was] coordinated by IFRC but led by European National Societies and adapted by National Societies to their own context: as a tool also for internal sensitization and awareness raising among staff and volunteers in 2016.”

Underlying the importance of advocacy, given the auxiliary role of National Societies towards their governments and local authorities, the European Migration Framework stated later that “Humanitarian advocacy on behalf of migrants can include interventions with the authorities, public statements, messages, or campaigns. National Societies encourage public authorities to act against racism, xenophobia and the exploitation of migrants. They may also work with governments to alleviate hardship and the pressure to migrate, by improving services and economic development.”

Today, the Federation-wide Migration Communications and Advocacy Framework reasserts the need for such a migration advocacy and communications toolkit, by stating that “there is growing public anxiety regarding migration, influenced by a range of factors including fear of the economic, social and cultural impact, cuts to social services and safety nets, general concerns about globalization, and an inaccurate conflation of migration with terrorism and other crimes.” It continues: “The popularity of anti-migration messages and political movements has led to increasingly restrictive policies on migration and is feeding into elections of anti-migration governments in countries that have been traditional humanitarian donors.” This new Communications and Advocacy Framework also stresses that “there is broad recognition within the Red Cross and Red Crescent network that National Societies—with their unique community-level presence along the world’s migration trails, their principled approach to humanitarian assistance, and their trusted and privileged status as auxiliaries to public authorities—have an important role to play in shaping these debates, and in putting the needs of migrants at their centre.”
Therefore, advocacy and communications efforts in Europe will be delivered in line with the IFRC Global Strategy on Migration, the Communications and Advocacy Framework and the Global Compact on Migration.

2018 will see the IFRC Regional Office for Europe build on the achievements of 2017 by collaborating with National Societies and migration experts, including with PERCO and ATN, to identify common advocacy issues. The Regional Office for Europe will produce materials to support advocacy efforts that include operational data and analysis, case studies from the field, messaging and policy recommendations. The communications team will support training for National Societies, carry out field missions to gather information, case studies and audio-visual material to be used across IFRC and National Society channels. Proactive media outreach remains a priority for 2018 – supported and made more tangible by the clear and concrete messaging. Collaboration with research bodies and institutions will be extremely valuable to gain key insights into what is driving attitudes and behaviour and understand how to truly affect change.

The objectives in 2018 are to: (1) strengthen the capacity of National Societies in domestic advocacy; (2) equip National Societies’ communications and advocacy focal points with materials and messaging to be used at local, regional and national levels; (3) increase the visibility of National Societies among the general public and decision makers in relation to their work to support vulnerable migrants; (4) position National Societies and the IFRC as champions of the rights and welfare of asylum seekers, refugees and migrants; and (5) raise awareness of the importance of social inclusion and community cohesion and the role the Red Cross Red Crescent Movement plays.

Key actions planned

- **Regional** advocacy skillshare workshop bringing together migration, communications and advocacy experts to share best practices, methodologies and materials
- **Production** of an advocacy report that consolidates operational data, case studies, key messages and policy recommendations on a common theme
- **Promote** and facilitate peer-to-peer support between National Society experts
- **Production** of communications materials including audio-visuals and messaging
- **Proactive** media work with a special focus on social inclusion
- **Collaboration** with attitudes and behaviour research institutions
2.3 Health and Care

As the migration response has evolved, so have demands on health and care services, from providing emergency assistance to much needed long-term services like psychosocial support, social welfare services, primary health care, pre-hospital care and health education and awareness.

National Societies have had to strengthen their role as an auxiliary to national authorities by taking on more services. Health and care services have kept pace with answering to the needs and responding to the gaps, yet often with limited capacity and with limited resources. This has demanded the formulation of new strategies and approaches to empower and mobilize communities in caring for their health. In that regard, community-based programmes have presented a synergy of many cross-cutting issues such as social inclusion, integration and community strengthening.

Needs analysis

Migrants are stranded in European countries which often have very little capacity or resources to properly provide for them. In many other countries, migrants can lack timely access to proper primary health care due to documentation processes or legal status causing their health needs and conditions to be exposed to higher risk. Migration and forced displacement has added to the complexity of the health and care situation among the displaced and host populations. The increase of population in certain areas has caused strain on the local health services. Language barriers and the lack of knowledge regarding health care entitlements and of the health care systems in the host country are among the key barriers to access.
Throughout the process of migration, a number of aspects have proven to affect the health of migrants, including: pre-departure events such as exposure to war, conflict, violence and torture; journey conditions including travel modes (traveling alone or as part of a mass movement, traveling by foot, boat or lorry); traveling conditions (unsafe, dangerous, crammed; lacking basic health necessities) and duration of the journey; conditions upon arrival in host community (including living conditions in refugee camps or reception centres), length of stay, legal status and knowledge of healthcare systems, language and cultural norms.

Asylum seekers and refugees often report traumatic experiences which occurred during the journey, including death or injuries of family members or people they travelled with, which eventually led to various health, psychosocial and mental health difficulties. Recent research showed that events and experiences even after the arrival to a safe country affect their mental health just as much as that which they experienced during the time of conflict and persecution.

Programme approach

Community-based health and first aid (CBHFA) is the Red Cross Red Crescent approach to empower communities and volunteers to take charge of their own health. The communities are mobilized to address and prioritize their health needs by using simple tools that can be adapted to respective local contexts. CBHFA works far beyond simply teaching people first aid techniques. It addresses health needs related to mother and child health, non-communicable diseases, urban health risks, sanitation and hygiene promotion among many others. In the case of migrants, access to health should not be dependent on the legal or administrative status of the migrant in any country.

The CBHFA methodology is chosen because all actions, interventions and events are based on the needs of the community (developed by doing a community health assessment). The CBHFA methodology is implemented with the active participation of the community, and along with partnership of the local authorities. The methodology ensures that topics addressed are what the community wants and is interested in, and this promotes participation and ownership. Red Cross Red Crescent facilitators provide the materials and continuous coaching and mentoring to community volunteers, who disseminate information via cascading methodology. In addition, the CBHFA approach takes into consideration belief systems and cultural expectations and addresses stigma, misconceptions and the lack of trust in professionals and authorities.

The goal is to ensure self-understanding and participatory actions by motivating and supporting members of the community (migrants and local community) to proactively maintain and resist threats to their health. Expected outcomes are self-care reliance of the individual, family and community and proper healthy and safe behaviours, enabling the community to meet their health needs as identified in the community assessment. This would include people with disability, mothers and children, the elderly, and the undocumented and minority groups.

9 IFRC CBHFA Manual
The IFRC experience shows that the needs of specific groups of refugees and migrants differ and require flexible and specifically tailored approaches, for instance with specific vulnerabilities and required psychosocial support and health care, even specialised mental health interventions.

Psychosocial support for vulnerable groups is one of key services provided to refugees and migrants by Red Cross Red Crescent staff and volunteers. During the humanitarian crisis, National Societies prioritized these services and deployed significant resources to address the psychosocial and protection needs of beneficiaries, as well as initiated development of staff and volunteer support structures in National Societies. After the closure of the Western Balkan route, the National Societies continued to provide psychosocial support and protection to asylum seekers and migrants in the reception centres, striving to provide the best possible support in the situation of continuous arrivals and high fluctuations in numbers of asylum seekers and migrants.

Psychosocial support, empowerment of persons who endured hardship and multiple losses, and strengthening support within refugee and migrant communities proved to serve as very powerful mental health interventions and key in the successful recovery and integration of refugees and migrants. Involving people in their own recovery and supporting them to thrive in times of adversity is a key precondition of good health and successful integration into host communities.

The plan for 2018 focuses on developing psychosocial support as a core service provided by National Societies, building stronger psychosocial support programmes with a comprehensive approach. Psychosocial programmes must incorporate and integrate crossing-cutting topics such as protection, sexual and gender based violence, child protection, violence prevention, sexual reproductive health, and other relevant topics. The approach is to ensure that National Societies have stronger programming capacity in the future and are able to incorporate all these topics into core services and programmes, reaching out to migrants, refugees and local communities.

Red Cross Red Crescent National Societies promote psychosocial wellness and intercultural communication and mediation through psychological first aid, discussion groups, counselling sessions and referrals. Training for health providers and volunteers is delivered to promote understanding of the emotional experience of emergency displacement and the impact of cultural differences on concepts of distress. The Red Cross Red Crescent package of interventions includes the promotion of community-based activities including with youth, as well as the strengthening of mental health systems, promotion of socio-cultural stabilization and capacity building for psychological health.

Key actions planned

- **Three** regional training of trainers in Community-Based Health and First Aid (CBHFA)
- **Support** to country specific CBHFA activities for seven National Societies
● Three regional training of trainers in Community-Based Psychosocial Support

● Support to country specific Community-Based Psychosocial Support activities for eight National Societies

● Three regional training of trainers in First Aid

● Support to country specific First Aid activities: implementation of activities, national training, material development for five National Societies

● Three regional training of trainers in Public Health in Emergencies (two for National Societies and one regional disaster response training)

● Support to country specific public health in emergencies activities for five National Societies

● Seasonal activities for winter/summer e.g. chronic illness TB, HIV/AIDS, emergency support in medications/treatment/supplies

● Field visits /monitoring support visits: providing technical support by coaching and mentoring, advocating to internal and external partners and stakeholders, supporting in localisation and adaption of materials, guidance in implementation, encouraging more partnerships, providing support for ownership of programmes

2.4 Protection, Gender and Inclusion

Context

Support in the area of protection, gender and inclusion to National Societies in their migration response programmes will continue to be of major importance, to ensure the dignity, access, participation and safety of all migrants. The IFRC Migration Policy includes protection as an inevitably cross-cutting and crucial part of humanitarian efforts in migration response, in all phases of intervention. Based on needs and informed by rights, efforts to ensure the protection of vulnerable individuals are tightly interlinked with national and international law enforcement, International Humanitarian Law and the mandates and efforts of other actors such as UNHCR, Save the Children, UNICEF and the ICRC. The right to protection is held by any individual regardless of their legal status, and undocumented migrants are of specific concern as they are considered a particularly vulnerable group.

Needs analysis

The challenges the current situation poses to migrants in Europe in terms of protection, gender and inclusion are many and complex, and reports from across the region conclude similar needs. Migrants and refugees, both children and adults are at serious risk of violence, exploitation and abuse, and high numbers are reporting exposure to protection related incidents. The position paper by the EU National Red Cross Societies and the IFRC on “Protecting the dignity and rights of migrants in an irregular situation” (2016) identifies several
All forms of interpersonal violence are of great concern, and specifically for the unprecedented number of children on the move.
key areas that the Red Cross Red Crescent Movement considers important when working with the current migration phenomenon, and identifies that the safety of migrants, whether in transit or stranded in reception centres, camps, and community settings is inadequate in many contexts. Regular protection mechanisms are failing to ensure migrants’ dignity, access, participation and safety, and tensions and uncertainty continue for both migrants and host communities. All forms of interpersonal violence are of great concern, and specifically for the unprecedented number of children on the move. Key priority areas relate (but are not limited) to:

- **Child** protection
- **Sexual** and gender based violence
- **Trafficking** in human beings
- **Hate-crime** and xenophobic violence
- **Timely** access to legal assistance
- **Suicide** and self-harm
- **Discrimination**, isolation and marginalization

Migrants are particularly vulnerable to exploitation, including those that due to their irregular status experience fear of authorities and of asking for protection or assistance. Children go missing, women and men are exploited and abused, and migrants are in imminent danger of experiencing violence even in shelter settings. Many Red Cross Red Crescent staff and volunteers feel powerless in their effort to protect even a minimum of dignity for the migrants in Europe. Finally, services are not always adapted to various gender and age needs, and are not always culturally appropriate.

To ensure the Red Cross Red Crescent takes into consideration the differing needs and vulnerabilities of the migrants, it is essential to strengthen efforts in inclusive programming, and meet Minimum Standards for Protection Gender and Diversity, for Gender and Diversity in Emergencies, and for Child Protection in Humanitarian Action, throughout all activities.\(^\text{10}\) There is also a clear need to develop more tools, trainings, guidelines and procedures for both National Societies and IFRC to respond to violations and to support field personnel in their operations, ranging from surge capacities such as regional disaster response teams to local branch staff and volunteers.

**Programme approach**

The first Protection Gender and Inclusion Advisor delegate position was established in the Regional Office for Europe in September 2016. Since then, protection focal points have begun to be established in National Societies, and protection gender and diversity is included in various cross-cutting trainings and initiatives. In 2018 this will be further built upon, and as the scope and approach of National Societies and IFRC protection gender and inclusion ac-

\(^{10}\) As per the IFRC Minimum standards commitments to gender and diversity in emergency programming.
tivities continues to be defined and clarified. More focal points established to ensure National Societies have the capacities to embed protection gender and inclusion into all their migration programming. Regional training of trainers will be held on relevant topics, which will gather together key staff members from National Societies, who will in turn disseminate the information to their local staff and volunteers. A second regional protection workshop will give focal points and other staff the opportunity to share best practice, learn from each other and address common challenges. Protection kits will be trialled, which will include items identified by the community as potentially useful to enhance their safety, and for example could be flashlights or padlocks.

To ensure that the Red Cross Red Crescent takes into consideration the differing needs and vulnerabilities of the migrants, National Societies must strengthen efforts in inclusive programming, and meeting Minimum Standards for Protection Gender and Inclusion; for Gender and Diversity in Emergencies, and the Minimum Standards for Child Protection in Humanitarian Action, throughout all activities.\textsuperscript{11}

There is also a clear need to develop more tools, trainings, materials, guidelines and procedures for both National Societies and IFRC response to the above-mentioned violations and to support field personnel in their operations, ranging from surge capacities such as regional disaster response teams to local branch staff and volunteers. Innovative approaches will be explored to support young men, as this group is often excluded from programming.

Close collaboration with other thematic areas is essential, particularly with health (with an emphasis on psychosocial support) and community engagement and accountability.

**Collaboration with ICRC in protection**

The IFRC’s Regional Office for Europe and the ICRC work together very closely in the field of protection of migrants. The ICRC, in line with its role and core competencies, and in cooperation with the IFRC, provides National Societies with technical and/or financial support on restoring family links (RFL), in particular by strengthening the response to RFL needs and promoting the Trace the Face website.\textsuperscript{12} It also supports the Regional Information Centre for RFL, set up by the National Societies along the Central, East and Southeast Europe migratory route. Advocating for dignified handling of the dead and proper identification processes is another challenge the ICRC tries to address, through technical advice and training courses for forensic experts and agencies, urging States in the region to take steps to clarify the fate of missing persons and to this end help them bolster their capacities in managing human remains, including for their future identification. It will also support the work of the National Societies through the provision of material support and trainings to National Societies.

The strong focus on detention led by the ICRC will continue to develop. The ICRC works in immigration detention alone or in collaboration with National Societies in several countries along the migration route, whether in Europe or Central Asia. In addition to monitoring places of detention and seeking

\textsuperscript{11} As per the IFRC Minimum standards commitments to gender and diversity in emergency programming.

\textsuperscript{12} www.tracetheface.org
to improve conditions and treatment in detention, in its dialogue with the authorities, the ICRC will emphasize the necessity of respecting due process of law and the principle of non-refoulement, ensuring migrants’ access to basic services and preventing abuses against migrants. It will urge the authorities to implement alternatives to detention, especially for minors. The ICRC will support National Societies at three different levels: through the workshops on immigration detention held annually at ICRC’s headquarters, which are an opportunity to discuss best practices and ways the Red Cross Red Crescent Movement can help detained migrants more effectively; through the development of policy positions and guidance; and by bilateral cooperation between ICRC Delegations and concerned National Societies.

The ICRC not only engages the authorities in confidential dialogue to ensure that they fulfil their legal obligations so as to protect the lives, preserve the dignity and alleviate the suffering of vulnerable migrants, but also seeks to influence the debate on migration, by drawing attention to issues of humanitarian concerns in regional fora (on topics such as on vulnerabilities and protection of migrants, on migration and humanitarian work, on the humanitarian response in Europe, on children in immigration detention, or on legal instruments such as on the conditions and treatment of migrants in detention).

Key actions planned

- **Network** of National Societies’ protection gender and inclusion officers/focal points established and developed; in particular, six National Societies are supported in mainstreaming, sharing knowledge and best practice on protection programming, and study visits are facilitated

- **Develop** protection gender and inclusion standards, and protection kits for National Societies in Europe

- **Tool** to visualize and communicate protection assistance and response is developed with the migration information management delegate

- **Increased** accessible information about rights and risks provided by National Societies as part of migration response—through their own National Society information sharing systems, together with the community engagement and accountability

- **Integrate** protection gender and inclusion in community engagement and accountability, and psychosocial support trainings, across National Societies and IFRC, appropriate to the migration response

- **Regional** protection workshop is organized to identify National Society capacities in violence prevention and response, National Societies needs for support, and develop plan of action for a unified approach to sexual and gender based violence and violence against children

- **Innovative** regional programming within the areas of violence prevention and gender and diversity, both linked to social inclusion and especially targeting young males, is developed for European National Societies
International Federation of Red Cross and Red Crescent Societies
European Migration Plan 2018

- **Standardized** training of trainers for trafficking in human beings to be launched in the region, and rolled out in National Societies through support and seed-funding

- **Support** in representation and participation at meetings organized by relevant networks, such as PERCO and ATN annual meetings, are ensured

**ICRC (funded by ICRC)**

- **Pursue** collaboration and support to National Societies on restoring family links, including Trace the Face project

- **Carry out** an assessment of RFL needs for migrants in Europe

- **Organize** a workshop on the implementation of RFL Code of Conduct ahead of the entry into force of the new EU General Data Protection Regulation

- **Organize** yearly global and regional workshop on immigration detention, co-chaired with one National Society (rotating)

- **Participation** in trainings organized by the IFRC on protection

- **Create** a working group with some National Societies on “alternatives to detention”

- **Develop** a working group on protection community of practices towards our support to/collaboration with National Societies as it concerns protection issues.
2.5 Community Engagement and Accountability

Context

Community engagement and accountability (CEA) is an approach to Red Cross Red Crescent programming and operations that helps to put communities at the centre of what we do by integrating communication and participation throughout the programme cycle or operation. It includes a) information provision, b) participation, accountability and feedback c) communication processes to support social behavioural change communication and d) evidence-based advocacy. CEA is both a cross-cutting approach which should be part of all sectors and programmes, as well as including some stand-alone activities. The accountability element of CEA is crucial; this is where the Red Cross responds to the concerns and suggestions gathered through feedback mechanisms and through which the Red Cross explains how it strives to fulfill commitments to quality in humanitarian programming. Aspects of CEA such as feedback processes can be linked to planning, monitoring and evaluation. Communication and information management skills in the Red Cross also play an important role in CEA. Furthermore, CEA, health, psychosocial support and participatory approaches to programme development are complementary. Above all, mainstreaming of CEA can be a vehicle in building National Societies’ capacity to adopt innovative methodology and mechanisms for improved and efficient outreach to the most vulnerable communities.

Whether we are speaking of “focusing on the needs and vulnerabilities of migrants”, the “inclusion of migrants in humanitarian programming”, or “building partnerships for migrants”, the Ten Principles of the IFRC Migration Policy have at their centre the participatory and inclusion dimension of the CEA approach.

The importance of such an approach has been stressed even more strongly when the IFRC General Assembly recently adopted the IFRC Global Strategy on Migration, whose first priority calls for “greater and more consistent IFRC action on migration through increased strategic attention, understanding of vulnerabilities and response to migrants needs.”
Moreover, social inclusion and integration are cornerstones of migration work, globally and in the European context. At least two lessons have become very clear from the Europe migration response over the past two years: 1) migrants’ voices and participation must be included in Red Cross Red Crescent response, based on an understanding of and engagement with the ethnic, cultural, linguistic, gender, age or social characteristics of the needs inherent to those we assist; 2) solutions to the challenges of migration lie not only with migrant communities, but also with host communities. Both suffer, both present challenges, both present opportunities. In that sense, a successful social inclusion programme is essential to building a stronger and tolerant society, better able to leverage the assets of migration.

**Needs analysis**

With such a huge influx of people to Europe, there is a great need for social inclusion and integration. Many people who have arrived in Europe, whether resettled, relocated, arriving irregularly or by other means, lack basic accurate information. They need to understand their rights and duties, local laws, the asylum process and how to access relevant services such as healthcare and legal advice. People arriving in a new country need specific skills and knowledge to be able to participate and contribute to society. Without knowledge of the local language, and how to access work, education and essential services, refugees and asylum seekers can become isolated and are not able to integrate. Furthermore, false information and rumours about the destination country can lead to unrealistic expectations, which can quickly turn to dissatisfaction. There are often concerns among local communities about the arrival of refugees and asylum seekers. Local authorities and service providers can lack sufficient understanding of the specific needs and rights of the new arrivals, as well as important legal distinctions e.g. between asylum seeker and refugee.

Two-way feedback, participation and accountability processes are needed to ensure the cultural appropriateness of services and assistance, to be accountable to migrants. This includes providing feedback to migrants on how their input has been used in the design and adaptation of programmes and/or advocacy. The Communicating With Communities (CWC) Working Group has produced a handbook and cooperated on the production of information resources.

Engagement with host communities is needed to build relations with migrants and reduce tensions, and challenges to this area include the delicate political context in which some National Societies are operating. In addition, there is a need to better understand concerns of host communities to be able to address these. Evidence has shown that where there is limited contact between host and migrant communities, then tensions are more likely.

Evidence based advocacy is needed to build trust within and between migrant and host communities. There is also a need for more opportunities for advocacy by migrants themselves rather than the sustained communication about migrants by others. In addition, evidence based advocacy allows us to learn from the past and improve our response.

Capacity building of National Societies in CEA is instrumental in recognizing the need to strengthen the National Societies’ capacities to meet the needs of
the migrants and the host communities. The need to build training toolkits and embed them in existing regional frameworks is important in reinforcing the accountability mechanisms in the National Societies’ structures to establish stronger relationships with the communities we serve.

**Programme approach**

The plan aims at a long-term vision of strengthening National Societies capacities in CEA to support the migration response beyond 2017. There has been some mapping of CEA activities and needs and this is an ongoing activity. There is a need for more in-depth assessments and mapping to identify examples of good practice to share and learn from.

Support in CEA will be provided across the region, and to include arrival and transit countries as well as destination countries. Nonetheless, technical assistance will focus (though not exclusively) on Turkey, Greece, Italy, Croatia, Serbia, the Former Yugoslav Republic of Macedonia and Hungary. Technical assistance will also include other countries’ domestic and international activities on the migration route including Bulgaria, Germany, Austria, Finland, Sweden, Norway, UK, Belgium and Netherlands.

CEA capacities in National Societies may lie across the organization in various departments and where possible these skills will be drawn upon. Relevant skills are also found in planning monitoring evaluation and reporting (PMER), information and communications departments.

The CEA approach is evolving and the contribution of CEA to some areas, notably social inclusion and evidence-based advocacy, is new and still in development in the migration context.

In January 2018, a two-year social inclusion project will commence, led by IFRC, with Croatian Red Cross, Bulgarian Red Cross and German Red Cross. Information materials will be produced in accordance with a needs assessment on topics such as life in the new country, practical information, legal frameworks and rights, signposting to Red Cross and other agencies, law, rules and responsibilities. The Red Cross will deliver language tuition, support children and adults to access education and provide training and support to access employment. Host communities will be supported to prepare for the arrival of refugees and asylum seekers through events, workshops and training for service providers and municipality staff. Cultural, educational and recreational events will bring migrants and host communities together. Refugees and asylum seekers will also benefit from existing and new volunteering opportunities which are always available at National Red Cross Society branches.

**Key actions planned**

- **Deliver** year one of IFRC-led social inclusion programme with Bulgarian Red Cross, German Red Cross and Croatian Red Cross on provision of language tuition, orientation, access to employment, education, legal advice, host community activities and service provider training
• **Deliver** IFRC part of British Red Cross-led integration programme with Irish Red Cross, Latvian Red Cross and Italian Red Cross, disseminating learnings on building resilience and capacities of refugees and asylum seekers and amplifying their voices

• **Develop** case studies and tools from the current Greece feedback referral system with the support of information management

• **Test** the standard regional feedback mechanism developed as a pilot with two National Societies

• **Establish** and develop network of National Societies’ CEA focal points

• **Develop** CEA standards for migration in Europe

• **Increased** accessible information provision by National Societies as part of migration response—through their own National Society’s information sharing systems

• **Two** trainings to establish a common understanding of CEA and its role in programmes and migration response across National Societies and IFRC

• **Increase** engagement of National Societies in implementing community dialogue processes and feeding into programme design resulting in National Societies applying for funds for CEA and seeking guidance in systemic feedback and dialogue process

• **Facilitate** learning between National Societies on how CEA approaches can effectively contribute to social inclusion and advocacy and organize at least exchange visits between National Societies

• **Develop** an informal quarterly CEA Bulletin taking account of National Societies’ CEA activities and circulate it amongst IFRC and National Societies in Europe via emails, webinars etc

• **Partake** in country and global advocacy on social inclusion practices in Europe

• **Support** National Society local level activities to support amplification of the migrant’s voice in advocacy

• **Develop** CEA toolkit that can be included in community-based approaches and branch development with a focus on social inclusion

• **Develop** a CEA training session for youth and volunteers

• **Strengthen** the youth cooperation network awareness on CEA approaches during the 2018 Europe Regional Conference

• **Increase** and enhance National Society activities to build relations between migrants and host communities and organize a training for 6–10 National Societies
2.6 Information Management

Context

Information management in the IFRC’s Regional Office for Europe began with the European migration response. The 2016 London Plan of Action stressed the need for capacities of National Societies to “monitor migration trends based on UN and government generated data, and including National Society inputs onto the information management platform.”

As the emergency phase wound down, the information management role shifted to supporting the technical areas of focus for the medium- and long-term response, namely psychosocial support, protection, community engagement and accountability, social inclusion and advocacy.

Information management can and will continue to support migration-related programming, as it remains an integral part of the Regional Office for Europe’s work and a strategic area of focus for the IFRC. Indeed, the Regional Office for Europe aims to capture all migration related activities in Europe not only in arrival and transit countries, but in Western and Northern Europe as well. Moreover, we believe that there is significant scope for the information management role to provide support to the wider region now that the acute phase has ended.

Programme approach

To that end, the Regional Office for Europe will begin the process of expanding information management to a core role by providing tools, resources and trainings in data skills and data literacy, which will build upon the foundation of information management in migration, as well as National Societies’ own existing capacities.

The overall objective is to strengthen European National Societies capacities in information management, through well-developed training and a capacity-building roadmap and materials, enabling the development of processes and systems for a data-driven organization that makes evidence-based decisions.

In 2018, the overall objective of information management is to develop and support processes for effective data collection, assessments and analysis, coordination and knowledge sharing within and across the region’s National Societies and the IFRC Secretariat. To move towards this goal, information management will focus on operational capacity-building and coordination of information between Red Cross Red Crescent Movement actors. In support of more transparent and efficient data collection and assessment methodologies, information management will work with technical sector coordinators in the IFRC’s Regional Office for Europe, as well as with National Societies, to provide training in tools for mobile data collection and for monitoring programmes’ gaps, progress and outcomes.

In terms of information coordination, information management will continue to develop and maintain a regional operations page on the Go Project, and advise the developers on the region’s needs regarding this platform. Close collaboration and cooperation with the Red Cross EU Office in mapping
capacities and gaps in the region’s migration programming and with the ICRC in the collection of restoring family links statistics will strengthen both projects overall.

The implementation of planned information management activities is firmly driven by consultation and cooperation with National Societies in the Europe Region, as well as with the IFRC’s Regional Office technical staff, the Red Cross EU Office, IFRC networks and IFRC country offices focusing on migration programming. Red Cross Red Crescent Movement cooperation continues with the ICRC in related areas. The Go Project and SIMS Network provide global coordination of information management in emergencies, development and preparedness. Externally, participation in relevant working groups with UN agencies and NGOs to coordinate information sharing will continue.

Key actions planned

- **Pilot** technical sector-specific beneficiary feedback, assessments, surveys and incident reporting and monitoring with National Societies, with training and tools for National Societies to continue or expand

- **Develop** and hold trainings for technical tools in data collection and assessments/monitoring with information management methodologies

- **Engagement** with National Societies, networks, IFRC, ICRC and interagency working groups to improve coordination and continue existing web development and information sharing projects

- **Maintain** tools and software for data management, visualizations, analysis and GIS
3. COUNTRY SUPPORT

In 2018, as well as regional support to all European National Societies, the IFRC Secretariat will continue to provide targeted support to particular countries in their migration response. For Turkey, support will continue through the International Emergency Appeal, which runs until the end of 2018. For Greece, support will be through the Emergency Appeal into 2018, and through the 2018 country plan. For Croatia, Italy, the Former Yugoslav Republic of Macedonia and Serbia, the Emergency Appeals for Population Movement closed in 2017, and support will continue in 2018 through country migration plans and IFRC’s Europe Regional Operational Plan in the Migration Area of Focus. For Hungary, the Emergency Appeal closed in 2017, and the IFRC is working with Hungarian Red Cross to look at opportunities for potential support in 2018.

3.1 CROATIA

Context

As of 30 September 2017, the number of asylum seekers in Croatia stood at 3,621. Some 200 have been granted international protection in Croatia—99 in 2016 and 101 in 2017. As of 30 September, 451 asylum seekers were accommodated in Zagreb and Kutina reception centres, all of them with pending conclusions on their asylum requests.
1,042 asylum seekers have been transferred back to Croatia from Austria, Switzerland, Germany and Sweden under the EU Dublin III Regulation from mid-2016 up to the end of September 2017. 79 asylum seekers were relocated from Italy and Greece up to 30 September 2017, out of the total of 1,583 asylum seekers and refugees who are expected to be relocated and/or resettled to Croatia up to the end of 2017.

Assessment and analysis

Targeted beneficiaries are asylum seekers and migrants in Croatia comprising of an estimated 1,500 new arrivals in 2017 including migrants to be returned from western European countries under the EU Dublin Regulation, asylum seekers to be relocated and resettled from Italy, Greece and Turkey and the current 451 beneficiaries in the country (as of 30 September 2017). The increasing trend of new arrivals of refugees and migrants is foreseen to continue according to the information from the Croatian Ministry of Interior. In the forthcoming period, under the Dublin III Regulation, further requests from different EU member states to Croatia will continue to be placed. In addition, more refugees are expected to be relocated to Croatia under the EU relocation and resettlement programme.

Programme approach

The Croatian Red Cross strategic aim and vision is to assist the asylum seekers, refugees and migrants to live with dignity and in a safe environment that enables them to recover from hardship and rebuild their lives. Based on the assessment of the situation, Croatia’s humanitarian mandate in the field of asylum and migration, as well as the core principles of the Red Cross Red Crescent Migration policy, the Croatian Red Cross plans to continue and further enhance the assistance they have been providing in 2017 in the following key areas: 1) protection; 2) gender and inclusion; 3) health and care; 4) community engagement; 5) relief distributions of non-food items; and 6) capacity building of the National Society.

Partnerships

The Croatian Red Cross maintains close communication with the IFRC Regional Office for Europe in Budapest and the Regional Office of the ICRC in Belgrade. The Croatian Red Cross Tracing Service has been working with the ICRC Delegation in Belgrade for the restoring family links service for migrants. In addition, the National Society works in close cooperation and coordination with national authorities, especially with the Ministry of Interior, which currently manages the reception facilities for asylum seekers and migrants in Zagreb (former Hotel Porin) and in Kutina, as well as the detention centre in Ježević. The Croatian Red Cross is also cooperating with international organizations, such as UNHCR and UNICEF, as well as with a few locally stationed NGOs that are still assisting refugees and migrants.
Key actions planned

In 2017, the Croatian Red Cross carried out the following activities, which will continue into 2018:

- **Activities** related to protection, gender and inclusion, ensuring dignity, access, participation and safety in the reception centres including: provision of safe areas for vulnerable groups; violence prevention, response education, and prevention of substance abuse for young men; ensuring child safety and protection; and integration activities.

- **Activities** in health and care in the reception centres, including promotion of healthy lifestyles and good hygiene practices, facilitation of access to the health and care system in Croatia, and provision of psychosocial support.

- **Activities** related to community engagement such as the creation of volunteer opportunities for asylum seekers and local community members, effective information provision and community dialogue, including prevention of social exclusion, discrimination and xenophobia.

- **Provision** of non-food items such as hygiene items, bed-linen and clothes.

In 2018, the IFRC will continue to support the Croatian Red Cross in its provision of assistance to migrants in Croatia. The detailed plan and budget for 2018 will be available in the first quarter of 2018. The provisional budget for 2018 is CHF 629,000, which will be revised and finalized by the end of March 2018.

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**Case study: Volunteers step in to care for children travelling alone**

“*I crossed nine countries to reach here,*” said 17-year-old Salman from Afghanistan. As for most children travelling alone, Salman’s journey into Europe was difficult, distressing and almost deadly.

He is one of hundreds of boys who have arrived in Croatia on their own from countries like Afghanistan, Syria and Iraq.

The Croatian Red Cross has qualified and experienced staff and volunteers who act as legal guardians for unaccompanied children at the reception centres in Zagreb and Kutina.

This involves being responsible for children’s care and safety, helping them access legal services including applications for asylum, and joining children for their asylum interviews with government officials.

Red Cross guardian Sven Novosel explained: “*These kids are alone and have no one to turn to when they are in need. They often don’t know what their rights are, and they are not always aware when their rights are being violated.*”
3.2 SERBIA

Context

The number of migrants in Serbia has been decreasing since the beginning of 2017. There were approximately 8,000 people stranded in Serbia in February 2017, 6,618 in June and approximately 3,900 in September 2017. The majority of the migrants are sheltered in 18 governmental facilities, where the provision of continuous assistance needs to be ensured. The numbers of migrants in centres continue to fluctuate due to the daily attempts of many to cross the borders with the former Yugoslav Republic of Macedonia, Bulgaria or Romania, as well as due to the decisions of the Serbian Commissariat for Refugees and Migrants (SCRM) to close down centres or relocate migrants within the country. While there are NGOs providing assistance to migrants in Serbia, many are withdrawing or reducing their support. The Red Cross of Serbia is the largest humanitarian organization in the country, and, as an auxiliary to the government, it can be requested any time to provide urgent and ad hoc relief.

Assessment and analysis

The targeted beneficiaries of this plan are migrants stranded in Serbia and those who enter the country at the border areas with the former Yugoslav Republic of Macedonia, Bulgaria and other potential border crossings with Romania. Although the flow of migrants and refugees between the countries continues even one and a half years after the closure of the borders, the intensity of their movements is now lower and longer stays in the centres (from three to six or even up to nine months) have become more common. This has required adjustments not only in meeting the basic needs of migrants, such as food and non-food items, but also in protection related activities.

With a well-developed and strong network of 183 local Red Cross branches spread over the country, the Red Cross of Serbia can access each transit and/or reception centre and is present on border crossings. The Red Cross of Serbia monitors the operation closely through local staff on the ground, as
well as through field visits from management and staff of the headquarters. The Red Cross is flexible to respond to fluctuating situations and is ready to adapt to new trends, situations and changing needs.

**Programme approach**

The response of the Red Cross of Serbia is continuously adapting to respond to the needs of migrants who are stranded in the country for a longer period, and to those who continue to arrive regularly and irregularly. In close co-ordination with the SCRM, it has been agreed that the Red Cross of Serbia is responsible for the provision of three meals a day, including at least one hot meal, in Kikinda, Sombor, Pirot and Subotica. The funding of food provision in the four centres is ensured by DG ECHO until 28 February 2018. Following this timeframe, the Red Cross of Serbia plans to continue food provision as a member of a consortium formed by Oxfam, Care, Caritas and the Red Cross of Serbia. The other activities, such as psychosocial support, anti-trafficking, restoring family links, etc. are being and will continue being implemented in 2018.

**Partnerships**

The ICRC and the IFRC Secretariat are working together with the Red Cross of Serbia to coordinate the Movement-level response to the needs of migrants, particularly in the fields of protection, assistance, communications and humanitarian diplomacy. The Red Cross of Serbia also maintains close co-ordination with the government authorities, UNHCR, UNICEF, NGOs and other actors to ensure that the Red Cross response is meeting identified needs and that there is no duplication of efforts. The operational management team at the Red Cross of Serbia headquarters has been ensuring support to the branches and volunteers. Several missions from different teams (disaster management, communications, health and planning monitoring evaluation and reporting) of the IFRC Regional Office for Europe have been conducted to support the National Society in its migration response work.

**Key actions planned**

- The following activities have been carried out in 2017, with the support of the IFRC, and will continue in 2018:
  - **Hot food provision**, transportation and distribution of dry food parcels, and procurement of a contingency stock of food and hygiene kits
  - **Restoring** family links (RFL) services and training for RFL focal points
  - **Psychosocial support** with special focus on vulnerable groups, training for staff and volunteers in psychosocial support, prevention of burnout training for Red Cross frontline workers
  - **Activities** related to protection including anti-trafficking, and sensitization and skills training for staff and volunteers related to identification of potential victims of trafficking, with a focus on gender-based violence
● **Trainings** on disaster management, information management and communications for Red Cross branches, and communications activities related to the migration response

In 2018, the IFRC will continue to support the Red Cross of Serbia in its provision of assistance to migrants in Serbia. The detailed plan and budget for 2018 will be available in the first quarter of 2018. The provisional budget for 2018 is CHF 430,000, which will be revised and finalized by the end of March 2018.

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**Case study: Iraqi teenage game enthusiast and Hawking fan stranded with family in Serbia**

14-year-old Iraqi Kurd Bishar loves the game Minecraft and theoretical physics. Stranded with his family in south-east Serbia, he dreams of becoming a doctor when he grows up.

“I could play all the time every day. I also like science and watch a lot of YouTube videos about Einstein’s and Stephen Hawking’s ideas,” Bishar says.

“I’m hoping we will make it to Germany so that I can continue my schooling and maybe one day become a doctor.”

Bishar and his family are among the 200 migrants staying in cramped quarters at the Pirot reception centre. Still they are happy to be safe compared to the threats they faced as Kurds in their home country.

“In Iraq, we had no future,” says Bishar. “My parents just want us to grow up in a safe place and have a good future as educated professionals.”

Staff and volunteers from the Red Cross of Serbia support migrants across the country. At the Pirot reception centre, the local Red Cross branch provides three meals a day to everyone and has also organized educational activities for children such as first aid and anti-trafficking trainings.
The number of people sheltered in the reception centres has been increasing due to the successful intervention of the mobile teams working along the border areas.
3.3. THE FORMER YUGOSLAV REPUBLIC OF MACEDONIA

Context

The migration trends in the former Yugoslav Republic of Macedonia have continued to follow the same pattern throughout 2017. Whilst the number of registered migrants in the reception centres in Gevgelija and Tabanovce has been relatively low (on average 57 per month), irregular crossings at the border areas with Greece and Serbia have continued with increasing numbers in the last few months. As a new phenomenon, sporadic groups of migrants started crossing the borders with Bulgaria. The monthly average number of irregular crossings in the first half of the year (January–June) was 441, which significantly increased in the months of July (767) and August (1,030).

Assessment and analysis

A total of 398 persons were registered and assisted in the reception centres in the period between January and September 2017 (an average of 57 persons per month). A total of 3,966 undocumented migrants have been assisted by the Red Cross at the border areas in the same period. The number of people sheltered in the reception centres has been increasing due to the successful intervention of the mobile teams working along the border areas, where they assist more and more vulnerable people including children, pregnant women and the elderly. Whereas previously migrants were not allowed to enter the centres without registration, currently they are allowed to stay in the centres for a short period of time, and, as a result, the Red Cross of the former Yugoslav Republic of Macedonia is able to give them more adequate assistance. While Red Cross teams registered more returning migrants from Serbia travelling back to Greece in the period February–June 2017, they experienced an increase in the number of migrants arriving from Greece travelling north towards Serbia in the period July–August 2017. The gender representation of the migrants in this period was 70% men, 20% women and 10% children.

Targeted beneficiaries in 2018 continue to be migrants stranded in the former Yugoslav Republic of Macedonia and those who enter the country at the border areas with Serbia, Bulgaria and Greece, and often stay in woods or in the centres for a couple of days on their way to Western European countries. As the main humanitarian organization in the response to the migration crisis in the former Yugoslav Republic of Macedonia, the Red Cross is constantly present in the reception centres and at the border areas, and is consequently able to monitor the situation and trends continuously, and adapt to changing needs as they arise.

Programme approach

The activities of the Red Cross of the former Yugoslav Republic of Macedonia focus on three main areas: (1) Activities at the two reception centres (persons registered by the police and reside in the centres for a given period of time, 7–15 days); (2) Activities at the border areas with Serbia and with Bulgaria at a crossing point close to the Serbian border; (3) Activities at the border area with Greece.
The activities of the Red Cross of the former Yugoslav Republic of Macedonia continue to be carried out by eight mobile teams of the National Society (four mobile teams are funded by UNHCR) which are stationed in the reception centres at the southern border with Greece (Gevgelija) and northern border with Serbia (Tabanovce), and patrolling along south/north border crossings. In order to meet the needs of migrants crossing at the border area with Bulgaria, the Red Cross of the former Yugoslav Republic of Macedonia has reorganized the mobile teams’ shifts and expanded its patrol to the Bulgaria border area. The mobile teams continue to provide first aid support focusing primarily on the most vulnerable people, and transport for ill and injured migrants to the nearest hospitals in Gevgelija, Skopje and Kumanovo, as well as transport from the border to the reception centres and vice versa. In addition, the National Society continues its support to the migrants with the provision of food and non-food items, primary health care and restoring family links.

**Partnerships**

The ICRC works closely with the National Society in restoring family links activities. The Red Cross of the former Yugoslav Republic of Macedonia is an implementing partner of UNHCR and Caritas. Save the Children has also contributed to the National Society’s efforts in meeting the needs of the migrants. The Red Cross of the former Yugoslav Republic of Macedonia maintains disaster preparedness stocks and expertise, and is prepared to respond to any major emergency, with support where needed from the IFRC and wider Red Cross Red Crescent Movement. The National Society is part of the former Yugoslav Republic of Macedonia government’s national disaster response plans.

**Key actions planned**

The main activities which have been carried out in 2017, supported by the IFRC, and which will continue into 2018 are the following:

- **Procurements** and distributions of food parcels and bottled water, as well as non-food items such as hygiene kits, blankets, clothes and shoes, and distributions of hot meals.

- **The operation** of four mobile teams, including provision of first aid, hygiene promotion sessions, health screening and referrals as needed, and transportation of referrals to hospitals.

In 2018, the IFRC will continue to support the Red Cross of the former Yugoslav Republic of Macedonia in its provision of assistance to migrants in the former Yugoslav Republic of Macedonia. The detailed plan and budget for 2018 will be available in the first quarter of 2018. The provisional budget for 2018 is CHF 322,000, which will be revised and finalized by the end of March 2018.
3.4 ITALY

Context

In the past three years, Italy has been at the forefront of influxes of migrants arriving in Europe across the Mediterranean from North Africa, with 153,842 arrivals in 2015, 181,436 arrivals in 2016 and 104,082 arrivals in 2017 (up to 28 September). The main countries of origin are Nigeria (16%), Guinea (8.6%), Bangladesh (8.5%), Ivory Coast (7%), Mali, Gambia and Senegal. The majority are young men (75%), with a high number of unaccompanied minors (13%). Currently, there are over 175,000 asylum seekers staying in reception centres whilst waiting for their applications to be processed, and, additionally, there are an estimated 50,000 migrants outside the reception system. Following the bilateral agreement between the Italian and Libyan governments to control migrant flows and the imposition of a code conduct for NGOs working in search and rescue operations in the Mediterranean, arrivals since July 2017 from Libya have sharply decreased. The situation is currently very unpredictable, and it is difficult to know how it will unfold in the months ahead.

Assessment and analysis

Italian Red Cross has been involved at the forefront of the migration response since the beginning. It has ongoing first-hand information related to the situation of the migrants, and has carried out needs assessments, interviews and surveys. In addition, Italian Red Cross receives data from the government local authorities, and from UNHCR and IOM on an ongoing basis.

Refugees and migrants continue to face grave dangers during their journeys to Europe as well as while travelling through Europe. According to UNHCR, as of 28 September 2017, at least 2,030 people have died or gone missing crossing the Mediterranean, and the survivors have been victims of human rights violations during their stays in Libya. Refugees and migrants arriving in Italy have described their journeys to Europe: surviving the deadly desert crossing from Niger, kidnappings, torture and detention in Libya, gender-based violence, discrimination, and trafficking for exploitation as the general security situation in Libya has deteriorated. According to IOM, in data related to trafficking in human beings in 2017, Nigeria is the country of origin of the highest numbers of potential victims, and in fact already in 2016 an increase of arrivals of women (11,009) and unaccompanied minors (3,040) were registered. Nigerian women are considered to be potential victims of sexual exploitation in Europe, as well as women from other sub-Sahara countries, such as Cameroon and Ivory Coast. In addition, there are refugees who are fleeing war (from Syria, Iraq, Yemen etc.) and who seek protection. In Italy, there is a growing trend towards xenophobia, racism and acts of intolerance – leading to increased discrimination against vulnerable migrants.

Of the target migrant population in Italy, the majority, 75%, are men (mostly young men), 11% are women, with a high number of unaccompanied minors (13%) and children (14%). As at the end of September 2017, there were 175,000 migrants in reception centres, and 50,000 outside the system, who become “invisible”.


For Italian Red Cross, the situation can no longer be considered as an emergency. Instead, it is a long-term phenomenon which requires a long-term strategy and approach.

Photo: Andreea Anca, IFRC, 2016.
Programme approach

For Italian Red Cross, the situation can no longer be considered as an emergency. Instead, it is a long-term phenomenon which requires a long-term strategy and approach. Uniquely placed with its network of branches throughout the country, Italian Red Cross has developed a consolidated framework for its migration response, which is now well established at community level, and with a support system which includes the following:

- **Ensuring** humanitarian assistance to all migrants (prioritizing the rights and needs of the most vulnerable) at disembarkations when they arrive, including provision of food, hygiene kits, clothes, first aid, medical screenings, restoring family links and psychosocial support

- **Playing** the role as referral point and safe space for migrants throughout their stay in Italy, ensuring the non-criminalization of humanitarian assistance, giving priority to vulnerable groups including unaccompanied children

- **Ensuring** an integrated approach in the running of 95 reception centres for about 10,000 migrants, providing humanitarian assistance such as accommodation, food, health care, education, Italian language courses, psychosocial support and vocational training (funded largely by the Italian government)

- **Running** of safe points (to be increased to 15 in 2018) in 10 regions to guarantee to all migrants effective access to essential basic services, regardless of status. Safe points particularly target the so-called “invisible” migrants outside the reception centre system, and other categories of vulnerable people who do not access basic services

- **Working** with host communities, and carrying out sensitization campaigns to combat xenophobia and discrimination, facilitating a constructive narrative around migration

Partnerships

In 2018, Italian Red Cross plans to focus on international exchange of experiences, lessons learned and best practices, with other European National Societies involved in the migration response, and especially in protection, including anti-trafficking. The IFRC Regional Office for Europe will continue to provide technical support, and ICRC will continue its support to the restoring family links service. Italian Red Cross has very close cooperation with the different ministries involved in the migration response: Ministry of Interior (including USMAF, the Maritime, Aviation and Border Health Office), Ministry of Health and Italian Coast Guards. At headquarters and branch level, Italian Red Cross continues to closely coordinate with other humanitarian actors, such as UNHCR, IOM, Medecins Sans Frontieres and Save the Children Fund, and in 2018, it plans to continue to develop and establish new partnerships with academic and training institutions.
Key actions planned

In 2018, to further strengthen the Italian Red Cross response activities outlined above, IFRC’s financial and technical support, through this plan and budget, will focus on the following:

- **Support** tailored to the vulnerabilities and needs of migrants, especially young men and unaccompanied minors, as well as single women and families with children (the main target groups).

- **Through** an integrated programme approach, specifically with a focus on long-term social activities, such as protection including anti-trafficking, gender-based violence, child protection, and violence prevention, as well as psychosocial support, restoring family links, support to safe points, by establishing a referral system in cooperation with other agencies involved in migration, ensuring support in all issues concerning migrants’ rights and wellbeing, including access to health care and legal assistance.

- **Awareness** raising and advocacy activities to address xenophobia, hate crimes, discrimination and negative perceptions towards migrants; promote a positive narrative around migration through community engagement and accountability, in order to reduce discrimination and hate crimes, and enhance possibilities of social inclusion for migrants.

- **Strengthen** the capacities of Italian Red Cross staff and volunteers working in migration response at national level, branches and reception centres, to implement community based programmes, through provision of training programmes in protection (including anti-trafficking, gender-based violence, child protection, psychosocial support, violence prevention, community based health and first aid, restoring family links, community engagement and accountability and cultural awareness), with training programme curricula, qualifications for staff and volunteers, and increased recruitment of migrants as volunteers.

- **Volunteers** working at community level will be sensitized and trained, so they can easily detect vulnerable cases and refer them to specialized services. Especially in psychosocial support, the main aim is to provide Italian Red Cross and its volunteers with the newest methodology and introducing cross-cutting issues mentioned above. The trainings proposed will also contribute to gradually integrate psychosocial support in all stages of crisis and disaster response.

- **Consolidation** and strengthening of the Migration Unit at the Italian Red Cross headquarters, working in an integrated approach with other departments, and ensuring sufficient capacities and expertise to support all branches and reception centres. In addition, standardization of operating procedures and an established data collection mechanism will enable Italian Red Cross to respond in alignment with Red Cross Red Crescent Movement guidelines.

The budget for 2018 is CHF 1,285,000.

The detailed plan and budget is available upon request.
3.5 GREECE

In 2018, IFRC’s support to Greece will continue through the Emergency Appeal for Population Movement (MDRGR001), launched in September 2015, now with a budget of CHF 46.9 million, and which will run until May 2018. In addition, support will be provided through the Greece Country Operational Plan for 2018, which will provide assistance to migrant communities as well as local Greek communities.

Towards the end of 2017, there were an estimated 42,000 migrants in Greece who had either applied for asylum, or had been granted asylum or other forms of protection. During 2017 there have continued to be arrivals by sea and land, a total of 23,000 up to mid-October. The overall coordination of migration response and the activities in the camps (Skaramagas, Ritsona and Nea Kavala) will continue under the current Emergency Appeal; while other longer-term support activities such as Hellenic Red Cross multifunctional centres in Athens and Thessaloniki; the cash transfer programme, mobile medical units, accompaniment programme and psychosocial support activities in Lesvos are included in the 2018 Operational Plan. The budget for the 2018 Operational Plan is CHF 3,086,000.

The Greece Population Movement Emergency Appeal can be accessed on the website.

The Greece Operational Plan for 2018 is available upon request.
Case study: Starting a new life

A Syrian newborn in Thessaloniki being taken care by Hellenic Red Cross pediatrician Ekaterini Lalouini. / Photo: Maria Santto, Finnish Red Cross, 2017.

Two-month-old Damhad Khalil didn’t make a sound when Hellenic Red Cross nurse Dina Gouti placed him on the scales.

“Six kilos and 230 grams,” she announced. Damhad’s mother is relieved—her baby is eating well.

The Syrian family is staying in Exohi, a mountain village near Thessaloniki. The Hellenic Red Cross mobile clinic is working there to provide healthcare to resident refugees. Damhad’s family is living in two rooms inside what was once a guest house. Their apartment is crowded for six people, but they are relieved to be out of Polikastro camp where they lived in a tent for seven months.

Most refugees and asylum seekers in Greece live in camps across the country, but 17,000 of them have been resettled into rented apartments. Hellenic Red Cross, supported by the IFRC and partner National Societies, has set up the mobile health clinic to provide medical assistance to families living in urban areas.

“It’s very important to help these families,” said mobile clinic doctor Ekaterini Lalouini. “They come from a war-torn country and had to endure an extremely tough time. Yet, they have the strength to give birth to a baby in a foreign country.”
3.6 TURKEY

In 2018, IFRC support to Turkey will continue through the International Emergency Appeal for Population Movement (MDRTR003), launched in November 2012, now with a budget of CHF 65.8 million, and which will run until 31 December 2018, to meet continuing needs and with a strengthened protection component.

In 2018, through the Appeal, Turkish Red Crescent Society will reach 112,000 displaced people through community outreach and referral services through 16 community centres; 15,000 displaced people through provision of basic health care outreach services and awareness-raising campaigns; up to 5,000 displaced people with restoring family links services; up to 10,000 displaced people for two months through distribution of hot meals/drinking water daily in case of new influxes/arrivals at the border as a part of a contingency stock; provision of food and non-food items for up to 50,000 people for distribution among the most vulnerable displaced people living in urban areas; distribution of hot meals to 2,000 displaced people on a daily basis in Ankara; and capacity-building of 300 Turkish Red Crescent staff for implementation of project activities.

The Turkey Population Movement International Emergency Appeal can be accessed on the website.
Case study: cash card brings lifeline to Syrian families in Turkey

Shik Mohammed and his family in Gaziantep, with Marwa holding the Kizilaykart Turkish Red Crescent cash card / Photo: Zeynep Tugrul Özel, Turkish Red Crescent Society, 2017.

Shik Mohammed’s family is one of the 600,000 families who escaped from Syria to Turkey. They are living in a two-room house in the border town of Gaziantep.

“Here everything is new now. Look at this shiny red card, it is also new and mother buys food, toys and dresses with it,” says eight-year-old Marwa.

What Marwa calls the shiny red card is the Kizilaykart—a pre-loaded cash card provided by the Turkish Red Crescent Society for asylum seekers and refugees. Since its launch last November, 500,000 people have received the card.

Each family member eligible for the cash support scheme is receiving a monthly payment of 100 Turkish lira (25 Euros) via the card. People can use the cash for whatever they need most—whether it is food, rent, school fees or mobile phone costs.

The mother Amina tells the story of how the Kizilaykart helped during one of the hardest parts of their life. “Shortly after the bombing of Aleppo, we walked to the border with three kids. My husband, Haleed, started to work in a craft shoe shop but suddenly got sick and the doctor told him he could not carry on working.”
4. RESOURCES

4.1 Budget

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<tr>
<th>Europe Regional Migration Budget 2018</th>
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<tbody>
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<td>Regional Migration Budget</td>
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<td>Policy and networks</td>
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<td>Communications and advocacy</td>
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<td>Health and care</td>
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<td>Country coordination</td>
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<td>Regional management</td>
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| Regional Migration Budget 2018 Total | 3,520,000 |

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<tr>
<th>Regional Migration—Country Migration Plans</th>
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<td>Croatia Migration (provisional budget)</td>
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<td>Serbia Migration (provisional budget)</td>
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<td>Former Yugoslav Republic of Macedonia Migration (provisional budget)</td>
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<td>Italy Migration</td>
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| Regional Migration—Country Migration Plans 2018 Total | 2,666,000 |

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<td>Ensuring effective disaster management</td>
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<tr>
<td>Influencing others as a leading strategic partner</td>
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<td>Ensuring effective IFRC</td>
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| Greece Country Operational Plan 2018 Total | 3,086,655 |

| Europe Regional Migration 2018 Overall Total | 9,272,655 |
4.2 Human resources

In 2018, the Regional Migration Team based at the IFRC’s Regional Office for Europe in Budapest will continue to have the following positions: Head of Migration, Migration Policies and Networks Officer, Country Operation and Programme Coordinator, Health and Psychosocial Support Delegate, Protection Gender and Inclusion Delegate, Community Engagement and Accountability Delegate, Emergency Communications Delegate, Information Management Delegate, Resource Development Delegate and Finance Delegate. With the view to a long-term, multi-year approach to migration in Europe, it is planned that these positions will remain in place in the foreseeable future, and will progressively integrate into Regional Office structures. They will be funded through the Europe Regional Operational Plan for 2018.

In addition, at country level, in 2018 there will be the following international delegate positions: (1) in Turkey: Head of Country Office, Programme Coordinator, Protection Delegate and Community Engagement and Accountability Delegate; (2) in Greece: Head of Country Office, Programme Coordinator, Protection Delegate, Community Engagement and Accountability Delegate, Disaster Management Delegate and Support Services Delegate.

CONTACT DETAILS

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The Fundamental Principles of the International Red Cross and Red Crescent Movement

**Humanity** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

**Impartiality** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality** In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary service** It is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality** The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.