



**Federation-wide Databank & Reporting  
System (FDRS)  
User Guide  
2020**

## Summary

The Federation-wide Databank & Reporting System (FDRS) is a repository of key National Society documents and data on a common set of important indicators, updated each year.

Part 1 of this Guide gives information on the key documents which National Societies have to submit. Part 2 provides definitions, in particular definitions of the FDRS indicators. Words defined like this are always written in this guide in capital letters, e.g. “Paid Staff”. From p. 11 onwards, the sections of the guide follow the structure of the FDRS Questionnaire and assist the user in filling in the questionnaire. Clarifications, examples and tips are also provided for additional illustration and to walk the user through difficult cases.

## Table of contents

About the FDRS .....	3
FDRS Part 1: Documents .....	5
FDRS Part 2: Indicators.....	6
Definitions (Indicator, KPI, Disaggregation, Supporting & Additional Indicators) .....	6
Disaggregators for data on people .....	8
Supporting Indicators for Data on People .....	8
Section 1) Reporting National Society, Reporting Year .....	11
Section 2) Additional Indicator: Number of people on the National Society Governing Board (HQ) ....	13
Section 3) KPI: Number of Local Units .....	13
Section 4) KPIs: Financial Indicators.....	14
Section 5) Additional Indicators: National Society support links.....	16
Section 6) KPI: Number of People Volunteering their Time .....	17
Section 7) KPI: Number of Paid Staff.....	18
Section 8a) KPI: Number of People Donating Blood .....	18
Section 8b) KPI: Number of People Trained in First Aid .....	19
Section 9 & 10) KPI: The “People Reached” Indicators.....	19
Section 11) Additional Information and feedback.....	26

## Key Concepts

Additional Indicators.....	7	Key Performance Indicators (KPIs) .....	6
Age .....	8	People Reached .....	18
Availability of disaggregation by disability.....	9	Reporting National Society .....	10
Corporate member .....	10	Reporting Year .....	11
Died on duty.....	8	Sex.....	8
Disaggregated Indicators .....	7	Supporting Indicators .....	6
Disaggregators .....	7	Type of Recipient (Direct / Indirect) .....	18
Indicator .....	6	Use of Washington Group questions.....	9
Insured .....	8		

## About the FDRS

### What the FDRS is

The FDRS is a Federation-wide repository of key National Society documents and data on a common set of important indicators, updated each year.

### What the FDRS does

The FDRS is situated within a National Society development framework and benefits National Societies. The FDRS:

- Provides IFRC staff, National Societies, partners, researchers and other stakeholders with immediate and engaging **access to data and documents about National Societies** worldwide.
- Reliably measures **performance dimensions from *Strategy 2020*** (coverage, compliance, quality, efficiency and impact) while capturing diversity and scale of programming
- Allows better **understanding of the true scale, capacities, services, and potential** of Red Cross and Red Crescent humanitarian assistance.
- Promotes **greater awareness of the of National Societies, to boost their self-development** and external profile.
- Facilitates **monitoring and reporting of National Society performance** in a consistent, transparent and accountable manner.
- Ensures institutional **history and continuity**.

### What National Societies have to do

Reporting by National Societies to the FDRS is a requirement of the IFRC Constitution<sup>1</sup>.

<sup>1</sup> [http://media.ifrc.org/ifrc/wp-content/uploads/sites/5/2018/02/01\\_Constitution-2017-Final-EN.pdf](http://media.ifrc.org/ifrc/wp-content/uploads/sites/5/2018/02/01_Constitution-2017-Final-EN.pdf)

The data collection is generally organised as follows:

- During the 2nd quarter of the year, National Societies receive an official email from the IFRC's Secretary General to announce the launch of the data collection.
- Then, the FDRS team contacts the FDRS focal points in each National Society by sending them the latest Questionnaire to complete as well as the list of key documents to provide – i.e. annual report, strategic plan, audited financial statement.
- Once the Questionnaire is sent back to the FDRS team, the data is triangulated and validated.
- If necessary, the FDRS team contacts National Societies to confirm or double check the data.
- Finally, when the data has been validated and key documents have been submitted, the data collection is considered complete.
- After that, National Societies can update and add to their data by contacting the FDRS team as long as they provide the necessary justification. However, the best strategy is always to ensure data is accurate and complete on the first submission. Once the data is printed in reports, National Societies should try to avoid making further changes..

#### Who owns FDRS data and documents

Each National Society is the owner and gatekeeper of its own data and its own documents, and is responsible to keep updating it and to comply with any relevant national or regional legislation on data protection, with technical support from the Secretariat as needed.

#### What happens with FDRS data

The data on performance indicators can be used by National Societies in their annual reports, programme reports and donor reports, displayed on their website and highlighted in any marketing document produced by the National Society.

The FDRS team will also analyse and present the data, in particular at the FDRS website..

#### Where to get help

- FDRS website: <http://data.ifrc.org/fdrs>.
- [fdrs@ifrc.org](mailto:fdrs@ifrc.org)

#### Note on the updated information in this Guide

In the previous version of this Guide, important information on the indicators was contained both in the indicator definitions but also in other parts of the guide and in “Counting People Reached - Tech Note” from July 2017. This 2018 User Guide attempts to consolidate and clarify the existing definitions of the indicators. Most National Societies should not need to make any changes in the way they report to the FDRS. If National Societies have any questions, they should ask the FDRS team ([fdrs@ifrc.org](mailto:fdrs@ifrc.org)).

## **FDRS Part 1: Documents**

As well as collecting data, the FDRS provides a central repository of key National Society documents.

These are the three documents which National Societies submit to FDRS annually.

### **Annual reports**

National Societies usually have their own format for their Annual Report. However, there is a suggested template which is available from the FDRS team ([fdrs@ifrc.org](mailto:fdrs@ifrc.org)) if desired.

### **Audited financial statements**

There is a wide variety of accounting systems, accounting practices, and structures among National Societies, and no fixed template. Financial Statements must be verified by a qualified and independent auditor.

### **Strategic plans**

There is no template for National Society Strategic Plans. There is a document “Strategic planning guidelines for National Societies - Developing and implementing a Strategic Plan in a National Society” which is available from the FDRS team ([fdrs@ifrc.org](mailto:fdrs@ifrc.org)).

## FDRS Part 2: Indicators

The rest of this Guide provides definitions, in particular definitions of the FDRS indicators. From p. 11 onwards, the sections of the Guide follow the structure of the FDRS Questionnaire and assist the user in filling in the Questionnaire. **The main definitions are highlighted like this** and **additional information is highlighted like this**. These definitions are *definitive* – any National Society which follows them should be able to submit valid data to the FDRS and be able to use and understand FDRS reports, etc.

Clarifications, Examples and Tips are also provided for additional illustration and to walk the user through difficult cases.

### Definitions (Indicator, KPI, Disaggregation, Supporting & Additional Indicators)

#### Indicator

**In the FDRS, an indicator is a kind of data, usually a number, one for each year and each National Society.**

We write the names of the indicators in capitals, e.g. People Donating Blood, to remind us that this is an official indicator with an official definition.

#### Key Performance Indicators (KPIs)

**KPIs are the main pieces of data in the FDRS. Until 2017 there were seven indicators, then a new one was added<sup>2</sup>: now there are eight.**

- People Volunteering their Time
- Paid Staff
- People Donating Blood
- People Trained in First Aid (\*New in 2017)
- Local Units
- People Reached<sup>3</sup>
- Total Income
- Total Expenditure

Note: These indicators are included because they give important information relevant to National Society performance. This *does not mean that higher numbers are always better* - for example, a National Society might want to *reduce* its staff numbers or its expenditure. Indicator numbers are only one part of the whole story about National Society performance.

#### Supporting Indicators

**Supporting Indicators serve to explain or comment on another Indicator or set of Indicators, for example the currency used (for both Income and Expenditure KPIs).**

---

<sup>2</sup> This was in order to include the new indicator on People Trained in First Aid

<sup>3</sup> This KPI is actually a set of nine “People Reached” Indicators”, see 18

## Additional Indicators

Additional indicators are other pieces of data which are not KPIs but which provide important stand-alone information, e.g. about the National Society Governing Board.

## Disaggregated Indicators

Disaggregators are dimensions (like “age”) which can be used to break down Indicators into Disaggregated Indicators. There are two disaggregators for all Indicators on people: sex and age, see p. 8.

*Disaggregated Indicators* result from breaking down Indicators by one or more Disaggregators.

Where a complete set of Disaggregated Indicators is provided for a top-level Indicator, the top-level Indicator **MUST** be the sum of the Disaggregated Indicators – it can be calculated automatically. However, it is also possible that a National Society is unable to provide disaggregated data for a particular Indicator, in which case the top-level Indicator can be provided directly.

Example: Nolandia<sup>4</sup> Red Cross Society, 2016:

Number of People Reached with Disaster Risk Reduction Programming													
Direct Recipients													Indirect Recipients
Age group	0-5	6-12	13-17	18-29	30-39	40-49	50-59	60-69	70-79	80+	Other	Total	
Male	1	3	5	7	9	11	13	15	17	19	0	100	
Female	2	4	6	8	10	12	14	16	18	20	0	110	
Other	0	0	0	0	0	0	0	0	0	0	0	0	
Total	3	7	11	15	19	23	27	31	35	39	0	210	0

210 is the value of the “People Reached” Indicator for **disaster response and early recovery programmes, disaggregated by Type of Recipient = Direct.**

110 is the value of the “People Reached” Indicator for disaster response and early recovery programmes, disaggregated by Type of Recipient = Direct **and also by sex = female.**

17 is the value of the “People Reached” Indicator for disaster response and early recovery programmes, disaggregated by Type of Recipient = Direct, by sex = male and by **age = 70-79.**

No indirect recipients were reported in this case, so 0 is the value of the “People Reached” Indicator for disaster response and early recovery programmes, disaggregated by **Type of Recipient = Indirect.**

<sup>4</sup> This is fictitious data

## Disaggregators for data on people

### Age

- the recommended age groups<sup>5</sup> for FDRS reporting are: 0-5, 6-12, 13-17, 18-29, 30-39, 40-49, 50-59, 60-69, 70-79, 80+.

A person aged 39 years and 11 months will be included in the 30-39 age group, etc.

Some of the younger age groups are not used for some of the Indicators. The tables provided in the FDRS Questionnaire shows the correct age groups for each Indicator.

### Sex

- the possible categories are: Male / Female / Other

The standard categories for people reached in FDRS currently include 3 options for sex<sup>6</sup>: male/female/other. The “other” category can include data such as “other sex/gender”, “undisclosed”, “unknown”, etc. The great majority of National Societies do not currently collect data beyond these categories and because the use of additional categories can be complex. However, National Societies are encouraged to further disaggregate their data by other sex and/or other gender categories where they are able to do so. This does not in any way indicate any lesser importance of collecting data based on diverse categories and is a step towards inclusion of this data in our systems.

## Supporting Indicators for Data on People

Many of the main indicators also have Supporting Indicators giving further information, e.g. the Indicator on Paid Staff has a Supporting Indicator on numbers of those staff who are insured.

The first two supporting indicators below, “Insured” and “Died on Duty”, are also disaggregated by age and sex.

### Insured

- people who are covered under an accident insurance scheme of the National Society such as the IFRC global accident insurance scheme<sup>7</sup> or another similar scheme, during their activities for the National Society in the reporting year.

---

<sup>5</sup> Following the Sphere Project Handbook, <http://www.sphereproject.org/resources/download-publications/?category=22>

<sup>6</sup> “Sex” is usually understood to be a biological distinction, whereas “Gender” concerns roles and identity. Some National Societies may use one distinction for data gathering and some may use another, so consolidated FDRS data unfortunately has to mix the two. To keep things simple, FDRS just refers to this category as “sex”.

<sup>7</sup> <http://bit.ly/2qe6Y9v>. If you have difficulty deciding if an insurance scheme is suitable, contact [fdrs@ifrc.org](mailto:fdrs@ifrc.org)



## Died on duty

- people who have died during the Reporting Year while performing duties for the reporting National Society.

## Availability of disaggregation by disability

- whether disability disaggregation is available for a given Indicator

## Use of Washington Group questions

- whether Washington Group questions are used for a given Indicator.

This Supporting Indicator records whether the Washington Group Short Set questions were used (these are a recommended way to disaggregate data for people - e.g. Paid Staff, People Reached, etc. - according to disability status). The questions are as follows:

**Introduction:** The next questions ask about difficulties you may have doing certain activities because of a HEALTH PROBLEM.

1. Do you have difficulty seeing, even if wearing glasses?
2. Do you have difficulty hearing, even if using a hearing aid?
3. Do you have difficulty walking or climbing steps?
4. Do you have difficulty remembering or concentrating?
5. Do you have difficulty (with self-care such as) washing all over or dressing?
6. Using your usual (customary) language, do you have difficulty communicating, for example understanding or being understood?

**These are the possible answers:**

- a. No - no difficulty
- b. Yes – some difficulty
- c. Yes – a lot of difficulty
- d. Cannot do at all

When collecting data on disability, it is important to use the full set of implementation instructions on the Washington Group website<sup>8</sup>. More detailed data collection can be conducted using the Washington Group Extended Set Questionnaire on Disability<sup>9</sup>. Short questionnaires which are more appropriate for

<sup>8</sup> <http://www.washingtongroup-disability.com/washington-group-question-sets/short-set-of-disability-questions/>

<sup>9</sup> <http://www.washingtongroup-disability.com/washington-group-question-sets/extended-set-of-disability-questions/>

counting **children** with disabilities (one set for ages 2-4, one set for ages 5-17), developed by the Washington Group in partnership with UNICEF, should be used with children instead of the main Washington Group questions if possible<sup>10</sup>.

---

<sup>10</sup> <https://data.unicef.org/resources/module-child-functioning/>

## Section 1) Reporting National Society, Reporting Year

From this point on, this Guide follows the structure of the Questionnaire. The two should be read together.

### Reporting National Society

- the National Society whose data will be entered in the Questionnaire. For the purposes of the FDRS, the data will cover all RCRC activities on the National Society's national territory including work conducted by Partner National Societies and/or IFRC Secretariat, by autonomous Local Units, and, in some cases, by Corporate Members.

Each piece of data in the FDRS database “belongs to” one National Society (referred to here as the “reporting National Society”) and one Reporting Year – (Reporting Year, see below). National Societies are responsible for reporting the data relevant to Red Cross / Red Crescent network activities, people and Local Units on its national territory, not only its own activities, etc., but including for example work conducted by Partner National Societies and/or IFRC Secretariat; the exception is that a National Society reports all the Paid Staff who are contracted by it, regardless of where they work. National Societies should include data from their Local Units even if they are decentralized with autonomous status, not just from the National Society headquarters. The National Society may also include data from Corporate Members deemed to be part of the National Society (see next section).

### Tip

The FDRS Questionnaire accompanying these guidelines should be shared and used by local units to collect and report on the FDRS key performance indicators. The Questionnaire can be completed at different levels and sent to the National Society headquarters, where information from all branches can be aggregated and reported centrally. While this can initially entail additional work, the FDRS team hopes that the National Society will recognize the added value towards accountability, resource mobilization, and programme planning and management.

### Corporate members

- organisational entities that have some degree of independence from a National Society, but with whom the National Society has meaningful and privileged links.

If a National Society has any Corporate Members, it should decide for each Corporate Member whether is to be counted as part of the National Society for the given Reporting Year. If it is, all its relevant data is to be included in the FDRS Key Performance Indicators. If it is not, none of its data is to be included. The decision to include a Corporate Member can be changed in a later reporting year if circumstances change.

A Corporate Member is considered to be part of the reporting National Society if **at least some of these criteria are fulfilled**; other similar factors can also be taken into account.

The Corporate Member:

- was **set up** by the reporting National Society
- uses the **“Red Cross” or “Red Crescent” name and/or emblem** correctly.
- is actively guided in its work by the **Seven Fundamental Principles**
- has its **financial statements consolidated** in the National Society’s financial statements
- has **substantial participation of the reporting National Society in the governing body/board**.  
“Substantial” would be for example a majority rather than just one seat.
- has **shared procedures and systems** with the reporting National Society, e.g. employment contracts.

## Examples

These members could be blood donation centres, hospitals, ambulance services, or youth clubs, etc.,

## Clarification

It is the reporting National Society which ultimately decides whether a Corporate Member is to be included in the KPIs or not.

When making this decision, National Societies should be careful neither to inflate counts on the indicators with information which is not really relevant to National Society work, nor on the other hand to dismiss the work of entities which are indeed close and relevant to National Society work.

## Reporting Year

**- the year to which the data in the Questionnaire refers i.e. 2017, 2018 etc: usually a calendar year.**

**It is possible for the Reporting Year, either for specific data or for all data, to be another period in exceptional circumstances. If data is used from another 12-month reporting cycle, it should be included in the Reporting Year which covers most of that period, e.g. income data for a financial year April 2012-March 2013 should be included in Reporting Year 2012 whereas data for a financial year September 2012-August 2013 should be included in Reporting Year 2013. Overlaps and gaps are only allowed in rare, exceptional cases.**

## Clarification

Data for one year, e.g. Reporting Year 2012, should be provided in June following that calendar year, i.e. June 2013.

The Reporting Year for financial data will be normally the National Society’s financial year, not the calendar year.

If the Reporting Year is not the calendar year, this must be specified in the Questionnaire: for Income and Expenditure there are two dedicated Supporting Indicators for this information, for other KPIs the information should be provided in the comments box.

## Tip

Even though data is provided annually, the systems to collect and monitor indicators should be ongoing as a regular part of programme management to understand the target population needs, allocate people and resources, and coordinate services and partners.

## Section 2) Additional Indicator: Number of people on the National Society Governing Board (HQ)

### Definition:

*The National Society Governing Board<sup>11</sup> - is the highest, national level decision-making governing body<sup>1</sup> between sessions of the General Assembly<sup>12</sup>.*

The Governing Board uses its authority to direct and make decisions on behalf of the National Society, in particular in regard to setting direction and priorities, being accountable to stakeholders and ensuring compliance with internal rules and agreements. The Governing Board traditionally includes the President, Vice President(s), Treasurer and other elected or appointed members. Do not include governing boards related to branches, sections or local units.

Disaggregated by: Sex, age (see p. 8)

## Section 3) KPI: Number of Local Units

### Definition

*Local units are any physical subdivisions of a National Society that coordinate and deliver services to people. These include branches, sections or chapters, headquarters, regional and intermediate offices.*

Disaggregation: none

Supporting Indicators: none

### Examples

#### These count as Local Units:

- All units or subdivisions that directly provide services to people. This includes intermediate level subdivisions that provide support for local units but also might work directly with the community
- A HQ or regional office that serves the local population, such as the people in the city where they are located.

---

<sup>11</sup> Other designations: National Council, Governing Council, Council, Committee, Board of Directors or similar are used in some National Societies instead.

<sup>12</sup> Other Designations: Annual meeting, Congress or similar are used in some National Societies instead.

- A blood bank which is a Corporate Member and is counted as part of the reporting National Society (see p. 11).
- All units that directly provide service to people for corporate members that are considered to be part of the National Societies

If both a District Branch and a Town Branch (even within the same District) work directly with local populations, they both count as Local Units.

**These do not count as Local Units:**

- A District Office that does not work directly with local populations.
- A regional subdivision (e.g. “North District”) which exists on paper but does not have a physical office.
- Corporate members that are independent from the National Society and not sufficiently integrated within the work of a National Society.

## Section 4) KPIs: Financial Indicators

This section includes two KPIs, for Income and Expenditure.

### Clarifications

National Societies normally report financial information in their Annual Financial Reports, but usually using different formats. The FDRS indicators provide simplified, standardised information which can be aggregated across National Societies. Because of the way the indicators are defined, see below, the figures may differ from those in the Annual Financial Report.

The **reporting National Society** is defined on p. 11. As explained there, it includes branches and other Local Units at all levels and includes Corporate Members which fulfil certain criteria. So Income and Expenditure data should be consolidated at the level of the whole Reporting National Society.

A National Society can report to the FDRS either on either **accrual** or **cost basis**, whichever they use for their financial report.

The income and expenditure figures should *not* include **estimates of in-kind flows** (non-monetary transfer of material goods and services), unless the National Society’s Annual Financial Statement includes them, or goods at disposal. Likewise, staff paid *directly* by others should not be included as this can be considered an in-kind donation.

The **Reporting Year** is defined on p. 12. As explained there, the time frame may sometimes be different for Income and Expenditure than for the other FDRS Indicators. National Societies which do not have a financial reporting year that follows the calendar year (1 January – 31 December) should report their financial data for that calendar year which overlaps most with their financial year. For example, data for a financial year April 2020 to March 2021 is submitted in FDRS Reporting Year 2020.

## Supporting Indicators for Income and Expenditure

- Currency, according to International Organization for Standardization (ISO) codes. The National Society decides in which currency it will report its financial figures – usually this is the same currency for all its financial data including its financial statements.
- Reporting Period Start Date (day/month/year)
- Reporting Period End Date (day/month/year)

## KPI: Total income

- the fiscal value of money, material goods, and services received by the reporting National Society during the Reporting Year, from any source, excluding internal transfers within the reporting National Society.

## Disaggregator: Source of Income

- **Home Government**
- **Foreign Government** – other governments and government departments from outside the country. This includes the EU. Examples are: UK (DFID/FCO), US (USAID/OFDA/OTI/PRM), Sweden (SIDA) etc.
- **Individuals** – members of the public including funds from membership, major donors and legacies.
- **Corporations** – including donations, proceeds from joint promotions or sponsorship.
- **Foundations** – funds from a ‘not for profit’ set up with the explicit aim of making donations to other organisations (e.g. Charities Aid Foundation). This includes foundations established by corporations or individuals (e.g. Lebara Foundation and Bill & Melinda Gates Foundation).
- **UN Agencies and other Multilateral Agencies.** These include the development institutions of the UN (e.g. UNDP), the World Bank, Global Fund and regional development banks.
- **Pooled funds** – mechanisms used to receive contributions from multiple financial partners (mainly government donors) and allocate such resources to multiple implementing entities. Humanitarian pooled funds can be global (the START Fund) or country-based e.g. the CHF, ERF.
- **Non-governmental organizations** - local and international "not for profit" civil society organizations independent from states and international governmental organizations.
- **Service income** – income linked to the provision of public services, for example blood, hospital or ambulance services; search and rescue etc.
- **Income generating activity** – income linked to the sale of a product or service, for example commercial first aid training; retail; sale and/or rental of other products and services.
- Other National Society
- IFRC (Secretariat including regional offices)
- ICRC
- Other

## Clarification

It is important that income from transfers from other Federation entities are reported here, for example a transfer from a Partner National Society should be reported under “Other National Society”.

Income from the sale of a product or service by a Reporting National Society whether to an organisation, individual, foundation etc counts as Service Income or Income Generating Activity, not as “Individuals”, “Corporations” etc.

Although DREFs are a form of pooled fund, they should be reported in the category “IFRC”, *not* in the category “pooled funds”.

#### Note

To calculate the total income of all National Societies at a global level, it is necessary to subtract the total funds transferred *between* National Societies. It is not possible to calculate the total income at *regional* level, because funds can flow into and out of regions, and those amounts are unknown.

#### KPI: Total expenditure

**- the fiscal value of money, material goods, and services which the Reporting National Society spends during the Reporting Year, excluding internal transfers within the reporting National Society.**

Disaggregation: none

#### Note

It is not possible to calculate the total expenditure of all National Societies at global or regional level. This is because, unlike for income, FDRS data does not disaggregate expenditure to record funds transferred *between* National Societies.

### Section 5) Additional Indicators: National Society support links

National Societies to which support was given

**- names of each National Society which the reporting National Society has GIVEN support to - human resources (at least the work of one person for one day), and/or financial or in-kind resources (exceeding a value of 1000 USD) during the Reporting Year**

National Societies from which support was received

**- names of each National Society which the reporting National Society has RECEIVED support from - human resources (at least the work of one person for one day), and/or financial or in-kind resources (exceeding a value of 1000 USD) during the Reporting Year**

#### Clarification

For each Indicator, each National Society should be named just once, regardless of the number of different *kinds* of support involved. A National Society can of course appear once in *each* Indicator if it both gave and received support.



## Section 6) KPI: Number of People Volunteering their Time

- people that have given their time voluntarily<sup>13</sup> to support the delivery of services of the reporting National Society for at least four hours during the Reporting Year.

Supporting Indicators<sup>14</sup>: insured, died on duty, availability of disaggregation by disability, Use of Washington Group questions

Disaggregation<sup>15</sup>: Age, sex

### Clarification

Remember (see p. 11) that the reporting National Society reports data to the FDRS for all Red Cross / Red Crescent activities and resources which are on its own national territory, and nowhere else: this includes volunteers.

Young people and/or participants in youth programmes can of course be included in these indicators if they have given their time voluntarily according to the definition above.

This definition does not include blood donors. The contribution of blood donors does not count as “given their time voluntarily to support the delivery ...”.

The FDRS collects data on the number of people, not hours volunteered. The totals are irrespective of the number of hours the people volunteered. National Societies may also count total hours, for their own use.

This definition also includes “spontaneous volunteers”, their contribution can meet the definition above even if they are not formally mobilised and/or organised by the National Society.

### Note

National Societies use different terminology and definitions for volunteers. For instance, some National Societies refer to volunteers as “active members”, while other National Societies use the word for people that pay an annual membership fee but for whom the National Society does not have evidence of how much they work. Therefore, the broadest and most reliable method to collect data on this indicator is to define who should be reported (people volunteering over 4 hours a year) rather than try to define “volunteer” in a way that can be applicable to all National Societies. The FDRS definition focuses on active involvement and helps to avoid reporting numbers which are too high (or too low).

---

<sup>13</sup> “voluntarily” means “of their own free will”, i.e. they have not been forced or required to give their time

<sup>14</sup> See the section on Supporting Indicators on p. 8

<sup>15</sup> See the section on Disaggregators on p. 8

## Section 7) KPI: Number of Paid Staff

- people who are contracted by the Reporting National Society for a minimum of three months in total during the Reporting Year and are either remunerated for their work or are interns.

Disaggregation: Age, sex

Supporting Indicators: Insured, died on duty, availability of disaggregation by disability, use of Washington Group questions

### Clarification

Staff contracted by the Secretariat are not counted by the reporting National Society even if they are working for it within the country to which the reporting National Society belongs.

Staff contracted by a reporting National Society are reported by that National Society regardless of who remunerates them and where they work, whether it is in-country, delegates in the field out-of-country, or staff-on-loan.

If a person is contracted for the first three months to the reporting National Society and then is contracted again for the last three months, they only count once.

## Section 8a) KPI: Number of People Donating Blood

- people who have donated blood at a blood donation centre / blood bank or similar, owned or run by the reporting National Society at least once during the Reporting Year

Disaggregation: Age, sex

Supporting Indicators: Availability of disaggregation by disability, use of Washington Group questions

### Clarification

If the reporting National Society does not have blood donation facilities, but promotes blood donations, it should count people reached with these promotional activities as part of “People Reached” (irrespective of whether they actually donate blood at some other facility).

People who would like to give blood but cannot e.g. because of medical conditions, risk behaviours for transmissible infections or other, should not be counted as people donating blood.

Only the number of people, not number of times or quantity of blood given, should be reported, So a person who gives blood, say, four times during the reporting period is still only counted once.

### Tip

If this service is not offered by your national society, please add “0” as value.

## Section 8b) KPI: Number of People Trained in First Aid

- people who have completed at least one first aid course led or facilitated by the reporting National Society (at any level, either online or face to face) during the Reporting Year.

Disaggregation: Age, sex

Supporting Indicators: Availability of disaggregation by disability, use of Washington Group questions

Clarification

Remember (see p. 11) that the reporting National Society reports data to the FDRS for all Red Cross / Red Crescent activities and resources which are on its own national territory, and nowhere else: this includes people trained in first aid.

Tip

If this service is not offered by your national society, please add “0” as value.

## Section 9 & 10) KPI: The “People Reached” Indicators

People Reached

*People Reached* are people who receive (from the reporting National Society in the Reporting Year) tangible goods and/or any of a range of activities offering protection and assistance, including a positive change or support in knowledge, skills, awareness, attitudes, behaviour, and physical and psychosocial well-being and who can be counted or at least estimated with some degree of reliability.

Reporting National Society staff, members, and volunteers are only counted as People Reached when they receive services due to their own need or development, and not as preparation to deliver services.

Remember (see p. 11) that the reporting National Society reports data to the FDRS for all Red Cross / Red Crescent activities and resources which are on its own national territory, and nowhere else: this includes People Reached. So if a partner National Society assists in reaching people on the national territory of the reporting National Society, it is the reporting National Society who reports these as “People Reached” to the FDRS, not the partner National Society. **There is no single indicator for “People Reached”. Instead, there are two sets of “People Reached Indicators” – one set is for different Types of Programme (two indicators) and the other set is for Thematic Areas (seven indicators).** The rationale of having this two sets are to distinguish people reached by the two main programmes and at the same time also for thematic area. For instance a person might be counted once under, for example, “Type of Programme: Disaster Response and Early Recovery”, and once under, for example “Thematic Area: Shelter” and perhaps “Thematic Area: Health”. This is useful information about the different

programmes and is not double counting because each indicator stands alone; they should never be added together<sup>16</sup>.

Supporting Indicators: Availability of disaggregation by disability, Use of Washington Group questions

Disaggregator: Type of Recipient (Direct / Indirect)

These nine indicators are disaggregated by Type of Recipient (Direct/Indirect). Direct recipients are also disaggregated by age and sex.

***People Reached Directly* are People Reached at a delivery point (or through a reliable link with a delivery point, e.g. when a household head receives goods specifically for a family member) and the reporting National Society provider is present to verify delivery of the goods or service. The delivery point can be stationary, as with a nurse at a health clinic, or mobile, as with a nurse providing vaccinations at households.**

***People Reached Indirectly* are People Reached who do not fit the definition of People Reached Directly.**

**When a recipient receives both direct and indirect services within the same Thematic Area or Type of Programme, they should only be reported as a direct recipient.**

**One person may be counted on more than one of the nine „People Reached“ Indicators in the same Reporting Year**

Examples: People Reached Directly

When a head of household receives certain services that are transferred directly to other household members, such as emergency food items at a distribution centre, or participation in a cash for work programme, we count all the members of the household as **People Reached Directly** as there is a reliable link with the delivery point.

Examples: People Reached Indirectly

A community member who listens to a HIV awareness programme on the radio is not reached directly because the Federation provider is not present, but they are counted as **People Reached Indirectly**, provided the number of radio audience can be adequately approximated.

An indirect recipient can receive the Federation service from a direct recipient. For example, family members may learn second-hand from students (direct recipients) attending a presentation on Federation principles and values. They are counted as **People Reached Indirectly** if the programme has

---

<sup>16</sup> Totals from these sets of indicators should not be combined into a single total for “all people reached”. Nor should the indicators within each set be combined into a single total e.g. it would be wrong to add a total for “Type of Programme: Disaster Response and Early Recovery” to a total for “Type of Programme: Long-term services” because this would certainly involve double counting.

structured into it a mechanism to ensure they can be credibly counted or at least their number can be reliably approximated.

#### Examples: People not reached Directly or Indirectly

Not to be counted as People Reached (neither Directly nor Indirectly):

- Someone can receive services from an indirect recipient but if there is no reliable way to count their number, they are not counted as People Reached. Example: someone heard a HIV awareness programme (they may be counted as People Reached Indirectly) but then tells some friends what they heard. There is no systematic way to count or approximate the number of friends.
- Someone who indirectly benefits from macro-level goods or services, such as system strengthening, capacity building, and advocacy, but who is remote from delivery points and who cannot be reliably counted as a recipient.

#### Clarification and “frequently asked questions” for People Reached

With respect to double counting, the nine „People Reached“ Indicators are just like the other Indicators: on each of them, one individual can only be counted at most once during one Reporting Year, even if they receive multiple services or the same service multiple times. In practice, the FDRS team accepts that this is difficult to guarantee, and National Society indicators may sometimes count one person more than once, especially when a person is included in different programmes.

It is however quite possible and acceptable that a person may be counted more than once in the nine “People Reached” Indicators in the same Reporting Year. For example, a person might be counted once under “People Reached with long-term programmes and development services” and the same person counted once again under “People Reached with Disaster Risk Reduction Programming” and perhaps even again under, say, “People Reached with Shelter Programming”.

*Why don't we call the people we reach “beneficiaries”?* “People reached” is a more neutral term that adequately captures what we are measuring, and is increasingly adopted by other international humanitarian organizations. For many, “beneficiary” implies that recipients passively receive charity, when in actuality our work seeks to actively engage and empower people in determining their own fates. “Beneficiary” can also imply that recipients benefit or are positively impacted. While this is certainly our intention, positive impact should not be assumed until measured through more rigorous methods than counting recipients.

*Are “people reached” the same as “people impacted”?* No. The number of people reached does not directly represent the quality or impact of services. It is just one part of the whole picture. One Person Reached may receive a house, another a vaccination, and another only a safety message. Also, one Person Reached might receive more than one service from the same programme, whereas others may receive only one. That is why the measure is meant to be combined with other measures to reflect the quality and impact of our work.

*Are “people reached” the same as “target population?”* No. For disaster response and development programmes, the target population is the intended recipients of services, but the number of actual recipients can be more or less. Typically, our targets are higher than those we actually reach, but there are instances when there can be unintended recipients resulting in the count of people reached being higher than targets. Example: a target group of tsunami survivors for a psychosocial programme may be all the families living in a set of impacted communities. However, in practice: 1) some internally displaced persons (IDPs) in the communities may relocate elsewhere, resulting in a smaller number of people actually reached than targeted; and/or 2) more IDPs may relocate to these communities, resulting in a larger count of people reached than targeted.

*Can we count households to determine “people reached”?* Yes, as long as there is: 1) credible evidence that every person in the household has received or is covered by the service, and 2) a reliable statistic of the average household size (usually available from government census data, or other international agencies working in the region, i.e. United Nations). In other cases only specific people within the household are targeted, e.g. under-fives or adult women, in which case there must be credible evidence that these specific targeted people have been reached, and reliable statistics about how many of them are likely to be living in each household. For example, if regional or national statistics report that the average household size is 5 people and an intervention reached 100 households, then 500 people were reached. As discussed above, attention should be given to whether people reached are direct or indirect recipients.

#### Tip

If a National Society is reaching people with a programme or service which does not fall under either of the Type of Programme indicators (or under any of the Thematic Area indicators), the details should be reported in the Comments Box.

### Section 9) The “People Reached” Indicators by Type of Programme

#### Number of People Reached with Disaster response and early recovery services

**- National Society services to respond to and strengthen recovery from natural and man-made disasters.**

Examples include:

- Emergency shelter
- Food and nutrition distribution
- Restoring family links
- Psychosocial support
- Any other programme implemented specifically for disaster response and early recovery.

#### Number of People Reached with long-term services and development programmes

**- National Society services to strengthen community resilience, improve health, and address the needs of the most vulnerable.**

Examples include:

- Health: HIV/AIDS, malaria, tuberculosis, non-communicable diseases, maternal, newborn, and child health, community based health and first aid, water, sanitation and hygiene promotion, hospital and ambulance services, etc.
- Community development: livelihoods, road safety, security, etc.
- Social services: psychosocial support, migrant services, elderly support, advocacy campaign against violence

## Section 10) The „People Reached“ Indicators by Thematic Area

This is the second set of “People Reached” Indicators. There is one for each of seven Thematic Areas. These Thematic Areas cover the kind of activity or service with which people are reached.

### Number of People Reached with Disaster Risk Reduction Programming

*Disaster Risk Reduction is the concept and practice of reducing disaster risks through systematic efforts to analyse and manage the causal factors of disasters, including through reduced exposure to hazards, lessened vulnerability of people and property, wise management of land and the environment, and improved preparedness for adverse events<sup>17</sup>. National Society activities include preparing and assisting communities in disaster- and crisis-vulnerable areas in adopting climate-risk-informed and environmentally responsible and other relevant values and practices.*

Examples include:

- Contingency planning, particularly at community and household level
- Establishment of appropriate early warning and risk management systems
- Community-wide awareness raising and engagement on climate change
- Improvement and/or implementation of environmentally responsive practices such as forecast-based financing
- Tree planting

### Clarification

People Reached by Disaster Risk Reduction are to be counted in **exactly the same way as for other Thematic Areas**. DRR programmes may also “cover” larger numbers of people and even whole populations, for example with structural support etc., just as other types of programmes do; but these people are to be counted as People Reached only if they get some specific assistance or messages etc., and who can be counted or at least estimated with some degree of reliability; they are to be counted as People Reached Directly if this happens at a delivery point or through a reliable link with a delivery point, and otherwise as People Reached Indirectly. It is not relevant for calculating this number whether a disaster occurs or not.

---

<sup>17</sup> Source: <https://www.unisdr.org/we/inform/terminology>

#### Number of People Reached with Shelter Programming

**Shelter services and assistance are provided before, during, and after a disaster in order to meet the accommodation and settlement needs of affected people, to reduce their accommodation and settlement risks and to strengthen their safety, well-being and longer term recovery.**

Examples include:

- Short- and medium-term shelter and settlement assistance provided to affected households
- Longer-term shelter and settlement issues including housing land and property rights, adaptation to climate change, sustainability and urbanization
- Technical support, guidance and awareness raising in safe shelter design, settlement planning and building techniques

#### Number of People Reached with Livelihoods Programming

**Livelihoods comprise the capabilities, assets and activities (or strategies) required for generating income and securing a means of living. Livelihoods services help communities (especially but not only in disaster and crisis affected areas) by supporting people to replace livelihood assets, restore livelihood activities, and strengthen, diversify and protect livelihoods, without damaging the natural resource base.**

Examples include:

- Prevention of further damage and loss
- Repair of essential infrastructures e.g. schools, roads and community facilities
- Restoration of social services
- Basic needs assistance for livelihoods security including food, clothes and other relief items
- Improvement of income sources via e.g. vocational training
- Food production and income generation through e.g. seed distribution programmes and husbandry programmes
- Community awareness activities on livelihoods strengthening and protection

#### Number of People Reached with Health Programming

**Health activities directly protect and promote the health of the population they serve, from health promotion to prevention, diagnosis, treatment, rehabilitation, palliative care, acute care and long-term care services.**

Examples include:

- Activities focused on informing, educating and communicating necessary behaviour change messages on prevailing health issues and problems. Inclusive of prevention and community based management (e.g. HIV/AIDS, Hepatitis, TB, family planning, non-communicable diseases, etc)
- Programmes supporting vulnerable populations through routine home visits and outreach activities to provide basic community care services (e.g. older people, socially isolated groups, migrants etc)
- Provision of health care and treatment by trained health professionals, through acute or longer-term care in health facilities such as hospitals, clinics and health posts



- Provision of health products such as vaccines, essential medicines and other medical supplies
- Sourcing and management of voluntary non-remunerated blood donations
- Training of individuals in first aid and subsequent activities providing immediate first aid care to injured persons
- Programmes supporting reproductive, maternal, newborn and child activities ranging from acute hospital care to community-based services. Inclusive of prenatal (before birth) and post-partum (after birth) such as the promotion of healthy practices and illness detection
- Programmes sourcing, distributing and promoting the proper use of malaria nets
- Programmes providing support to immunisation campaigns and routine immunisation programmes through community mobilisation, sensitisation, surveillance, demand creation, etc
- Promotion of proper nutrition and food education
- Programmes providing mental health and/or psychosocial support services
- Prevention, preparation and response to infectious disease outbreaks
- Community-based surveillance activities contributing to early-warning systems for disease outbreaks
- Referral activities acting in support of health systems
- Harm reduction services providing support for marginalised or excluded populations who are denied or have restricted access to health care
- Programmes providing advice, counselling and basic services to drug and other substance abuse users

#### Number of People Reached with Water, Sanitation and Hygiene (WASH) Programming

**WASH activities and services promote the availability and sustainability of safe water, sanitation and hygiene of vulnerable people.**

Examples include:

- Programmes providing communities with access to safe water
- Programmes providing communities with knowledge on treatment and reuse of waste water
- Programmes supporting communities to reduce open defecation
- Programmes focusing on the community-based management of water and sanitation facilities, including safe excreta and refuse disposal
- Programmes providing vector control services
- The sourcing and distribution of hygiene/dignity kits
- Programmes supporting women and girls in managing their menstrual hygiene needs with dignity
- Training, education, awareness-raising activities on personal and community hygiene practices (e.g. in schools, community groups etc)

#### Number of People Reached with Migration Programming

**Migration activities support the needs of people who leave or flee their homes in search of a more secure and stable environment in other countries. The Red Cross and Red Crescent has a trusted and vital role to play in meeting immediate needs and insisting on principled humanitarian action to protect the dignity and well-being of migrants, including migrant workers, irregular migrants, refugees and unaccompanied minors, among others.**

Examples include:

- Assistance and protection services in the context of migration e.g. provision of foods, water, essential goods and services like primary health care and essential medicines
- Services supporting the integration of migrants into a new society e.g. helping them with legal papers, language, housing and employment
- Awareness-raising and advocacy addressing xenophobia, discrimination and negative perceptions towards migrants

#### Number of People Reached with Cash Transfer Programming

**Cash transfer programming supports and provides the transfer of cash or cash equivalents (e.g. vouchers), including cash for work programmes, in order to cover the short- and/or long-term essential food and non-food needs of vulnerable populations. Transfers may or may not depend on recipients having certain characteristics or doing certain things.**

Examples include:

- One-off payments after a disaster as well as repeated payments during a protracted crisis
- Blanket provision as well as payments targeted to specific groups
- Programmes implemented alone as well as programmes in partnership with government agencies

#### Number of People Reached with Programming for Social Inclusion and Building a Culture of Non-violence and Peace

**- activities that seek respect for human dignity and diversity by addressing all forms of stigma, discrimination, non-respect and marginalization, or address violence and the causes of violence.**

Examples include:

- Improvement of equitable access to basic services considering different needs based on gender and other diversity factors
- Social inclusion/integration work focusing on changing the status of excluded groups, e.g. facilitating access to education, employment and training
- Public campaigns or activities to promote the equality and/or rights of excluded groups
- Prevention of and response to inter-personal violence towards vulnerable groups such as street mediation programmes
- Prevention of and response to sexual- and gender-based violence
- Prevention of and response to all forms of violence against children e.g. establishing child-friendly spaces in emergency response
- Educational and advocacy programmes that raise awareness on humanitarian challenges, cultivate humanitarian values and develop relevant interpersonal skills.

## Section 11) Additional Information and feedback

Additional Information: Comments box

**Any important extra information about the data reported in the Questionnaire.**

Here are some examples of things which reporting National Societies should mention in the comments box:

- 1) **Approximations.** While certain counts, such as the people reached, may ultimately be a best approximation, it is helpful to know the rationale for any gross estimations, especially if the approximation was due to missing data, issues with double counting, etc.
- 2) **Possible under-reporting.** For example, if 10% of the branches did not report back on the FDRS indicators to the National Society FDRS focal person, and the figures reported by the National Society therefore do not account for all the programmes carried out in the country by the National Society.
- 3) **A reporting period other than the “Reporting Year”.** This may occur when some indicator data were not collected on an annual basis and is not available for the same reporting year used for the other indicators. For example, if a National Society reports on 2010 figures but only have accurate data on number of people volunteering time from 2008, it should be mentioned that the figures reported for this indicator are not from 2010 but from 2008.
- 4) **Indicator data calculated using different definitions / methodology than set out in this Guide.** Other methodologies to count and report on FDRS indicators should only be used if it is not possible to report according to the FDRS methodology, and credible and comprehensive data are available using this alternate methodology. This may happen if a National Society already has a reporting system in place which uses a different methodology to count one or more of the FDRS indicators. For example, if a National Society defines a person volunteering time as someone that has given their time freely for at least 20 hours in the reporting year and can’t estimate the number of people that have given their time freely for at least 4 hours as defined for the FDRS, the known figure should be reported, and the methodology used clearly indicated in the Comments section. However, National Societies should consider transitioning their reporting methodology to be consistent with the FDRS.
- 5) **Differences in indicator performance between reporting years.** Any drastic changes in indicator performance from previous years should be noted. For instance, if people-reached dropped significantly from the prior year, it can be explained that it was due to conflict in the project area that obstructed programming..

Important additional documentation to support or explain the indicator data should be sent together with the Questionnaire and mentioned in the comments box (or a link can be provided in the comments box where further information can be found).

Additional Information: Feedback box

Criticisms of, or suggestions for, the Questionnaire and the rest of the FDRS system including the Guide.