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Final Report

Cyprus: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

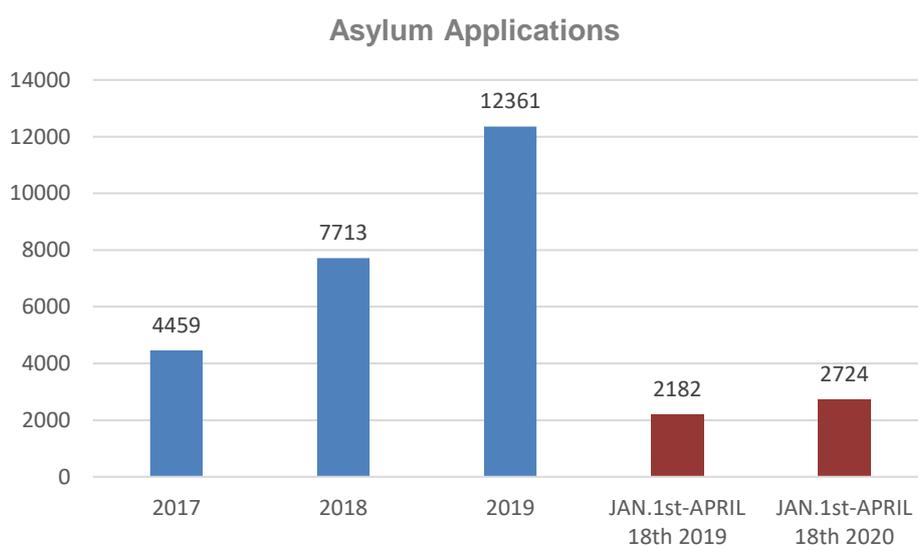
DREF Operation n° MDRCY001 Final Report	Glide n° OT-2019-000127-CYP
Date of issue: 28 September 2020	
Operation start date: 21 October 2019	Operation end date: 18 April 2020
Operation budget: CHF 112,546	
Number of people affected: 8,000	Number of people assisted: 2,940
Host National Society: Cyprus Red Cross Society	
Red Cross Red Crescent Movement partners currently actively involved in the operation: IFRC, ICRC (RFL)	
Other partner organizations actively involved in the operation: Cyprus Ministry of Interior, Cyprus Immigration Police, Cyprus Asylum Service, CODECA, UNHCR, Cyprus Refugee Council (CRC), FRONTEX, EASO	

A. SITUATION ANALYSIS

Description of the disaster

In 2019, the number of new asylum applications has dramatically increased to 12,361 (see Figure 1), bringing Cyprus the first country in the per capita number of receiving asylum applications among the EU member states. The applications further increased since the beginning of 2020, by 32%. Besides the above-mentioned new applications, the country was already facing a backlog of more than 20,000 non-reviewed applications of migrants arriving before.

Figure 1: Number of Applications for Asylum Applications (2017 – 18 April 2020)

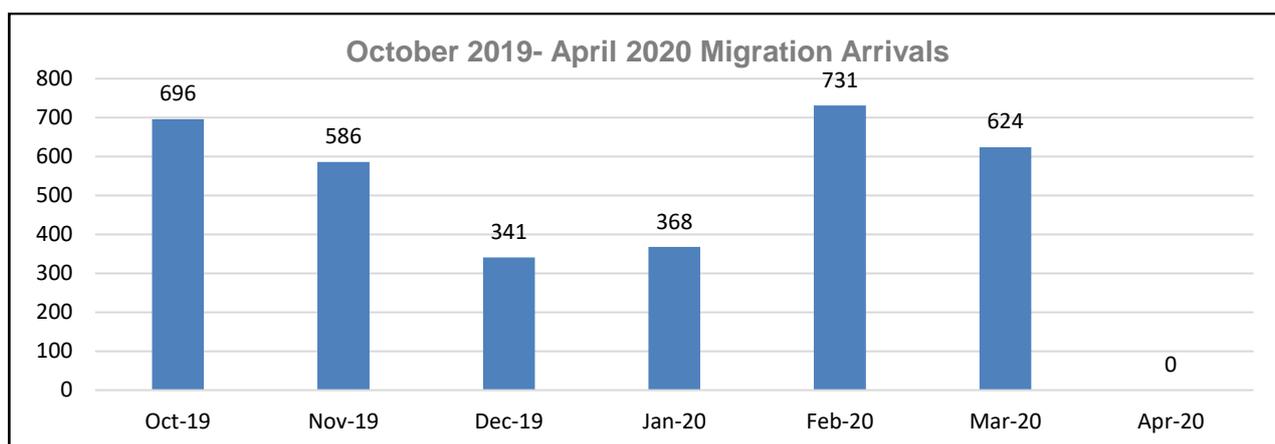


Trends in migration arrivals

On 23 March 2020, the Cyprus Government announced a list of measures due to the COVID-19 outbreak. The announcement set forth restrictions on the movement of persons inside the country (half-day curfew), checkpoints and international borders lock-down, closing down of schools and of businesses, which were not offering indispensable services, as well as a hosting scheme for incoming cases from abroad and self-isolation guidelines¹.

The lock-down of checkpoints and borders affected the arrivals of migrants in the country; there were no new entries since the day the relevant measure was announced. Until that day however, the monthly average of migrant arrivals had sky-rocketed to 554 (see Figure 2)².

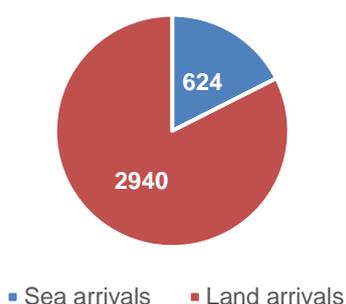
Figure 2: Number of Asylum Applications (October 2019 – April 2020³)



Throughout the duration of the Operation, the migrants continued to arrive via the non-government controlled northern part of the island, crossing the UN checkpoints along Nicosia district and then transported to the First Reception Centre in Kokkinotrimithia. Since October 2019 there was an increase in the number of migrants arriving by boat either from Lebanon, disembarking in Larnaca/Paralimni in the south, or directly from Turkey, disembarking in Pyrgos (Paphos District/ Government-controlled area). Since October 2019 there were eight (8) boats arriving to the southern shores of Cyprus, with altogether 624 migrants on board (see Figure 3).

Figure 3: The number of migrants arriving through the checkpoints vs the number of migrants arriving by boats, directly to the South of Cyprus (October 2019 – 21 January 2020).

Sea vs Land Arrivals



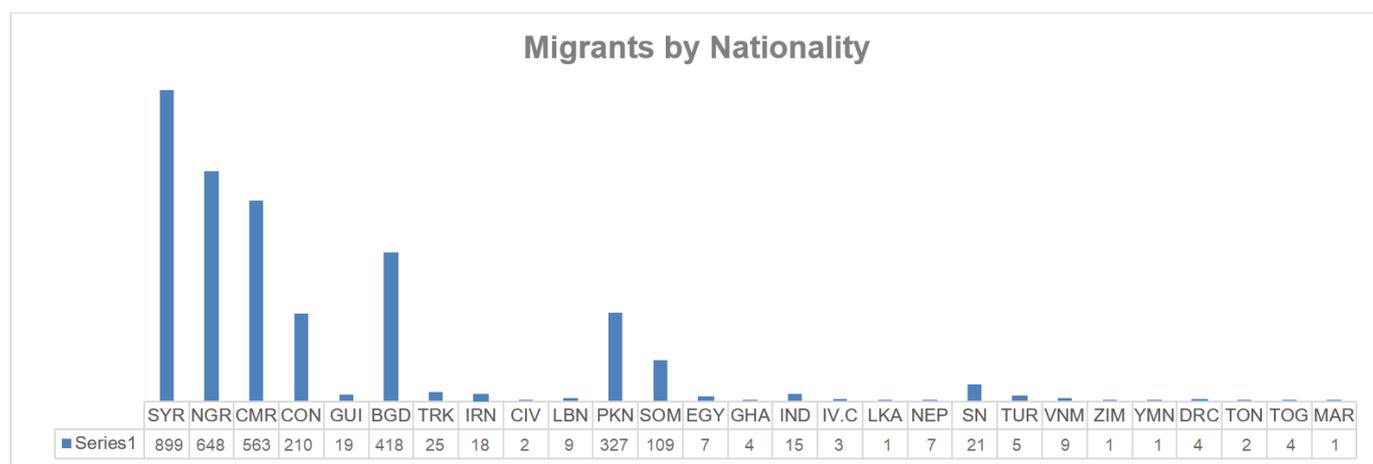
All migrants arriving by boat in the period of October 2019 - January 2020 were Syrian nationals. This percentage surpassed the arrivals from African or other Asian countries, as compared to the data recorded from January to September 2019 (see Figure 4, below).

¹ The analysis of the measures is available at: <https://www.pio.gov.cy/coronavirus/en/press.html>.

² Data based on served people. The lists of the migrants are communicated to the CRCS from the Asylum Service's partner in the First Reception Centre, CODECA.

³ Given the closure of the borders from 23 March due to the COVID-19 outbreak, there were no migrant arrival registered in April 2020

Figure 4: Nationalities with corresponding numbers of newly arrived migrants (October 2019 – March 2020).



Reception and hosting capacity in the Reception Centers for migrants

The First Reception Centre in Kokkinotrimithia was undergoing reconstruction work since 2018, with the aim to extend its capacity of 300 to 700. During this process, a number of tents were replaced with pre-fabricated units. In addition, the Government of Cyprus was planning to set up a prayer room, a children’s playground, a recreational area and a section for vulnerable groups. All these reconstructions and additions were scheduled to be completed by the beginning of May 2020.

In 2018 and early 2019 the average length of stay was maximum of five days in the First Reception Centre. This trend was experienced to change in the first months of 2019 with some migrants staying up to two weeks most likely due to the longer health check procedures, the increase in the capacity of the centre and to the lack of capacity of the Government to provide adequate longer-term shelter elsewhere in the country.

Given the scheduled completion date (beginning of May 2020) the reconstruction works in the First Reception Centre in Kokkinotrimithia were still ongoing at the end date of the operational timeframe (18 April 2020) However, until the time of the writing this report, all the remaining tents were replaced with pre-fabricated units with a hosting capacity of 700 persons and the prayer room, the children’s playground and the recreational area were also completed.

In addition, the Government built a separate section to host vulnerable groups. As the National Society was informed by the authorities, the vulnerable groups section in the Centre is used as a quarantine section for migrants who were tested for COVID-19 and awaiting for the result (currently, 233 persons). In fact, all migrants who arrived in Cyprus before 23 March 2020, are currently quarantined inside the Centre due to the COVID-19 restriction measures. Upon registration at the First Reception Centre all migrants are tested for COVID-19 and those who show positive result are transferred to an isolation centre near Larnaca. It is important to note that the initial, average duration of stay during 2018/early 2019 was a maximum of 5 days, which gradually was extending to an average of one month in the first months of 2019. Following the announcement of the restrictions due to the COVID-19 outbreak on 23 March 2020 all migrants (620) residing in the centre at the time were made to stay for an undefined period, which was two months at the end date of the DREF operation and seemed to further continue beyond the operational timeframe. In this period no migrant had been found positive to COVID-19.

A few weeks following the announcement of the measures on the pandemic by the Government, the CRCS discerned that the migrants accommodated in the Centre were in need of new hygiene items. Thus, since 23 March, the CRCS has been covering the recurring needs by providing new hygiene items every two to three weeks. The CRCS has adjusted its frequency of visits to two times per week due to the pandemic, while the maximum number of staff and volunteers on mission could not exceed three persons. According to the Government’s restriction measures, only one person was permitted every eight square meters, thus the CRCS storeroom could not host more than three persons simultaneously.

Summary of the response

The CRCS continues to be one of the most active organizations in the field in addressing migrants’ needs. The National Society, as mentioned in the EPoA, offers a wide range of services to migrants, including humanitarian aid, psychosocial support, Restoring Family Links (RFL), purchasing of special medicines and recreational activities aiming in capacity building for potential employment.

The DREF funds enabled the CRCS to recruit two social workers, who ensured regular CRCS presence in the centres, thus enabling continuous access to assistance to the migrants. The procurement of the relief items helped the CRCS to improve the quality of the assistance, which has been checked through satisfactory surveys.

In the course of the operation, the following relief items were procured:

Table 1 – List and quantity of procured clothing items

Description of items	Planned quantity	Received quantity
Men long sleeve t-shirt	1,450	1,439
Men trousers	1,450	1,465
Women long sleeve t-shirt	250	250
Women pants	250	350
Children clothes (set)	300	302
Men underwear	1,450	1,485
Women underwear	250	290
Children underwear	300	432
Men socks	1,450	1,456
Women socks	250	251
Women bra	200	300
Baby/ children socks	300	300
Flip Flops s.21-45 (pairs)	1,500	1,501

Table 2 – List and quantity of procured hygiene items:

Description of items	Planned quantity	Received Quantity
Face towels	2,000	2,000
Bath towels	2,000	1,950
Comb	2,000	2,000
Wet wipes	2,000	1,500
Diapers	40	40
Shampoo 250ml	2,000	2,000
Baby milk bottle	300	300
Baby wipes	300	300
Soap bar 100gr	2,000	2,000
Sanitary pads 8pcs	250	250

The differences between some figures and the actual quantity are resulting from the unavailability of the respective item. For example, after 23 March 2020, wet wipes were not available for mass purchase due to COVID-19.

In addition, the CRCS developed *Standard Operation Procedures* that the two social workers employed through the DREF as well as all the 18 CRCS staff and volunteers were trained on. The SOPs have been pivotal in improving the quality of services that the CRCS is providing to the newly arrived migrants. Moreover, the staff and volunteers received training by the CRCS PSS Officer, enabling them to identify vulnerable cases among the migrants. However, by the time the training on PSS was completed, the strict measures to prevent the spread of the COVID-19 virus did not allow the CRCS staff to utilize their knowledge gained through the PSS training. Due to these measures the physical circumstances (e.g. fencing the RC container within the centre) did not make it possible for the staff and volunteers to conduct one-to-one interviews with the migrants in the centres, which would have been essential in the process of identifying vulnerabilities.

The CRCS staff and volunteers were able to inform newly arrived migrants on CRCS services, based on the new Brochure on *Services for Migrants* (see below) developed by the CRCS. During the performed info-session the migrants were informed about:

1. The Restoring Refugee Links (RFL) service.
2. The “Refugee Buddy”, Mobile Application.
3. The services available at the CRCS Branches.
4. Opportunities to volunteer with the CRCS.

Image 1 – ‘CRCS Services for migrants’ information brochure

Our Branches

Nicosia Branch
3 Kyriakos Erythros Stavros str., 2063 Strovilos
P.O. Box 23751, 1688 Nicosia, Cyprus
Tel: (+357) 22694688, Fax: (+357) 22698893
Email: nicosia@redcross.org.cy

Limassol Branch
118 Ayan Fikarou str., 3057 Limassol
P.O. Box 58522, 3307 Limassol
Tel: (+357) 25365104, Fax: (+357) 25365131
Email: limassol@redcross.org.cy

Famagusta Branch
4 Georgiou Ovea Digeni str., 6010 Larnaca
P.O. Box 46457, 6304 Larnaca
Tel: (+357) 24655643, Fax: (+357) 24655643
Email: famagusta@redcross.org.cy

Larnaca Branch
4 Georgiou Ovea Digeni str., 6010 Larnaca
P.O. Box 40272, 6302 Larnaca
Tel: (+357) 24660688, Fax: (+357) 24660682
Email: larnaca@redcross.org.cy

Paphos Branch
2 Andrea Chrysomatos, 8047 Paphos
Tel: 20932050, Fax: 20222970
Email: paphos@redcross.org.cy

Kyrenia Branch
3 Kyriakos Erythros Stavros str.,
2063 Strovilos, Nicosia
Tel: (+357) 22696955, Fax: (+357) 22696956
Email: kyrenia@redcross.org.cy



SERVICES FOR MIGRANTS



Who we are

The **Cyprus Red Cross Society (CRCS)** is a humanitarian organisation guided by the Fundamental Principles of the Red Cross and Red Crescent Movement, aiming to prevent and alleviate human suffering in times of both peace and war, without discrimination as to religion or belief, race, political opinions, gender and class.

How we can help

Helping you communicate with your family

Our **Restoring Family Links (RFL)** service can help you track down and communicate with your family members. To use this service call our RFL officer at +357 22 504 419, or at +357 22 504 400.

Informing you about Cyprus

The **Refugee Buddy** mobile application is free-of-charge application, available in the online store of your smartphone. You will need WiFi to download it, but from thereafter, you can open up the application and use it off-line. It contains important information about Cyprus: asylum procedures, transportation, education, work, and health. Currently it is available only in English and Arabic.

Helping you address trauma or other psychological issues

To use this service call our Psychological Support Officer at +357 22 504 407, or at +357 22 504 400.

Supporting you with items of necessity and food

We can offer food, clothing, underwear, footwear and any other necessary items that you may need, if you fulfil the criteria. Contact our Branches depending on the region you reside to book an appointment and get information about these services.

Supporting you throughout your engagement with public services and authorities

Our Branches are fully trained to help you throughout procedures with the public authorities and provide counselling and guidance. Contact our Branches depending on the region you reside to get information about this service.

All of our services are free of charge and are offered regardless of your personal status. Personal data are handled in full respect and according to the GDPR regulation.

Become a Red Cross Volunteer

Do you want to help others? To join us, apply at: <http://www.redcross.org.cy/en/21-join-us-become-a-volunteer>

The migrants were given information on basic hygiene and health regulations (see below). All relevant brochures were available in English, French, Turkish, Arabic, Urdu, Farsi and Kurdish.

Image 2 – Brochure on hygiene guidelines

HYGIENE GUIDELINES



HAND WASHING

- Five effective steps:
 - Wet – Rub with soap – Scrub – Rinse – Dry
- Wash for at least 20 seconds:
 - Before preparing or eating food
 - Before and after toilet use
 - Before and after treating a wound
 - Before and after coughing or sneezing
 - After touching garbage
 - After touching animals

BATHING

- Bathe daily using soap
- Use a different towel for face and body
- Don't share your face/body towel

ORAL HYGIENE

- Brush your teeth and floss daily, twice, every morning and evening
- Use toothpaste
- Don't share your toothbrush
- Visit a dentist in case of bad mouth smell or pain

CLOTHING

- Wear clean clothes daily
- Wear clean underwear daily
- Wash clean underwear after bathing or showering

NAILS

- Clip nails to keep them short
- Clean nails regularly

HAIR WASHING

- Wash hair regularly with shampoo
- Wash hair at least once a week
- Massage to remove dead cells and rinse to clean
- Brush hair daily
- Clean comb/brush regularly
- Don't share your comb/brush

FEET

- Wash feet daily
- Change socks daily
- Don't walk barefoot

SNEEZING

- Sneeze or cough using a tissue or handkerchief
- Don't pick your nose
- Don't sneeze or cough at the palm of your hand

EAR CLEANING

- Clean ears regularly using ear buds
- Don't pick your ears

OTHER

- Flash toilet after use and keep it clean

Image 3 – Brochure on health guidelines

HEALTH GUIDELINES



Simple guidelines to protect your health and increase your vitality

By following the simple guidelines of this brochure, you will be able to better prevent colds, flu and other common ailments, as well as more serious diseases, such as tuberculosis.

Fresh air

It is important to breathe fresh unpolluted air. In Cyprus the air is generally clean and without polluting agents, however some days, the north wind carries Saharan dust in the air, in this case, you must protect yourself by wearing a medical mask and by limiting transportations. Children are especially sensitive to breathing problems caused by the dust in the air. If you have children take extra care for them to avoid being outside without a mask if a warning is issued.

Exercise

Exercise regularly to keep your body active and healthy. Adults need to exercise at least three times a week, performing a moderate activity (e.g. walking) for at least 40 minutes. Children need to exercise daily.

Sleep

Sleep deprivation can cause serious health problems. Adults must rest for at least 7 hours of uninterrupted sleep daily, while children need to rest more, depending on their age (generally more than 8 hours).

Clothing

Wear clothing appropriate to the season and weather conditions. The temperature in Cyprus tends to get very hot during summer, and mildly cold during the winter. However, there is humidity throughout the year. Moreover, there is a big difference in the temperatures of day and night. For this reason it is best to dress with a lot of layers of clothes and to be able to add or remove accordingly during the day.

Hygiene

Follow the explicit hygiene rules of our 'Hygiene Guidelines' Brochure to make sure you are protected against bacteria and illnesses.

Food

Make sure you are having a balanced diet rich in nutrients. It is necessary to have at least 3 meals per day, everyday. If you have babies take extra care for the quality of the offered food as well as the meals schedule; children and especially babies, have more needs in nutrients than adults do.

Leisure activities

Having a leisure activity or a hobby contributes to a good psychological health, whereas there might also be physical benefits. Participating in social events or volunteering is also beneficial for your health, while it also helps you socialise and offer your time to help others in need. Children must be able to play.

Due to the continuous arrival of migrants, there was a constant need to replace all relief items (clothing/ footwear/ hygiene items), in order to address the emerging needs. Thus, on December 2019 the CRCS requested to extend the Operation for another two months, with the purpose of increasing the number of people served from 1,500 to 2,000. This no-cost extension (no additional funds requested) permitted the CRCS to cover the basic needs of additional 500

migrants, out of the surplus of funds. The surplus resulted from the additional discounts the CRCS received unexpectedly.

In addition, to cope with the increasing workload, the CRCS trained additional staff and volunteers, enabling them to undertake the responsibility of mission leaders either during or after working hours or even during the weekends.

Overview of Red Cross Red Crescent Movement in country

IFRC ROE provided assistance to the CRCS since the first request for assistance in the field of migration received from the National Society. Having visited the CRCS and the First Reception Centre early September 2019, the Disaster and Crisis Response Senior Officer guided the National Society through the development of the DREF request and continued coaching the National Society staff through the implementation of the EPoA.

As priority number one, the IFRC ROE deployed a Procurement Surge Delegate with the purpose to support the National Society in familiarizing with the IFRC procurement procedures and applying them to the existing procedures of the National Society as well as in facilitating accountable and efficient procurement of relief items through surge mechanism. Because of the assistance of the Procurement Surge Delegate, all the relief items were procured and delivered successfully, with some exceptions that were beyond the control of the National Society.

In addition to the assistance in procurement, IFRC ROE organized introductory and follow-up sessions either personally in the IFRC ROE office or through skype call, in the field of monitoring and reporting, as well as finance. IFRC PMER also assisted the CRCS in developing a data collection tool on KOBO platform and in finalizing the satisfaction survey template.

Furthermore, the Migration Senior Officer visited the National Society early February 2020 with the aim to monitor the ongoing operation as well as to support the staff and volunteers involved in the operation in further developing their services in the identified fields. In a follow-up of the visit a number of short- and medium-term recommendations for the operations were shared with the National Society.

A Lessons Learnt and Planning workshop was planned to be conducted before the end of the DREF operation, which, however, needed to be cancelled due to the COVID-19 outbreak and the resulting lockdowns and travel restrictions. The workshop was preceded by an online survey, and it was finally was conducted on 31 August 2020. For more details, please refer to the relevant section below.

Overview of non-RCRC actors in country

The main non-RCRC actors that the CRCS collaborates closely with in relation to the COVID-19 response were:

1. *Ministry of Interior*: It oversees the infrastructure of both centres and the Ministry is responsible for implementing all migration/asylum-related policies in Cyprus. The collaboration between the Ministry of Interior and the CRCS was strengthened with the AMIF project, which commenced at Kofinou Reception and Accommodation Centre in 2016;
2. *Immigration Police*: It is a special police unit that is responsible for the verification of the identity of migrants; it performs security checks and registers migrants' data. It is also responsible for transportation of migrants under reception procedures;
3. *Civil Defence (Coordination Centre)*: It communicates the messages about the new migrant arrivals to relevant actors (CRCS included);
4. *Asylum Service*: Governmental service under the Ministry of Interior. It is responsible for examining, processing and accepting or rejecting asylum applications. It is also responsible for the overall supervision of both centres, as well as communicating the migrants' data to appropriate partners upon request;
5. *Centre for Social Cohesion, Development & Care (CODECA)*: This NGO is the partner of the Asylum Services, responsible for managing both centres (Kokkinotrimithia and Kofinou) and supported financially by the Civil Defence grant for the Kokkinotrimithia and by Asylum Service for Kofinou centres.;
6. *United Nations High Commissioner for Refugees (UNHCR) Cyprus*: It oversees the implementation of UN declarations and relevant regulations on the rights of refugees and asylum seekers. It also provides support to the government and monitoring the state-of –affairs with regards to refugees and asylum seekers;
7. *Cyprus Refugee Council*: Partner of UNHCR in both centres. It provides support to vulnerable groups in Kokkinotrimithia. It also provides legal support and guidance relating to integration schemes to migrants residing in Kofinou;
8. *FRONTEX*: It provides support to immigration police relating to the registration procedures of the migrants' data in the EURODAC (Kokkinotrimithia);
9. *European Asylum Support Office (EASO)*: It provides support to the Asylum Service and assistance in processing the backlog on pending asylum applications. In Kofinou it also acts as the focal point in the coordination of support from NGOs and volunteer teams.

By December 2019, new procedures were put in place by the Government of Cyprus, for the First Reception Centre in Kokkinotrimithia. The supervision of the Centre was handed over to the Asylum Service from the Civil Defence, whereas the management of the Centre remained under CODECA (See the original EPoA for more information on the organization).

In addition, the European Asylum Support Office (EASO) established offices inside the Centre, run by officers who undertake vulnerability screening procedures, as well as in situ asylum applications' evaluations.

Needs analysis and scenario planning

Needs analysis

Through the DREF allocation, the CRCS was able to procure all necessary items in order to serve the needs of the beneficiaries mentioned in the Detailed Operational Plan. It is important to note that the initial estimations related to the age and to the gender of the migrants, differentiated from the actual percentages because adult men's percentage increased (see table 3).

Table 3: Initial prediction of migrants' ages and gender vs actual ages and gender of migrants served

Age & Gender	Estimated	Served
Adult Males	65%	79% [2,334]
Adult Females	15%	11% [323]
Minor Males	12%	7% [198]
Minor Females	8%	3% [85]

To ensure the efficiency of the offered services, and in order to identify new needs, the CRCS conducted five surveys from January to March 2020, collecting statistical data from a sample of 235 beneficiaries (17.35% of the total population served, as of the start of the Operation). For more details, please refer to [Annex 1](#).

Risk Analysis

The CRCS was able to sustain the provision of its services towards new-coming migrants, through the DREF funds, despite the significant increase of new entries since February 2020.

However, since 23 March 2020, all CRCS migration-related activities were implemented according to the restriction measures imposed by the Government, due to the COVID-19 pandemic. Thus, the CRCS continued its activity at the Kokkinotrimithia First Reception Centre for Asylum Seekers, serving the migrants twice per week. Supplementary health security measures were taken in order to ensure the protection of both CRCS staff and volunteers by providing them with masks, gloves, and body suits, which were covered from the CRCS own resources.

It is important to note that in the context of the reconstruction works taking place in the First Reception Center, the CRCS storeroom was fenced at its three sides in the first weeks of March 2020, which impeded accessibility and created insecurity. Therefore, it was not possible for the staff and volunteers to serve the 650 migrants within the centre. However, CRCS continued to prepare hygiene kits for the persons, who were inside the Centre for more than two weeks. The kits were delivered to the entrance of the Centre by the CRCS and handed over to the CODECA reception officers who distributed them to the migrants. This continued until May 2020, when eventually the CRCS storeroom's fencing was completed and CRCS could return to serve the persons inside the Centre. It is important to mention that during this time (10 March –May 2020) there were no new arrivals due to the strict border closures performed during the COVID-19 crisis. Having no new arrivals there were no need for clothing items – only restocking of hygiene items was necessary since the migrants stayed in the Centre for all this time.

Given the above described situation, the CRCS put a hold on its activities at the end of March 2020 until the reconstruction works were completed. A door and distribution window were opened on the fence, ensuring the safety of the CRCS volunteers and staff. However, some activities, such as PSS, are expected to be affected by this new infrastructural circumstances, as it would make personal interactions with the migrants limited. Therefore, the CRCS PSS team is in the process of establishing a new modality of approaching the migrants also taking the restrictive measures of the COVID-19 crisis into consideration.

B. OPERATIONAL STRATEGY

Implemented strategy

The planned activities were completed as follows.

1. Provision of 2,000 clothing and footwear parcels.

Table 4: Content of clothing and footwear parcel according to gender and age

Adult- Male	Adult- Female	Male/Female-Minor (2-16 yo)	Male/Female-Minor (up to 2yo)
<ul style="list-style-type: none"> • Bath slippers • T-shirt • Underwear • Track suit • Socks 	<ul style="list-style-type: none"> • Bath slippers • T-shirt • Underwear • Bra • Track suit • Socks 	<ul style="list-style-type: none"> • Bath slippers • T-shirt • Underwear • Track suit • Socks 	<ul style="list-style-type: none"> • Pacifier • Milk bottle • Baby clothes • Baby shoes • Socks

2. Provision of 2,000 hygiene parcels to migrants who were first entering Cyprus. The service was provided inside the First Reception Centre in Kokkinotrimithia, upon the migrants' arrival, by the CRCS social workers and assisting volunteers.

Table 5: Content of hygiene parcel according to gender and age

Adult Male	Adult Female	Male/Female-Minor (2-16 yo)	Male/Female-Minor (up to 2yo)
<ul style="list-style-type: none"> • Face Towel • Bath Towel • Soap • Comb • Wet Wipes • Toothbrush • Toothpaste • Shampoo 	<ul style="list-style-type: none"> • Face Towel • Bath Towel • Soap • Comb • Wet Wipes • Toothbrush • Toothpaste • Shampoo • Sanitary pads 	<ul style="list-style-type: none"> • Face Towel • Bath Towel • Soap • Comb • Wet Wipes • Toothbrush • Toothpaste • Shampoo 	<ul style="list-style-type: none"> • Face Towel • Bath Towel • Soap • Comb • Wet Wipes • Toothbrush • Toothpaste • Baby Shampoo • Half Pack of Diapers • Pacifier • Milk Bottle • Baby Clothes • Baby Shoes • Socks

3. Provision of 200 children toys and 100 baby toys. The toys were provided alongside the relevant hygiene parcels.
4. Provision of 155 toys for the Centre's Playground (volleyballs and footballs).
5. Provision of 1,500 brochures on CRCS Services for migrants, available in English, French, Turkish, Arabic, Urdu, Farsi and Kurdish.
6. Provision of 1,500 brochures on Hygiene Guidelines for Migrants, available in English, French, Turkish, Arabic, Urdu, Farsi and Kurdish.
7. Provision of 1,500 brochures on Health Guidelines for Migrants, available in English, French, Turkish, Arabic, Urdu, Farsi and Kurdish.
8. Provision of 1,500 brochures on Psychological Trauma, available in English, French, Turkish, Arabic, Urdu, Farsi and Kurdish.
9. Training of CRCS staff and volunteers on identifying vulnerabilities.
10. Training of CRCS staff and volunteers on 'mission leading'.

C. DETAILED OPERATIONAL PLAN



Livelihoods and basic needs

People reached: 2,940

Male: 2,657

Female: 283

Livelihoods and Basic Needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities

	Target	Actual
# of people provided with clothing items, underwear and footwear	2,000	2,940

Narrative description of achievements

- The procurement of clothing sets took place in two phases: December 2019 and March 2020.
- The distribution of the items was carried out as per usual practice, which is through *in situ* needs assessments.
- The CRCS identified an additional need to purchase more items to accommodate the increased numbers of migrants, thus it requested an Operation extension.
- According to the Satisfaction Surveys, the quantity, quality and sizing of the items were satisfactory. (For further details please refer to [Annex 1](#))

Challenges

- Due to unavailability of certain items in the required quantity, the vendors offered more items of other categories to make-up for the shortages.
- Concerning the Phase II purchase of additional items, the initial vendor was unable to provide the supplementary quantities. Thus, we faced the need to re-organize a new procurement (tendering procedures). This brought a delay to the distribution of the additional items, purchased during the extension.
- Following the pandemic, there were increased repeating needs, especially in footwear and underwear. Those needs were covered by the CRCS.
- After the end of March, CRCS access to the Centre was inadequate due to fencing (see above "Risk Analysis").

Lessons Learned

- Base application on more accurate estimations, in relation to the number of people assisted and costs.
- Enhance donations and ensure discounts are shown in the tenders.
- Improve relations with the related Governmental services to obtain important information related to our services in the Centre, timely.



Health

People reached: 1,955

Male: 1,767

Female: 188

Health Outcome 1: The immediate risks to the health of affected populations are reduced

Health Output 1.3: Community-based disease prevention and health promotion is provided to the target population

	Target	Actual
# of people reached with health prevention messages	1,500	1,500

Narrative description of achievements

- 108 informative sessions were performed. In these sessions, the CRCS staff offered additional information on Health Guidelines.
- 1,500 brochures with Health Guidelines were prepared and distributed to the beneficiaries.

Challenges

- The delay in the translation of the brochure.

Lessons Learned

- Review the related procedure to ensure timely outcome.
- Recruit more volunteers speaking Arabic and/or French.

Health Output 1.5: Psychosocial support provided to the target population

	Target	Actual
# of people reached with PSS activities	2,000	455

Narrative description of achievements

- Since the Government announced the construction of the prayer room, the creation of a section for vulnerable individuals and a children's playground under their own management, CRCS actions and costs were suspended pertaining to the above-mentioned services. Further to the above, CRCS was not able to successfully reach the initial target population. For this reason, these funds were re-allocated for hygiene items (budget line AP008-530).
- The CRCS purchased 155 toys for the children's playground (referred in the initial EPoA as 'children friendly space'). The items were footballs and volleyballs, which inspired teamwork.
- The CRCS purchased additional 200 toys for children and 100 toys for babies, distributed to the families.
- There were no PSS interventions. Vulnerability screenings were performed by other actors (Cyprus Refugee Council delegate and EASO officers), further to their cooperation with the Asylum Service. Although the plan was to deploy PSS teams in the Centre and play with the children, it was not possible, therefore only the toys could be distributed. The above actual figure represents the number of toys distributed.
- After the end of March, CRCS access to the Centre was inadequate due to fencing (see above "Risk Analysis").

Challenges

- The decision of the authorities to undertake the construction of the aforementioned social spaces, led to a significant delay in the readjustment of the CRCS activities in the context of the Operation.
- PSS activities in the Centre were not performed as expected, due the reconstruction of the Centre and collaborations with other stakeholders of the Asylum Service.

Lessons Learned

- Improve relations with the related Governmental services to obtain important information related to our services in the Centre, timely.



Water, sanitation and hygiene

People reached: 2,940

Male: 2,657

Female: 2,83

Health Outcome 1: The immediate risks to the health of affected populations are reduced

Health Output 1.3: Community-based disease prevention and health promotion is provided to the target population

	Target	Actual
# of people provided with hygiene kits	2,000	2,940
# of people reached with hygiene promotion messages	1,500	1,500

Narrative description of achievements

- The procurement of hygiene parcels items took place in two phases: December 2019 and March 2020.
- The distribution of the items was carried out as per usual practice, which is through *in situ* needs assessments.
- The CRCS identified an additional need to purchase more items to accommodate the increased numbers of migrants, thus it requested an extension of the operation.
- According to the Satisfaction Surveys, the quantity and quality of the items were satisfactory.
- 108 informative sessions were performed. In these sessions, the CRCS staff offered additional information on Hygiene Guidelines.
- 1,500 brochures with Hygiene Guidelines were prepared and distributed to the beneficiaries.

Challenges

- Following the pandemic, there were increased repeating needs, especially in soap. Those needs were covered by the CRCS.
- After the end of March, CRCS access to the Centre was inadequate due to fencing (see above "Risk Analysis").
- The delay in the translation of the brochure.

Lessons Learned

- Base application on more accurate estimations, in relation to the number of beneficiaries and costs.
- Enhance donations and ensure discounts are shown in the tenders.
- Review the related procedure to ensure timely outcome.
- Recruit more volunteers speaking Arabic and/or French.
- Improve relations with the related Governmental services to obtain important information related to our services in the Centre, timely.



Migration

People reached: 2,940

Male: 2,657

Female: 283

Migration Outcome 1: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)

Migration Output 1.1: Assistance and protection services to migrants and their families are provided and promoted through engagement with local and national authorities as well as in partnership with other relevant organizations.

	Target	Actual
# of social workers (part-time) employed	2	2
# of people reached with messages of CRCS services for migrants	1,500	1,500

Narrative description of achievements

- 108 informative sessions were performed. In these sessions, the CRCS staff offered additional information on CRCS Services for Migrants.
- 1,500 brochures on CRCS Services for Migrants were prepared and distributed to migrants.

Challenges

- The delay in the translation of the brochure.

Lessons Learned

- Review the related procedure to ensure timely outcome.
- Recruit more volunteers speaking Arabic and/or French.

Output 1.1: Migration Output 1.3: "Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster"

Indicators:	Target	Actual
# of RFL cards distributed	2,000	2,940
# of posters placed in the centres, with information about RFL services	2	1

Narrative description of achievements

- 2,940 RFL cards were distributed to the beneficiaries.
- One poster was placed, as requested by ICRC.
- There were no RFL interventions, since no relevant needs were identified. The migrants were informed about the RFL service through the info-sessions and brochures. According to the CRCS social workers who were visiting the Centre regularly, most migrants were interested in ways to move to other EU countries where other family members were staying. However, in all cases those family members were not asylum seekers or refugees, therefore it was not possible for the CRCS to intervene under the Family Reunification Protocol. All migrants confirmed that they were able to communicate with their families abroad using their personal smartphone and the Centre's internet access. As such they did not require our RFL service therefore.

Challenges

- None identified.

Lessons Learned

- Improve and enhance monitoring of RFL Services at the migration Centres.

Strategies for Implementation

Narrative description of achievements

Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming

- *Work on needs and capacity assessments, rapid assessments for markets, planned and budgeted monitoring and evaluation activities and learning opportunities other assessments, evaluations and research*
IFRC ROE provided assistance to the CRCS since the first request for assistance in the field of migration received from the National Society. Having visited the CRCS and the First Reception Centre early September 2019, the Disaster and Crisis Response Senior Officer guided the National Society through the development of the DREF request and continued coaching them through the implementation of the EPoA.

- *Satisfaction Survey and post-distribution monitoring*
The CRCS regularly conducted satisfaction surveys following the development of the questionnaire in consultation with IFRC ROE PMER and DCPRR units.
- *Lessons Learned and Planning Workshop*
Following the Senior Migration Officer's monitoring visit to Cyprus early February 2020, it was decided to conduct a Lessons Learnt and Planning workshop before the end date of the operation timeframe and cancel the Operational review exercise due to the satisfactory, deep-level information gained from the above mentioned monitoring visit.

However, due to the unexpected outbreak of COVID-19 in March 2020 and the resulting lockdowns and travel restrictions the Lessons Learnt workshop needed to be cancelled. Preceded by an online survey, the online Lessons Learnt workshop finally was conducted on 31 August 2020 with the following objectives:

1. To examine if the DREF operation has achieved its goal, objectives and expected results.
2. Provide means of establishing successes, challenges and lessons learned from the MDRCY001 operation and draw up recommendations for future operations (and other relevant Red Cross responses).
3. Define key areas and needs of a longer/medium-term programming in the field of migration based on the recommendations outlined during the LLW.

Based on the needs identified by the National Society as well as on the action points, the following conclusions have been drawn:

- The workshop report, the outcome table and the identified next steps will be shared internally at IFRC ROE and action points based on that will follow.
- IFRC will support the National Society technically in the upcoming period. As a result of financial limitations and the COVID-19 pandemic technical support to the National Society will be provided online.
- IFRC ROE will explore and network with different Movement partners in order to see what kind of technical capacities and resources would be available to support the CRCS related to the identified needs and actions points.
- IFRC ROE will provide support to some of the activities in the centre linked to the COVID-19 Pandemic through the NS action plan submitted to the COVID-19 response. Priority will be focused on COVID-19 related response but will also seek to allow space to continue migration specific activities.
- *IFRC PMER staff visit*
The IFRC PMER staff visit was replaced by personal hands-on training sessions at IFRC ROE when the CRCS staff, the Migration Officer and the PSS Officers participated in another workshop organized by the IFRC ROE. In addition, follow-up sessions were also organized through skype call in the field of monitoring and reporting. IFRC ROE PMER also assisted the CRCS in developing a data collection tool on KOBO platform and in finalizing the satisfaction survey template.

Output S4.1.2: IFRC staff shows good level of engagement and performance

- *Monitoring visits*
As mentioned above the Migration Senior Officer visited the National Society early February 2020 with the aim to monitor the ongoing operation as well as to support the staff and volunteers involved in the operation in further developing their services in the identified fields.
- *Surge deployment – Procurement and logistics*
The IFRC ROE deployed a Procurement Surge Delegate with the purpose to support the National Society in familiarizing with the IFRC procurement procedures and applying them to the existing procedures of the National Society as well as in facilitating accountable and efficient procurement of relief items through surge mechanism. Because of the assistance of the Procurement Surge Delegate, all the relief items were procured and delivered successfully, with some exceptions that were beyond the control of the National Society.

Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders

In addition to the assistance in procurement, IFRC ROE organized introductory and follow-up session in the field of financial requirements of the IFRC. Following a through introduction to the financial systems of the IFRC conducted

by the IFRC ROE Finance Manager, the National Society was also guided through the compilation of the financial report, which was submitted in due course.

Challenges

As mentioned above the outbreak of COVID-19 hampered the implementation of the planned activities of the DREF operation. Due to the travel restrictions it became impossible to conduct visits and workshops that were planned by the IFRC ROE. However, remote support was provided and will continue being provided in the coming months.

The Lessons Learnt and Planning workshop was planned to be a three-day workshop which will need to be shortened on the online platform. Although the methodology will be adapted to the circumstances and carefully tailored, the level of information and plan for the continuation are expected to be more limited than would be possible to gain through a longer timeframe with more personal interactions.

Lessons Learned

As the COVID-19 is expected to remain with us in a longer term, different protective measures will continue to be in place, which might also limit the travels. Therefore, the modalities of remote support might need to be further developed and systemized to be able to ensure continuous and same level of support to the NS as provided before the outbreak.

D. Financial Report

The budget for this DREF Operation was CHF 112,546. After finalizing the operation, there remains a balance of CHF 32,427 which will be returned to the DREF account. [Please refer to the Final Financial Report for details.](#)

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

Contact information

Reference documents
↘

Click here for:

- [Emergency Plan of Action \(EPoA\)](#)
- [DREF Operation Update no. 1](#)

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How we work

All IFRC assistance seeks to adhere to the [Code of Conduct](#) for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the [Humanitarian Charter and Minimum Standards in Humanitarian Response \(Sphere\)](#) in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.

Annex 1 – Satisfaction Surveys

To ensure the efficiency of the offered services, and in order to identify new needs, the CRCS conducted five surveys from January to March 2020, collecting statistical data from a sample of 235 beneficiaries (17.35% of the total population served, as of the start of the Operation).

Table 1: CRCS Satisfaction Surveys conducted in the First Reception Centre of Kokkinotrimithia

Nr.	Date	Sample
1	22/01/2020	13
2	29/01/2020	11
3	04/02/2020	90
4	05/03/2020	80
5	11/03/2020	40

The surveys 1, 2, 3 and 4 concern arrivals within the first 2 days. *Figure 1* below, shows the percentage in age and gender for migrants participating in the first four surveys, while *Figure 2*, illustrates their nationalities.

Results of the surveys conducted to migrants within 2 days of arrival:

Figure 1: Ages and gender of the survey participants

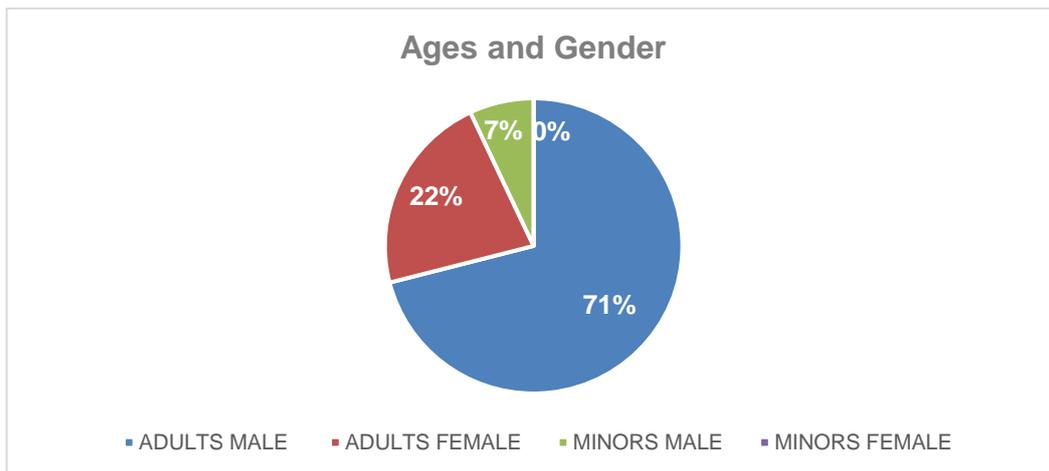
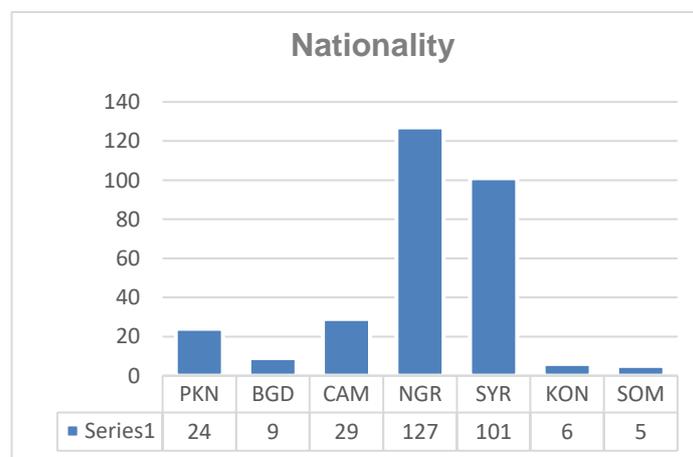


Figure 2: Nationality of the survey participants



The survey number 5 (11/03/20) concerns people who were staying at the Centre for more than two weeks. During this survey the CRCS noted that the migrants needed additional hygiene items and underwear, which were covered.

Results of the surveys conducted to migrants staying in the Centre for more than two weeks:

Figure 3 below, shows the percentage in age and gender for migrants participating in the survey, while Figure 4, illustrates their nationalities.

Figure 3: Ages and gender of the beneficiaries

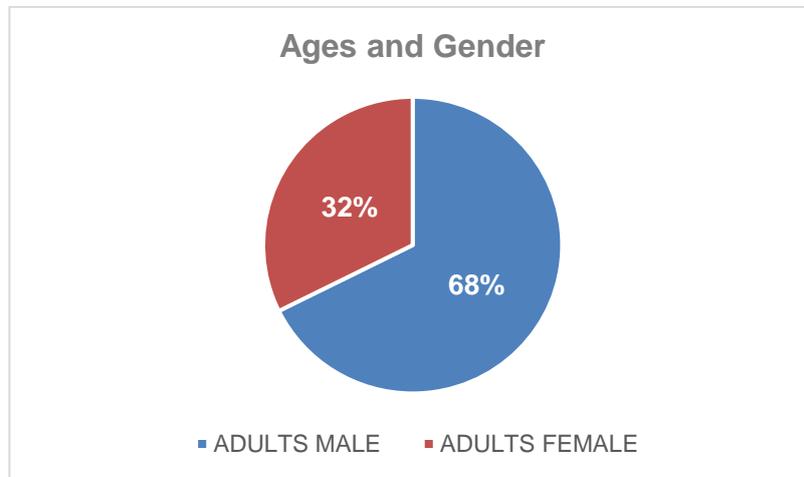
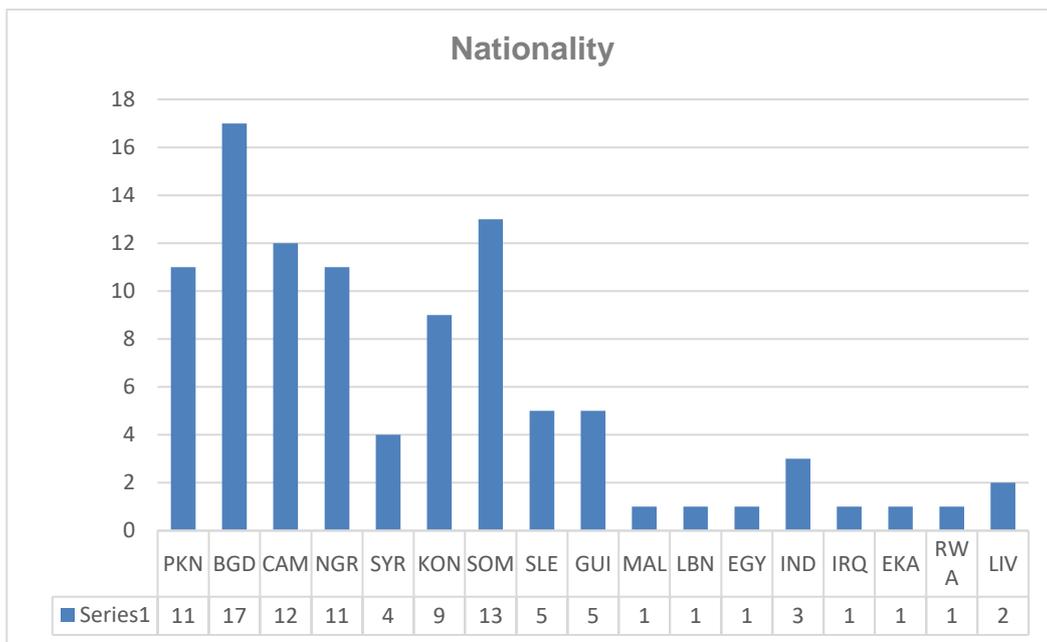


Figure 4: Nationality of the beneficiaries



DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/10-2020/06	Operation	MDRCY001
Budget Timeframe	2019/10-2020/04	Budget	APPROVED

Prepared on 16/Jul/2020

All figures are in Swiss Francs (CHF)

MDRCY001 - Cyprus - Population Movement

Operating Timeframe: 18 Oct 2019 to 18 Apr 2020

I. Summary

Opening Balance	0
Funds & Other Income	112,546
DREF Allocations	112,546
Expenditure	-80,119
Closing Balance	32,427

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	85,413	59,641	25,772
AOF4 - Health	3,585	3,753	-168
AOF5 - Water, sanitation and hygiene			0
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration	11,034	13,478	-2,444
Area of focus Total	100,032	76,872	23,160
SFI1 - Strengthen National Societies	3,355	2,366	989
SFI2 - Effective international disaster management	3,195		3,195
SFI3 - Influence others as leading strategic partners	4,686		4,686
SFI4 - Ensure a strong IFRC	1,278	881	397
Strategy for implementation Total	12,514	3,247	9,267
Grand Total	112,546	80,119	32,427

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/10-2020/06	Operation	MDRCY001
Budget Timeframe	2019/10-2020/04	Budget	APPROVED

Prepared on 16/Jul/2020

All figures are in Swiss Francs (CHF)

MDRCY001 - Cyprus - Population Movement

Operating Timeframe: 18 Oct 2019 to 18 Apr 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	84,066	57,126	26,940
Shelter - Relief	656		656
Clothing & Textiles	55,500	35,808	19,692
Food	0		0
Water, Sanitation & Hygiene	24,700	19,626	5,074
Teaching Materials	2,392		2,392
Other Supplies & Services	819	1,691	-872
Logistics, Transport & Storage	2,000	1,224	776
Storage	2,000		2,000
Transport & Vehicles Costs		1,224	-1,224
Personnel	6,910	10,935	-4,025
International Staff		4,104	-4,104
National Society Staff	6,760	6,831	-71
Volunteers	150		150
Workshops & Training	3,200	484	2,716
Workshops & Training	3,200	484	2,716
General Expenditure	9,500	5,460	4,040
Travel	7,800	827	6,973
Information & Public Relations	700	2,699	-1,999
Communications	1,000	619	381
Financial Charges		1,316	-1,316
Indirect Costs	6,869	4,890	1,979
Programme & Services Support Recover	6,869	4,890	1,979
Grand Total	112,546	80,119	32,427