



**Federation-wide Databank & Reporting
System (FDRS)
User Guide
2021**

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 that National Societies have to submit. Part 2 provides definitions of the FDRS indicators. Part 3 guides the user through the different sections of the FDRS Questionnaire. Clarifications, examples, and tips are also provided.

An interactive version of the User Guide, together with some other useful resources, can be found at: <https://data.ifrc.org/fdrs/resources>

Abbreviations

FDRS	Federation-wide Databank & Reporting System
FP	Focal Point
HQ	Headquarters
IFRC	International Federation of the Red Cross and Red Crescent Societies
NS	National Society
KPI	Key Performance Indicator
WASH	Water Sanitation and Hygiene
RCRC	Red Cross Red Crescent

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About FDRS

What 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 FDRS does

Situated within a **National Society development framework and in benefit of National Societies**, 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 2030** (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**¹.

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 link to the FDRS backoffice's Questionnaire where NS are asked to add relevant data and key documents- i.e. annual report, strategic plan, audited financial statement.
- Once Questionnaire is completed and data is submitted, it 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 them. The FDRS team will also analyse and present the data collected from NSs in the annual Everyone Count Report and on its website: <http://data.ifrc.org/fdrs>

¹ https://www.ifrc.org/sites/default/files/2021-08/01_IFRC-Constitution-2019-EN.pdf

Note on the updated information in this Guide

In this Guide, National Societies can retrieve important information on the indicators that they are collecting data about. This is contained both in the indicators' definitions and in other parts of the guide, including the "Counting People Reached - Technical Note".

The 2021 version of the Guide attempts to consolidate and clarify previous concepts and guide National Societies through the new ones. For any questions or clarifications, NSs should ask the FDRS team: 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. These documents will promote and strengthen the National Societies reputation of having a clear direction, commitments to the humanitarian cause and, transparency and accountability to the stakeholders. For each of the documents, below are some of the common content that have been provided by many National Societies to FDRS.

Annual report

The annual report is an accountability and transparency document that every National Society would either make available via circulation or publish online.

The document could be structured as follow:

- A list of office bearers, number of branches, number of staff, volunteer, organigram and any other National Society's resources.
- A complete list of activities that were conducted for the year and the total number of people that have benefited and reached from these activities.
- Types of key events that took place for the year, like information on all the disasters, the locations, people affected and how the National Society responded to it.
- A section on yearly goal achievements and learnings for the year, moreover, the areas that the National Society wants to improve and goal setting for the coming year.

Audited financial statement

The audited financial statement is a document that provides a complete National Society's financial information for the fiscal year.

The document would be structured as below:

- Balance sheet, income statement, cash flow statements, accountants and auditors report.
- Financial statement would be externally audited by an independent certified public accountant and have signatures from all the relevant authorised officials.

Financial Statements must be verified by a qualified and independent auditor.

Strategic plan

The strategic plan would include a description of what the National Society wants to achieve and how they plan to achieve it.

The document could be structured as below:

- The vision and mission of the National Society.
- Indication the period the strategic plan covers.
- The strategic plan alignment with Strategy 2030.
- Explanation of the strategic aims and the actions planned to meet these aims.
- Projection budgets and resource needed for implementing the actions.

Picture of the Year (optional)

National Societies are encouraged to upload a picture that represents a specific moment during the year, which could be highlighted on their NS profile on the FDRS-website and in the Everyone Counts Report.

Preferred formats for the Picture of the Year are JPG, JPEG, BNG. Minimum resolution should be 720 ×1080 pixels (4×6 inches) – 0.75MP - and the recommended is 1440×1800 pixels (8×10 inches) – 2.6MP.

NSs should include under Public Description all information needed to describe it as well as its credit.

FDRS Part 2: Indicators

The rest of this Guide provides information the FDRS indicators. Part 2 introduces National Societies on main definitions, disaggregators and supporting indicators. In Part 3, the sections of the Guide follow the structure of the FDRS Questionnaire and assist the user in filling it in. **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, notes 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 FDRS, an indicator is the parameter used to report data. For each indicator, each National Society report one value/data per year. 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 FDRS indicators. These are eight:

- People Volunteering their Time
- Paid Staff
- People Donating Blood
- People Trained in First Aid
- Local Units
- People Reached
- Total Income
- Total Expenditure

Note

These indicators are included because they give important information relevant to National Society performance. As a good practice, data should be reported as accurate as possible, even though the figures may be moderate or small. 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 (e.g., the currency used for both Income and Expenditure KPIs).

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 Indicators²

Disaggregators are dimensions 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.9

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 is 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

Nolandia³ Red Cross Society, 2016:

Age Group	Direct Recipients												Indirect Recipients
	0-5	6-12	13-17	18-29	30-39	40-49	50-59	60-69	70-79	80+	Unknown	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	
Non-binary	1	2	3	4	5	6	7	8	9	10	0	55	
Unknown	0	0	0	0	0	0	0	0	0	0	0	0	
Total	4	9	14	19	24	29	34	39	44	49	0	265	250

- **265** 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 250 is the value of the “People Reached” Indicator for disaster response and early recovery programmes, disaggregated by Type of Recipient = Indirect.

Disaggregators for data on people

Age

The standard age groups for FDRS reporting are: 0-5, 6-12, 13-17, 18-29, 30-39, 40-49, 50-59, 60-69, 70-79, 80+, and ‘Unknown’.

If unable to disaggregate all data, National Societies can report the non-disaggregated data into ‘Unknown’.

² <https://spherestandards.org/wp-content/uploads/Sphere-Handbook-2018-EN.pdf>

³ This is fictitious data

Examples

- 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 FDRS standard categories⁴ are: Male / Female / Non-binary / Unknown

The standard categories for people reached in FDRS currently include 3 options for sex: Male / Female/ Non-binary. Under the 'Non-binary' category, National Societies should report people who identify themselves as being neither female nor male.

If unable to disaggregate all data, National Societies can report the non-disaggregated data into 'Unknown'.

Clarification

In many cases what National Societies report is people's gender identity as stated by them. However, the choice of referring to the above disaggregation as Sex (that concerns biological distinction) rather than Gender (that concerns roles and identity) is due to common standards established across the humanitarian sector⁵. National Societies can decide to report on either Sex or Gender depending on the context.

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, 'Covered by accident insurance' and 'Deaths on duty', are also disaggregated by age and sex.

Covered by accident insurance

People who are covered under an accident insurance scheme of the National Society (e.g., the IFRC global accident insurance scheme⁶ or another similar scheme) during their activities for the National Society in the reporting year.

Deaths 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.

⁴ <https://www.ifrc.org/document/minimum-standards-pgi-emergencies>

⁵ https://interagencystandingcommittee.org/system/files/2018-iasc_gender_handbook_for_humanitarian_action_eng_0.pdf

⁶ <http://bit.ly/2qe6Y9v> . If you have difficulty deciding if an insurance scheme is suitable, contact fdrs@ifrc.org

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, or People Reached) 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**⁷. More detailed data collection can be conducted using the Washington Group Extended Set Questionnaire on Disability⁸. Short questionnaires which are more appropriate for 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 possible⁹.

⁷ <https://www.washingtongroup-disability.com/question-sets/wg-short-set-on-functioning-wg-ss/>

⁸ <https://www.washingtongroup-disability.com/question-sets/wg-extended-set-on-functioning-wg-es/>

⁹ <https://www.washingtongroup-disability.com/question-sets/wgunicef-child-functioning-module-cfm/>

FDRS Part 3: Data

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 RCRC network activities, people and Local Units on its national territory. Not only it includes its own activities, but also the work conducted by Partner National Societies and/or the 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 has to be included in the FDRS Key Performance Indicators. If it is not, none of its data should 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 in the reporting National Society 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 that is not really relevant to National Society work, nor dismiss the work of entities that are indeed close and relevant to the NS work.

Reporting Year

The year to which the data in the Questionnaire refers to (i.e. 2020, 2021) – 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 2020-March 2021 should be included in Reporting Year 2020, whereas data for a financial year September 2020-August 2021 should be included in Reporting Year 2021). Overlaps and gaps are only allowed in rare, exceptional cases.

Clarification

Data for one year (e.g., Reporting Year 2020) should be provided in June following that calendar year (i.e., June 2021).

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. If this is not possible, please indicate that to us at: fdrs@ifrc.org

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)

Number of people on the National Society Governing Board (HQ)

The National Society Governing Board¹⁰ is the highest, national level decision-making governing body¹ between sessions of the General Assembly¹¹.

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.

¹⁰ Other designations: National Council, Governing Council, Council, Committee, Board of Directors, or similar are used in some National Societies instead

¹¹ Other Designations: Annual meeting, Congress or similar are used in some National Societies instead.

Disaggregated by: Sex, age (see p. 9) including leadership profile for President and Secretary General
Supporting Indicators: availability of disaggregation by disability, Use of Washington Group questions (see p. 10)

Section 3) KPI: Number of Local Units

Number of Local Units

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.

Disaggregated by: 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.
- A blood bank which is a Corporate Member and is counted as part of the reporting National Society (see p.12).
- 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: **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 and standardised information which can be aggregated across National Societies. Because of the way the indicators are defined, the figures may differ from those in the annual Financial Report (see below).

The **Reporting National Society** is defined on p. 12. As explained there, it includes branches and other Local Units at all levels and includes Corporate Members that fulfil certain criteria. Therefore, 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. 13. 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:

- **Reporting currency** is in accordance with the 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.
- **Financial reporting start date** (day/month/year)
- **Financial reporting 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.

Disaggregated by: Sources of Income

The Total Income should be disaggregated using the following categories:

- **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** (HQ, regional and countries delegations)
- **ICRC**
- **Other** – income that does not come from any of the above categories

Clarifications

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 or foundation counts as Service Income or Income Generating Activity and not as 'Individuals' or 'Corporations'. etc.

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

Income from sources not listed should be indicated under "Other". Yet, if part or the totality of the sources are unknown, please do not add this amount under "Other" nor under any other source.

If the NS adopts a complete different income sources classification which cannot be matched to the suggested ones, please do not add them under "Other" and leave all sources of income fields blanks.

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 in 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.

Disaggregated by: none

Section 5) Additional Indicators: National Society support links

Supported National Societies

Name of each National Society to which the reporting National Society has provided support to, during the Reporting Year (i.e., outgoing support). Resources are defined as either human resources (at least the work of one person for one day), financial resources, or any other type of in-kind resources that exceed a value of 1.000 USD.

Received support from National Societies

Name of each National Society from which the reporting National Society has received support from, during the Reporting Year (i.e., incoming support). Resources are defined as either human resources (at least the work of one person for one day), financial resources, or any other type of in-kind resources that exceed a value of 1.000 USD.

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

Number of People Volunteering their Time

People that have given their time voluntarily¹² to support the delivery of services of the reporting National Society for at least four hours during the Reporting Year. This includes young people and/or participants in youth programmes, while it excludes blood donors, who are counted separately in section 9a (see p. 20).

Disaggregated by: Sex, age (see p. 9) Supporting Indicators: covered by accident insurance, deaths on duty, availability of disaggregation by disability, use of Washington Group questions (see p.10)

Clarification

Remember (see p.12) that the reporting National Society reports data to FDRS for all RCRC activities and resources within its own national territory, and nowhere else: this includes volunteers.

The FDRS collects data on the number of people and not hours volunteered. The total number of people is irrespective of the total number of hours volunteered as long as each person has volunteered over four hours a year. National Societies may also count total hours, for their own use.

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).

Section 7) KPI: Number of Paid Staff

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.

Disaggregated by: Sex, age (see p. 9)

Supporting Indicators: covered by accident insurance, deaths on duty, availability of disaggregation by disability, use of Washington Group questions (see p.10)

Clarification

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

¹² “voluntarily” means “of their own free will”, i.e. they have not been forced or required to give their time

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 should only be counted once.

Section 8) Digital Maturity Assessment

Digital transformation in the IFRC network is a collective journey. Assessing digital maturity helps to structure that journey, speak the same language, and set a baseline to measure progress. It gives an indication of where National Societies currently are in terms of their people, process and technology, and what steps they need to take to accelerate their digital transformation to a next level of digital maturity.

Digital Maturity Assessment: People

Step 1 Beginner

- Leadership is open to digital transformation:
 - “Our leadership regularly discusses digital transformation.”
- Basic data literacy among some staff and volunteers:
 - “Less than half of my colleagues are well-able to use the digital tools required for their activities (such as laptops, smartphones)”

Step 2 Competent

- Leadership actively supports the implementation of a digital strategy:
 - “Our leadership encourages staff and volunteers to implement a digital strategy.”
- Data and digital experts are actively recruited:
 - “We have one or more colleagues with *data* in their function title or description.”
- Most employees and volunteers are trained on data literacy:
 - “We regularly receive training in using a specific digital tool.”

Step 3 Expert

- Leadership uses data and digital to continually optimize humanitarian services:
 - “Our leadership regularly refers to reports, dashboards or other information products in their decision-making”
- Personnel recruitment and selection are focused on expanding digital capabilities:
 - “Data and digital profiles are preferred for positions across operations”

Digital Maturity Assessment: Process

Step 1 Beginner

- External digital communication is one-way:
 - “We use social media just to inform people what we do.”
 - “Digital data collection tools are used to collect data, but we do not use them regularly to collect feedback on our work.”
- Data and digital applied in projects with limited core budget but not across humanitarian services:
- Compliant with basics of data protection:
 - “All data we store is protected safely, but many staff members and volunteers are unaware of the details.”

Step 2 Competent

- Digital channels are used to capture feedback to improve operations:
 - “We use social media to not only inform people, but also to actively engage with people in the form of comments and other messages.”

- “Community feedback is regularly gathered using digital data collection tools and we use these comments to improve our operations.”
- Data is collected with a specific goal in mind
 - “When collecting data, staff and volunteers understand what the data will be used for”
- Digital innovation and core budgets are available, and donors are supportive:
 - “We are able to fund data-driven programs and projects.”
- Data protection standards are embedded and monitored:
 - “Many of my colleagues are able to talk about data protection in an informed way.
 - “We regularly receive training sessions on data protection.”
 - “The importance of data collection is overall understood within the organization.”

Step 3 Expert

- Operations and Digital are fully integrated and connected to IFRC Network
- Digital business models generate an income stream for NS:
 - “Compared to years ago, we have implemented new ways to digitally connect with donors.”
 - “We actively seek new ways to provide income streams through new digital tools, such as using crowdsourcing.”
- Data-driven decision-making is the norm:
 - “More than half of the people in the organization regularly uses dashboards and other reports based on the data we collect.”
- Data responsibility and ethics are considered:
 - “The importance of data protection is well-understood throughout the organization and people correct each other on their practices when needed.”
 - “We regularly discuss the way we protect data and are able to come up with suggestions to (senior) management.”

Digital Maturity Assessment: Technology

Step 1 Beginner

- A basic IT infrastructure is present throughout the National Society, but many processes are still manual and paper-based:
 - “We store many of our documents locally and do not use the cloud.”
 - “Data collection during operations most often happens on paper.”

Step 2 Competent

- Data quality and sources are sufficient:
 - “Most of the data we collect is correct and we do not often have to rectify information due to errors made during the collection.”
 - “Overall, most people are able to find the information they need before making decisions.”
- Off the shelf digital applications are used, with some custom digital applications for specific humanitarian services:
 - “We use Microsoft Word and Excel, but also sometimes use other tools for specific purposes.”
 - “Data is collected using specific tools, such as Kobo.”

Step 3 Expert

- Data quality and standards are monitored:
 - “All data we collect is of high quality and the quality is regularly monitored and corrected when errors are identified.”
- New digital-enabled humanitarian services are developed with custom applications:
 - “We have developed a completely new project based on a digital tool completely new to us.”

Clarification

National Societies should report the steps that better represent the Digital Maturity Assessment of the whole NS. In case where different steps across local units and/or the HQ of the National Society, please indicate the ones reached by the HQ.

Section 9a) KPI: Number of People Donating Blood

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.

Disaggregated by: Sex, age (see p. 9)

Supporting Indicators: Availability of disaggregation by disability, use of Washington Group questions (see p.10)

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. Therefore 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 9b) KPI: Number of People Trained in First Aid

People Trained in First Aid (any level)

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.

Disaggregated by: Sex, age (see p. 9)

Supporting Indicators: Availability of disaggregation by disability, use of Washington Group questions (see p.10)

Clarification

Remember (see p. 12) that the reporting National Society reports data to the FDRS for all RCRC activities and resources within 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 10 & 11) 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. 12) that the reporting National Society reports data to the FDRS for all RCRC activities and resources within 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 Indicators. One set is for different Types of Programme (two indicators) and the other set is for Thematic Areas (nine indicators).

The rationale of having these two sets are to distinguish people reached by the two main types of programmes and by 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 together¹³.

Disaggregated by: Type of Recipient (Direct / Indirect), Sex, age (see p. 9).

Supporting Indicators: Availability of disaggregation by disability, use of Washington Group questions (see p.10).

- **People Reached Directly** - are People Reached at a delivery point (or through a reliable link with a delivery point, such as when a household head receives goods specifically for a family member) and the reporting National Society provider is present to verify the delivery of the goods or services, 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 eleven ‘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.

¹³ 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).

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 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

With respect to double counting, the eleven '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, the term "beneficiary" implies that recipients passively receive charity, when actually 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) please reach out to us at: fdrs@ifrc.org

Section 12) The 'People Reached' Indicators by Type of Programme



Disaster response and early recovery

People Reached with disaster response and early recovery programmes

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

Examples

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



Long-term services and development

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

- 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 13) The ‘People Reached’ Indicators by Thematic Area

This is the second set of ‘People Reached’ Indicators. There is one for each of nine Thematic Areas. These Thematic Areas cover the kind of activity or service in which people are reached.



Disaster Risk Reduction

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 events¹⁴.

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

- 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, just as other types of programmes do. However, these people are to be counted as People Reached only if they get some specific assistance or messages 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.



Shelter

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

¹⁴ <https://www.undrr.org/terminology>

- 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



Livelihoods

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

- 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 (e.g., via vocational training)
- Food production and income generation (e.g., through seed distribution programmes and husbandry programmes)
- Community awareness activities on livelihoods strengthening and protection



Health

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

- 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

People Reached by psychosocial and mental services

Mental health and psychosocial support (MHPSS) includes any support that people receive to protect or promote their mental health and psychosocial wellbeing.

Examples

- Basic psychological support such as psychological first aid (PFA) and recreational activities
- Psychological support with a specific focus on groups and families such as peer support and group work
- Prevention and treatment activities for individuals who present complicated psychological distress and are at risk of developing mental health conditions
- Basic psychological interventions such as counselling and psychotherapy provided in healthcare facilities with accompanying outreach work in community facilities
- Programmes providing specialized clinical care and treatment for individuals with chronic mental health conditions suffering severe distress and over a long period of time
- Activities in treatment centres for survivors of torture provided in detention facilities
- Alternative approaches to drug therapy provided within State healthcare and social welfare systems

People Reached by immunisation services

People who have been reached by Red Cross Red Crescent (RCRC) National Societies with life-saving vaccines.

Immunization is a critical entry point for primary health care and investing in immunization saves lives, strengthens health systems, ensures health security and advances universal health coverage. This indicator includes any immunization related activities for vaccine preventable diseases.

Examples

- Support to routine immunization efforts
- Supporting supplementary immunization activities
- Immunization campaigns and other outreach activities
- Administrative support at vaccination sites
- Risk communication and community engagement
- Transporting vaccine recipients to vaccination sites
- Cold chain and logistics

- Directly administering vaccines
- Conducting vaccine perception survey



Water, Sanitation and Hygiene (WASH)

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

- 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, or community groups)



Migration

Migrant and displaced persons persons reached with services for assistance and protection

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

- 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., help with legal papers, language, housing, and employment)
- Awareness-raising and advocacy addressing xenophobia, discrimination, and negative perceptions towards migrants

Has your NS conducted migration and displacement needs assessment?

The NS has undertaken a process to identify and analyse the needs of migrants, displaced people and other people affected by migration and/or displacement.

Has your NS has integrated migration and displacement into your strategic planning?

Programmes and activities take the needs and vulnerabilities of migrants and displaced people into account, ensuring that all services are accessible to them, irrespective of their legal status. The NS has dedicated programming for migrants and displaced people, irrespective of their legal status.



Climate and environmental crisis

People reached with activities to address rising climate risks

Programs that reduce risks and vulnerability to climate-related shocks, stresses and longer-term changes, such as climate change adaptation, disaster risk reduction and anticipatory action.

Climate change adaptation (CCA) refers to actions that reduce the negative impacts of the current and predicted future impacts of climate change, while taking advantage of potential new opportunities. For humanitarian organizations, this most often means working to decrease the harm that the changing climate may pose to people. Disaster risk reduction (DRR) and anticipatory action refer to efforts to reduce the exposure of people and communities to risks that might arise from disasters and preventing the negative impacts of disasters before they are felt.

Examples

- Community-based disaster risk reduction and preparedness that address climate-related risks
- Enhancing knowledge and skills of local communities (including schools) on the risks related to disasters and climate change
- Mangrove restoration to reduce risks from storm surges or flooding
- Developing or contributing to national or local early warning systems/flood preparedness and evacuation plans/heatwave action plan/other relevant plan for extreme weather events
- Forecast-based financing
- Activities to reduce current and future climate-induced displacement,
- Activities to address changing risks of vector-borne diseases (e.g. in new regions or different seasonal timeframes)

People reached by programmes or operations that involve heatwave risk reduction, preparedness or response

Heatwave risk reduction and preparedness refers to reducing risks related to heatwaves. Heatwave response includes taking actions during a heatwave.

Examples

- Engaging in developing a Heat Action Plan in a city, conducting heat safety or awareness raising campaigns before or during the hot season

- Integrating heat stress into first aid training for volunteers and collaborating with the national weather authority on heatwave warning systems
- Distributing water
- Informing people of the heatwave
- Encouraging people to take self-protective actions
- Household check-ins or phone calls to vulnerable populations

Has your NS implemented nature-based solutions?

Actions to protect, sustainably manage, and restore natural or modified ecosystems, that address societal challenges effectively and adaptively, simultaneously providing human well-being and biodiversity benefits needed.¹⁵

This includes ecosystem-based DRR (sustainable management, conservation and restoration of ecosystems to provide services that reduce disaster risk by mitigating hazards and by increasing livelihood resilience). And ecosystem-based adaptation (a nature-based solution that harnesses biodiversity and ecosystem services to reduce vulnerability and build resilience to climate change).

Examples

- Project on mangrove restoration to reduce coastal erosion and enhance local fisheries
- Project on land restoration and sustainable agriculture to reduce landslides and enhance food security

Has your NS implementing environmental or climate campaigns focused on behavior change?

Climate campaigns aim to promote behaviours both by individuals and society to reduce greenhouse gas emissions and adapt and protect themselves and their societies from the impacts of climate change. Environmental campaigns aim to promote public behaviour change to reduce pollution, biodiversity loss and ecosystem degradation.

Campaigns refers to a process that promotes and supports positive behaviour change related to a problem/issue. It goes through several stages, from learning about the problem, having a positive opinion about a change of behaviour to tackle the problem, developing an intention to change behaviour incorporating the new behaviour into one's habits and finally promoting this behaviour to others.

Examples

- Communications campaigns that use social media, traditional media, and other outlets to promote preparedness for climate-related risks, or ways people can reduce their own greenhouse gas emissions

¹⁵ <https://www.iucn.org/theme/nature-based-solutions/resources/iucn-global-standard-nbs>



Cash Transfers

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

- 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



Values, Protection, and Inclusion (VPI)

People Reached with protection, gender and inclusion programming

PGI activities seek to prevent, respond and mitigate the causes, risks and consequences of all forms of violence, discrimination and exclusion. General categories of activities are based on the PGI Policy and Operational Framework (forthcoming). These include activities with a specific focus on addressing violence, discrimination and exclusion. Note that many activities address all three categories, with a particular focus.

Examples

- Establish community centres (“dignity, access, participation and safety (DAPS) centres”) in a displacement camp, urban context or other setting where people at risk of violence, exclusion or discrimination can receive a range of adapted services.
- Programmes to prevent and respond to people affected by violence, exploitation or abuse (e.g. SGBV survivors, survivors of trafficking in persons, children affected by violence, minority groups affected by violence) providing comprehensive support through case management; on-site counselling, legal assistance, mapping, testing, monitoring and coordinating referral pathways for survivors, setting up a shelter (run by with qualified staff and trained volunteers) for people affected by or at risk of violence
- Designing and implementing “safe spaces” in emergency response, e.g.: for women and girls to share information and concerns related to sexual and reproductive health and rights b) for children to have a place to play, to learn or received psychosocial support
- Equitable access to resources for marginalised and excluded groups (in both emergency and long-term work) e.g.: design and implement peer support groups for older men in a refugee camp to improve mental health and psychosocial wellbeing, designing and implementing a disaster preparedness programme that specifically addresses the needs of persons with disabilities
- Longer-term social inclusion work focusing on access to opportunities and fulfilment of rights for marginalised and excluded groups e.g.: designing and implementing a livelihood and life skills programme targeting women and girls, programmes to provide access to employment for marginalised groups (e.g. migrant populations) though language courses, training and partnership with local employers

- Public campaigns or activities to reduce discrimination and stigma and promote the equality and/or rights of marginalised or excluded groups (People Reached Indirectly)

Clarification

The above examples are specialised programmes to directly prevent, respond and mitigate risks of violence, discrimination or exclusion towards specifically affected groups.

People Reached by RCRC educational programmes

Education programming seeks to contribute to ensuring safe, continuous and equitable access to inclusive, quality education opportunities.

Examples

- Enhancing access to and continuity of education, such as the construction of education infrastructures (and/or their water and sanitation facilities), the distribution of education supplies and equipment, transportation services from/to schools and other educational institutions, humanitarian diplomacy for the limited use of schools as emergency shelter, the setting-up and/or running of youth clubs/centres in and out of schools.
- Enhancing equity and inclusion in education, such as the setting-up or running of educational institutions for specific groups (e.g., marginalised people, people living with disabilities, migrants and displaced populations, detainees, etc.), the provision of literacy or numeracy classes, (foreign) language courses, remedial or catch-up classes, homework assistance and other forms of schooling support, the tracing of documents required for school enrolment or continuing education, scholarship and other cash for education programmes, school feeding programmes (or other food distribution type in educational institutions), the provision of technical and vocational education or training, the distribution of personal, gender-sensitive hygiene items (incl. for menstrual hygiene management) in schools and other educational institutions.
- Enhancing protection, safety and well-being in education, such as mental health and psychosocial support services to learners and education personnel, the setting-up of temporary learning spaces in emergency response.
- Enhancing the provision of quality education, such as the delivery of learning sessions to the general public on a topic of RCRC expertise (e.g., climate change, risk reduction, shelter safety, health, first aid, hygiene, sanitation, migration, protection/violence prevention, gender, inclusion, psychosocial support, international humanitarian law, Fundamental Principles, etc.), the provision of specialised, professional education or training (e.g., nursing, emergency brigades, ambulance services, health and care, social services, etc.), the training of teachers and other education personnel (e.g., on pedagogical approaches).

Clarification

Please consult the IFRC Strategic Framework on Education 2020-2030¹⁶ for further insights into this definition as well as additional, detailed examples of activities. Trainings, capacity-building and continuing education or other learning opportunities targeting Red Cross and Red Crescent staff and volunteers are not considered as education programming to be reported on within the frame of this indicator.

¹⁶ <https://www.ifrc.org/document/strategy-2030>

FDRS Part 4: Useful contacts and links

For any feedback, comment, suggestion and in case you need technical support, National Societies can contact us at: fdrs@ifrc.org

- To access FDRS website: <https://data.ifrc.org/fdrs>
- To download Download FDRS dataset: <https://data.ifrc.org/fdrs/resources>
- Download the previous versions of the Everyone Counts Reports:
<https://data.ifrc.org/fdrs/resources>
- To access the Back Office and upload documents and add data: <https://data-api.ifrc.org/Backoffice/en/Dashboard>