



Final Report
on the technical and financial implementation of the
Aware & Resilient Project

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covering the project activities from:
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Final Report

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1) General reminder of project objectives, partnership and expected deliverables

Objectives

The project “Aware & Resilient” has the following objectives:

- Raising the awareness of citizens for the value and benefits of disaster preparedness
- Developing effective methods for communicating key messages and material to citizens concerning disaster preparedness and personal responsibility,
- Informing citizens on the main pillars of disaster preparedness as well as on the role that they can play to protect themselves and others.
- Improving the link between relevant stakeholders on community level,
- Sharing, translating and adapting awareness raising tools that have been developed by individual Red Cross Societies for use in other European countries

Partnership

The official partners of the Aware & Resilient project are the Austrian Red Cross, as the coordinating beneficiary and the Red Cross sister societies in France, Bulgaria, Latvia and Romania. These partners have been working together to reach the project aims. The French Ministry of Ecology, Sustainable Development and Energy has had the role of a supporting partner with respect to dissemination. In the course of the project, important partnerships were established on national, regional and local level that were imperative for the success of the project and that provided substantive contributions in kind. These were National and Provincial governments, Civil Protection Authorities and Associations, Municipalities, Regional and local Red Cross branches as well as other organisations.

Deliverables

Expected deliverables were:

- 1) A one hour awareness raising activity on disaster preparedness for citizens “Introduction to Risk Reduction”, originally developed by the French Red Cross trialled in all partner countries and training material available in five languages: Bulgarian, English, German, Latvian, and Romanian.
- 2) A European Training for Instructors to train trainers for the “Introduction to Risk Reduction” in their partner countries.
- 3) One train-the-trainer session in each country with approximately 15 participants as well as an instructors’ manual for the trainer training.
- 4) Translation and adaptation of on-line training game “Worst-Case-Hero” that was originally developed by the Austrian Red Cross. The game will be available in six languages: Bulgarian, English, French, German, Latvian and Romanian. A third scenario “Pandemic flu” will be added to the original two “Floods” and “Power outage”.
- 5) Conducting five “Community-based disaster preparedness exercises” to raise awareness amongst the population and create links between stakeholders and compiling a CBE guide in six languages
- 6) A website to host the Worst-Case-Hero game and the developed project deliverables

2) General summary of project implementation process

General overview of the project process

The Aware & Resilient project was conducted along the three main tasks outlined in the T-Forms of the Grant Agreement:

Task C. consisted of adapting and translating the one hour awareness raising training for citizens “Introduction to Risk Reduction” developed by the French Red Cross for use in all the partner countries. After the compilation of a research report on training offers for citizens on disaster preparedness, the IRR was introduced to partners by the French Red Cross. A trainer’s training was conducted in Bulgaria in January 2014 by master trainers of the French for 2 trainers from each partner country and project partners (18 participants in all). After this, all training material was translated in the partner’s languages and adapted to the national situation. Using these materials 140 trainers were trained in 8 one day trainings in four partner countries. Finally, trained trainers went on to conduct 66 IRRs with 920 participants over all partner countries. After collecting partners’ experience with these trainings, the material was finalized in each partner language and is available on the project website.

In **Task D.** the on-line game “Worst Case Hero” originally developed by the Austrian Red Cross was translated and adapted to the situation in partner countries. After compiling a research report with some recommendations for the further procedure, a third script for the scenario “Pandemic flu” was written. The other two existing scripts, flood and power outage were adapted slightly. All three scripts were translated into partner languages and the computer game was installed in all languages by the IT-company involved. The game was tested in three Community-based exercises and with youth groups in two countries. An on-line evaluation with 54 respondents over all countries was analyzed. After this, some changes were made, such as slowing the onset of the words down. The final version of the game in all languages was launched on Facebook in February 2015. Since then it is being disseminated to stakeholder and in schools.

The **Task E.** Community-based disaster preparedness exercises also started with a research phase. An outline for a community-based exercise guides was made at an early stage in the project and it was revised repeatedly. The whole guide had to be restructured after all exercises were carried out, to incorporate the experience with them. Likewise, the preparations for the exercises commenced at an early stage in the project. Partners spent a lot of time for meetings and other preparations with the local stakeholders, volunteers and publicity. Five community-based exercises were conducted between July and October 15, 2015. Presentations of the exercises and the CBE guide are available in six languages.

The accompanying tasks that were followed throughout the project were:

Task A. Project management (see Section 3)

Within the **Task B.** Dissemination, the focus was on three phases: 1) presentation and dissemination of the project and its planned activities at the beginning; 2) publicity for the events run within the project, such as the trainings and the CBE’s and 3) disseminating the project products, such as the launch of the Worst Case Hero and spreading the results of the projects in different meetings and events towards the end and after completion of the Aware & Resilient project. The website was developed and regularly updated.

The project focused on the Task F. Evaluation from the beginning when a tentative evaluation plan was made. The evaluation methodology was continuously revised and adapted to the individual activities in the partner countries. The results of the evaluation of the trainer-training, the on-line questionnaire for the computer game and the Community-based exercises are summarized in the final evaluation report.

Comparative analysis of initial and actual time schedule / Expected and actual results

Overall, the actual results are in line with the expected results. In some cases more activities were run and more people were reached than planned as is the case with the trainer trainings in the countries and the Introduction to Risk Reduction that the trained trainers ran. While initially 4 trainer-trainings with app. 60 participants were planned, we actually carried out 8 trainer trainings with 140 participants. Likewise, just a few trial sessions of the Introduction for Risk Reduction were planned initially. However, in reality 66 IRRs were carried out with over 900 citizens over all partners. The initial time schedule proved to be quite tight, especially with respect to running the Community-based exercises, completing the computer game, completing products as well as running dissemination activities. The Aware & Resilient project was extended for two months to include dissemination activities such as a final dissemination meeting in Vienna or individual dissemination activities in partner countries.

The following table contains an overview of the initial and actual time schedule as well as the expected and actual results:

A & R Task Overview and Schedule 8/2015						
Task	Proposed		Actual		Status	Comment
	Start	End	Start	End		
A. Managing and Reporting to the Commission	01.04.2013	31.03.2015	01.04.2013	31.05.2015		Completed
D-A.1. Kick-off meeting	01.04.2013	15.05.2013	01.04.2013	07.05.2013	100%	Completed
D-A. 2. Partner agreements signed	01.04.2013	31.05.2013	01.04.2013	30.06.2013	100%	Completed
D-A.3. Progress Report 1 to COM	01.04.2013	31.12.2013	01.04.2013	31.12.2013	100%	Completed
D-A.4. Progress Report 2 to COM	01.04.2013	31.08.2014	01.04.2013	31.08.2014	100%	Completed
D-A.5. Close-down meeting	01.04.2013	31.03.2015	01.04.2013	31.03.2015	100%	Completed
D-A.6. Final report to COM	01.04.2013	31.06.2015	01.04.2013	31.08.2015	100%	Completed
B. Publicity	01.04.2013	31.03.2015	01.04.2013	31.05.2015		Completed
D-B.1 Website online (und continuously updated)	01.04.2013	30.06.2013	01.04.2013	31.08.2013	100%	Completed
D-B.2. Project presentation in Brussels	01.04.2013	15.04.2013	01.04.2013	15.03.2013	100%	Completed
D-B.3. Project presentation at conferences, meetings and events	01.04.2013	30.03.2015	01.04.2013	31.05.2015	100%	Completed
D-B.4. Materials published and sent to stakeholders	01.04.2013	28.02.2014	01.02.2015	31.05.2015	100%	
C. Identification of Training Needs and Expectations	01.04.2013	30.10.2014	01.04.2013	31.05.2015		Completed
D-C.1. Training research report	01.04.2013	30.06.2013	01.04.2013	30.09.2013	100%	Completed
D-C.2. Curricula agreed	01.04.2013	31.01.2014	01.04.2013	31.01.2014	100%	
D-C.3. Training material in six languages	01.04.2013	30.06.2014	01.04.2013	31.05.2015	100%	

D.C.4 Training the trainers and citizens undertaken	01.04.2013	31.10.2014	01.04.2013	31.10.2014	100%	
D. Social Learning Platform	01.04.2013	31.03.2015	01.04.2013	31.03.2015		Completed
D-D.1 Recommendation report	01.04.2013	30.06.2013	01.04.2013	30.11.2013	100%	Completed
D-D.2. Master scripts for three scenarios (English)	01.04.2013	30.10.2013	01.04.2013	30.11.2013	100%	Completed
D-D.3. Beta test in one community	01.04.2013	30.04.2014	01.04.2013	31.10.2014	100%	Was done as part of CBE's
D-D.4. Online learning tool comprising three scenarios ready to use in five languages	01.04.2013	30.06.2014	01.04.2013	25.2..2015	100%	Beta version of tool comprising three scenarios available in six languages (BG, DE,EN, FR, LV, RO) - Final launch in Feb 2015
D-D.5 Social media aunch of Worst Case Hero			01.01.2015	25.02.2015	100%	
E. Community Based Exercises	01.04.2013	28.02.2015	01.04.2013	28.02.2015		Completed
D-E.1. Good-practice and methodology report	01.04.2013	30.09.2013	01.04.2013	30.10.2013	100%	Completed
D-E.2. Draft version of adapted CBE guide	01.04.2013	28.02.2014	01.04.2013	31.10.2014	100%	CBE guide is now available on website and USB Stick in six languages
D-E.3. Preparation for CBE finalised	01.04.2013	31.07.2014	01.04.2013	12.10.2014	100%	
D-E.4. Five CBE conducted	01.04.2013	31.10.2014	01.04.2013	31.10.2014	100%	
F. Evaluation	01.04.2013	28.02.2015	01.04.2013	31.05.2015		Completed
D-F.1. Evaluation methodology defined	01.04.2013	31.12.2012	01.04.2013	31.10.2012	100%	Completed
D-F.2. Base-Line-Evaluation Report	01.04.2013	31.07.2014				This has proved not to be feasible. All evaluation results are summarized in D.F.3 and D.F.4.
D-F.3. On-line training evaluation report	01.04.2013	31.12.2014	01.04.2013	31.05.2015	100%	Completed
D-F.4. Exercise evaluation report	01.04.2013	28.02.2015	01.04.2013	31.05.2015	100%	Completed
Last updated 31.08.2015						

Planned and used resources

All in all, less budgetary resources were used than planned. Travel costs, subcontracting costs as well as other costs were lower than planned and staff costs were higher, corresponding to the shifts in the amendment in January 2015. One reason that the subcontracting costs were less and staff costs were higher, were that the trainer costs of the French Red cross were shifted to staff costs after it was decided that French Cross Staff members will conduct the Bulgarian training and the domestic training together with volunteer trainers. Also personnel costs were augmented because, as reported below, many of the local activities proved to involve more time, e.g. because of multiple meetings than planned originally.

Another reason other costs were underspent was because it was decided not to print the project material, but to make it available on USB sticks, which is more practical and facilitates dissemination. This was also less expensive than having the material printed. Apart from providing the training material on USB sticks, disaster kits were purchased and self-protection plans were printed to provide these as training material for the trainers that will be running the Introduction to Risk Reduction with the population in the partner countries.

Another reason the budget was underspent was that the supporting partner, the French Ministry of Ecology, Sustainable Development, Transport and Habitation did not claim any staff costs as originally planned, but provided their engagement in the project (participation in Paris meeting and final meeting in Vienna, bilateral meetings with French Red Cross, dissemination activities) as contribution in kind instead (see cost statement of the French Red Cross).

The web design and augmentation of the Worst Case Hero game by one scenario and to five languages cost as much as was originally planned. Since the company had already developed the game in a previous project, this same company was already chosen for the Aware & Resilient project in the proposal phase. The procurement procedure took place in the previous project.

The partner budgets were somewhat reshifted, as it was decided that it was more practical for the coordinator to organize all the travel arrangements. Thus, a large part of the travel budget lies with the coordinator, other than in the initial budget. However, the partners travel costs was calculated as being part of the budget, which is why in their cost statements their own contribution is more than 25% and that of the ARC is less.

3) Evaluation of project management/implementation process

Positive aspects

Overall, the project management and implementation went very well. Joint efforts guided by an experienced project supervisor guaranteed the seamless set up of the project management structures of the coordinating beneficiary. Also, communication and cooperation within the project management team, project coordinators and partners was established and carefully maintained throughout the entire project span. The project was characterised by settled and sound project partnership and effective and constructive communication with the European Commission.

All partners contributed continuously throughout the project and the theme was very interesting for all the involved Red Cross societies. Partners were enthusiastic about the issues and very motivated. Finally, the project team stayed together throughout the project, without any staff turnover, which is quite rare in European projects.

The partner meetings and regular telephone conferences worked well. Some bi-lateral or tri-lateral meetings were added to help solve problematic issues.

The shared experience and skills of many different experts contributed to the successful implementation of the project. These were experts from the participating National Societies, as well as participants from regional and local authorities and associations as well as the participating international observers. This rich communication and exchange of knowledge led to substantial European added value and motivated the stakeholders involved to augment their activities with respect to disaster preparedness of citizens. The extensive partnerships that were built on local and regional level were very positive and will be sustained after the completion of the project.

As the Bulgarian partners put it: “Excellent organized and conducted peer meetings. The Austrian Red Cross guaranteed and provided successful implementation of all project activities.”

Difficulties encountered

One of the main difficulties encountered were that all project partners had multiple commitments. In those cases where the disaster management departments were directly involved in the A&R projects, current disasters such as floods took up the time of project partners. In other cases, partners worked on several projects simultaneously and sometimes peak times coincided. Finally, the multifarious activities within the A&R project themselves competed with each other. Thus, some activities took longer to complete than initially planned.

As mentioned above, one of the strengths of the Aware & Resilient project were the many different stakeholders that were involved in running the different activities. The other side of this coin is that the cooperation with many different partners on European, national, regional and local level was very time and energy consuming. Many meetings were held to plan events and in some cases, conflicting interests had to be considered. Finally, the combination of having the responsible party (project partner) in the Headquarters and running the events locally caused additional friction.

Throughout the project, several technical difficulties were encountered. These concerned the website, the on-line game as well as internet connections, but also difficulties with sound systems. Luckily, most difficulties could be sorted out or did not have severe consequences for project implementation.

In addition to running all project activities within the partner countries, partners had an additional workload with all the evaluation activities. Especially for the Romanian Red Cross, that ran extensive practical activities within the A&R project in their country, the work package lead for the evaluation was an additional burden.

Cooperation with the European Commission

We experienced smooth and effective cooperation with the European Commission, particularly with our assigned desk officer. It was a pleasure working with him especially as we received immediate and qualified responses to all our queries. We were very pleased about the very short response times, as the project officer provided answers mostly the same or the next day. Also, the request for an amendment to modify the budget and add some additional time for dissemination was processed very quickly and smoothly. Unfortunately, our desk officer was not able to follow our invitation to the exercises in the partner countries or to the final dissemination meeting due to other constraints.

One general remark on the cooperation with the European Commission: While we were very pleased that a kick-off meeting took place in Brussels to allow for exchange with other project coordinators and with the representatives of DG Echo, we regret the fact that no further exchange between project coordinators and the Commission took place. It would be more useful to exchange project information at a time when the projects are already running or almost completed, rather than at the beginning where most coordinators can only present rough outlines. We would welcome follow-up meetings for project coordinators in the future that allow mutual exchange of project results and could foster the use of synergies between projects.

European value added

- Great parts of the project dealt with transferability of ideas and tools within the European civil protection field and the measures needed to adapt them to the different national realities. One of the main aims of the Aware & Resilient project was to adapt and further develop tools available in individual countries for use in several European countries. The project demonstrated that these tools are transferable and adaptable to different national situations and further dissemination to other countries is planned. The groundwork for this was laid in the final dissemination meeting.
- Two interactive trans-national events were run within the project, which clearly demonstrated European added value. Both formats can be carried out in similar fashion with respect to different themes to foster transnational learning and exchange. The instructors' training in Bulgaria enabled avid exchange between representatives of different European countries and the final dissemination meeting laid the groundwork for joint work between different countries to improve the disaster preparedness of citizens.
- Further European added value was generated through the observers from different countries and organisations that took part in the individual exercises. This activity was one important pillar of the evaluation process and it allowed stakeholders to learn from each other and have the chance to implement new ideas when they get home.
- Also, cross border activities were intensified in the course of the project. The Romanian and Bulgarian partners sent larger teams of observers to participate in their respective exercises. This was especially relevant for the District of Ruse, which is close to the Romanian border. For the

Austrian exercise, which took place close to the Czech border, cross-border cooperation was fostered by inviting Czech representatives to participate and introduce their country's disaster management policies. At the same time the Czech representatives took part in the observer program and could profit from the Austrian exercise. The Latvian Red Cross invited its Lithuanian and Estonian counterparts to their exercise in Jelgava. While they couldn't attend due to other commitments, the contact with these two Red Cross Societies was taken up in the final meeting, where each partner was encouraged to invite representatives from neighboring countries to strengthen cross-border cooperation with respect to the disaster preparedness of their citizens.

Lessons learnt and possible improvements

Lessons learnt for project management and implementation are the following:

- It has proved to be very fruitful to build on existing activities of partners, adapt and translate them and implement them in one's own country.
- Different structures in different countries have to be considered. It was good that partners had leeway in organising their own activities and adapted them according to the specific national, regional and local situation.
- Local partners should be brought in from the beginning of the project and receive more responsibilities when organising local activities. Enough resources should be reserved to engage in extensive networking and necessary meetings.
- To deal with multiple commitments of partners, it is useful to engage in strict time and contingency planning. Nominating a substitute for partners who are suddenly absent due to unforeseen commitments is one possible solution. Also, nominating a partner for evaluation who is not involved in the implementation of the project is recommended.

4) Activities

In the period from 01/4/2013 to 31/05/2015 the following project activities were carried out:

<p>Task A</p> <p>Task management and reporting to EC</p>	<p>Implemented activities</p> <ul style="list-style-type: none"> ▪ Project team, with country teams / working groups were established and kept up throughout the project (Action A.1 / A.2) ▪ Signed partner agreements (Action A.1) ▪ 6 Partner meetings (Vienna, May, 2013; Paris, September, 2013; Lozen, February, 2014; Riga, October, 2014, Vienna Jan2015, Vienna March 2015) (Action A.2) ▪ Monthly telephone conferences and bilateral phone calls have taken place (Action A.2) ▪ Project advisor has accompanied the project throughout, management in RC NS have supported their teams bi-laterally (Action A.3) ▪ Progress report and final reports have been compiled and delivered to the Commission (Action A.4)
	<p>Comparison between initially planned and actually implemented activities</p> <p>Tasks A1 to A4 ran as planned. Partners took part in 6 project meetings as well as regular telephone conferences (Action A.1/A.2). A final long partner meeting took place in Vienna in January 2015 as well as a short partner meeting after the dissemination meeting in Vienna in March 2015. The fifth partner meeting was originally due to take place in November in Bucharest, but due to changes in the availability of project partners and availability of flights, this was changed to a meeting in January in Vienna. A final meeting was originally planned to take place in Brussels. In addition, here after checking availability of flights and costs of accommodation, Vienna was chosen as the venue.</p> <p>Bi-lateral emails and telephone calls between coordinator and work package leaders have also been an important pillar of project management and have been helpful in solving any occurring problems. All in all, partners were challenged to meet deadlines due to having many different tasks to attend to outside of the project.</p> <p>The quality management board proved not to be feasible as planned originally within the proposal. As already mentioned in the progress reports, Moya Wood Heath was the advisor who supported us with her expertise throughout the project (Action A.3). Gerry Foitik and Markus Glanzer, the line managers responsible for the project in the Austrian Red Cross, supported the coordinator as advisors, in internal team meetings and also took part in important project events. Uldis Likops, Secretary General of the Latvian Red Cross supported his team as an advisor and was at the first partners meeting and the final dissemination meeting. Likewise, the other teams were supported by their Management, that helped secure the quality of the project work nationally as well as on a European level.</p>

	<p>Overall, some activities were delayed in comparison to the time planning projected within the proposal. This was because some activities were more challenging than planned and most partners were under multiple time constraints.</p> <p>Bi-lateral agreements with partners as well as all reporting requirements by the European Commission were fulfilled as planned (Action A.1. / Action A.4). The CO applied for an amendment to the Grant agreement in order to allow for budget shifts and to extend the project by two months to include further dissemination activities.</p> <p>Qualitative evaluation of the activities</p> <p>Overall, the project communication went very well. Different partners hosted the meetings and always organised them excellently. Partners had regular email communication and telephone conferences. Bi-lateral phone calls and meetings were scheduled where necessary. Having a continuous project advisor and individual line managers give advice and support bilaterally when necessary has proved to more manageable than having regular telephone conferences with an advisory board. The European Commission approved both progress reports, so we are assuming they were acceptable.</p> <p>Overall, the partners profited from a warm, friendly and collaborative atmosphere. All partners contributed to the success of the project. Interestingly enough, in contrast to many other European projects, all project partners stayed within the project throughout the whole duration and there was no staff turnover. In addition, the motivation of all partners to make the project successful was sustained throughout.</p>
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<p>Task B Dissemination</p>	<p>Implemented activities</p> <ul style="list-style-type: none"> ▪ The website and logo were designed and the website is available in English, Bulgarian, German, French, Latvian and Romanian (Action B.1). ▪ Website and hosting is in place and will be kept up after the project’s end (Action B.1/ D.4) ▪ Project leaflets were compiled in English, German, French, Latvian, Romanian and Russian and were distributed at exercises, conferences, seminars etc. (Action B.2) ▪ Information about the project has been posted on partners websites and in newsletters (Action B.2) ▪ A host of local and regional dissemination was carried out for the CBE’s (Action B.2) ▪ A final dissemination meeting took place in Vienna (Action B.2) ▪ Dissemination activities in individual partner countries have been taking place (Action B.2) ▪ Facebook of the Worst Case Hero game was completed (Action B.2 / D.4)
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- All project material is available on the website, and USB sticks with project and DG Echo logo and is being distributed to stakeholders continuously (Action B.3)

Comparison of expected and implemented activities

The website was implemented as planned (Action B.1). Additional activities not stated in the original proposal were that the website is also available in all partner languages. The CO and AB's updated it several times in the course of the project. However, due to time constraints, the updating was sometimes delayed. The Worst Case Hero game is available through the website. The website will be kept up after the completion of the project.

Within Action B.2. Dissemination plans were prepared by all partners and project leaflets were available in English and all partner languages. Also, partners disseminated leaflets and information about the projects in conferences, seminars as well as newsletters (see Section 6.). Many successful dissemination activities were carried out in connection with running the CBE's. Highlights were a TV report in Romania, a press conference and subsequent TV and radio reports in Austria. In France, Latvia and Bulgaria, a variety of articles were published on different websites and in the local press.

A final dissemination meeting was held in Vienna with representatives of Red Cross societies from different countries and different stakeholders from the partner countries to introduce the project activities and products. Also, partners were and are involved in different dissemination events in their countries and on European level (see section technical results and deliverables) (Action B.3).

The project deliverables are all available on USB sticks with project and DG Echo Logo (Action B.3). This includes the CBE guide as well as material for training citizens (Introduction to Risk Reduction) and the link to the website and Worst Case Hero. Within the course of the project it was agreed that rather than printing out the material, which would be harder to disseminate, it would be more practicable to hand over the project deliverables to stakeholders as a small USB stick. Furthermore, the deliverables are available on the project website. The completion of all the products, the purchasing of the USB sticks and the posting of all the deliverables on the website has taken longer than originally planned.

Qualitative evaluation of activities

Dissemination activities have been on the agenda from the beginning of the project. All partners have been disseminating the project and its results regularly in meetings, conferences, get-togethers as well as by print and social media. Very good publicity was done by all partners in the framework of the CBE's, including press conferences, TV and radio reports as well as articles in regional and local newspapers and on the internet. The social media launch of the Worst Case Hero was also an important milestone of project activities, as was the final dissemination meeting in Vienna and the local dissemination activities held by partners (see below under Technical results and deliverables).

<p>Task C Train-the-trainers</p>	<p>Implemented activities</p> <ul style="list-style-type: none"> ▪ Training research report (Action C.1) ▪ Adapting French training and agreeing on curricula (Action C.2) ▪ Conducting instructors’ training in Bulgaria with 15 participants (Action C.4) ▪ Translating training for population and trainers’ training into partner languages (Action C.3) ▪ Conducting 8 trainers’ trainings in all with 140 participants (Action C.4) ▪ Trained trainers have run 66 Introductions to Risk Reduction with 940 citizens (Action C.4.)
	<p>Comparison of expected and actually implemented activities</p> <p>The training research report (Action C.1.) was written as planned, using questionnaires administered to partners as well as internet and literature search. The French Red Cross presented the training curricula for the population (Introduction to Risk Reduction) and the trainers to the partners by the French Red Cross and adaptations were discussed. The French Red Cross translated all material into English and chose 4 master trainers to hold the “Instructors training” in the Bulgarian Red Cross’ training centre in Lozen based on the French methodology. The training took place from the 31st of January to 2nd of February 2014 and was held in English (For Structure of training see 6.). The training was conducted as planned and trained instructors went on to train trainers in their countries.</p> <p>After the instructors’ training partners translated and adapted the material for the Introduction to Risk Reduction for use in their languages. This concerned the Trainer’s handbook, the folder with the family self-protection plan, revising the definition of disasters, adapting the First Aid tips and choosing pictures relevant to the national situation. It also involved including material already available in the national context, such as the Austrian Civil Protection Organisations’ brochures.</p> <p>After the training in Bulgaria the French “Introduction to Risk Reduction” as well as the trainers’ training was adapted and translated into Bulgarian, German, Latvian and Rumanian.</p> <p>Eight one day trainer’s trainings took place in Austria, Bulgaria, Latvia and Romania. All in all 140 trainers were trained to run the Introduction to Risk Reduction. In Bulgaria, a train the trainers’ training was conducted on 14.04.2014 with a total of 13 participants in a facility of the BRC branch in Ruse with members of the BRC Regional Volunteer Disaster Response Team. In Latvia, two trainings took place with 42 staff members and volunteers of the Latvian Red Cross on 22nd of March and 6th of April 2014 in Riga. In Romania a training with 20 participants took place. In Austria Trainers’ training took place in Hollabrunn, Lower Austria on September 7, 2014 with 15 participants. In</p>

	<p>Romania three trainer trainings were conducted with 64 participants in all. The trained trainers conducted 66 Introductions to Risk Reductions in all with app 914 participants in all.</p> <p>Overall, many more trainers were trained within the project than envisaged within the proposal (140 instead of 60). Likewise, many more trainings for the citizens (Introduction to Risk Reduction) were carried out than planned.</p> <p>Qualitative evaluation of activities</p> <p>Participants evaluated the instructor’s training in Bulgaria positively. Some improvements were proposed. The training is a successful transnational format for a trainers’ training that can also be transferred to other themes. Trainers were enabled to carry out the Introduction to Risk Reduction in their countries. Trainers’ trainings in countries were basically seen to be positive. The participating trainers proposed some improvements to the IRR that were subsequently incorporated into the training material. Participants likewise proposed some improvements for the trainer’s training itself (see below). Some difficulties were experienced with running the IRR as an isolated activity, in terms of finding participants. All in all the activities carried by the partners were conducted as planned, but reached more people than planned and were organised well.</p>
<p>Task D Social learning platform</p>	<p>Implemented activities</p> <ul style="list-style-type: none"> ▪ Recommendation report compiled (Action D.1) ▪ Additional script on pandemics was written and translated in to German and other languages (Action D.2) ▪ Slight changes were made in the scenarios flood and power outages (Action D.2) ▪ The three master scripts in English have been translated into partner languages (Action D.2) ▪ Game is available in all partner languages in a test-version (Action D.3) ▪ On-line evaluation of WCH was developed and is available (Action D.3) ▪ Game was tested within 3 CBEs and by Red Cross volunteers (Action D.3) ▪ Facebook Launch of WCH (Feb 2015) (Action D.4) <p>Comparison of expected and actually implemented activities</p> <p>The ARC compiled the recommendations report (Action D.1) as planned. Partners filled-in a questionnaire and the information was put together for the report. Some additional information on on-line learning tools for disaster preparedness is available in the Training Research Report (Task C.). Partners agreed on the third scenario “pandemic flu” at an early stage in the project. The choice for the third scenario was made on the basis of a Facebook consultation with the youth of the Bulgarian and French Red Cross, where the majority chose pandemic flu as an important subject for preparedness. The</p>

ARC compiled a Master Script including the word lists necessary to run the game. Partners translated all three master scripts and word lists. The company “Illustree” then implemented the national versions technically.

The translation and technical implementation of the Worst Case Hero (Action D.2) took longer than planned due to partners’ time constraints. In addition, many correction rounds were necessary to secure that the terms in the partner languages were correct, which led to a delay in the whole completion process.

In the course of the project planning, partners decided to test the game (Action D.3) as part of the Community based exercises. This was the case in Austria, Bulgaria, and Latvia. In Romania, the Worst Case Hero game could not be run within the CBE due to difficulties with the internet. In France, volunteers from the Youth Department of the French Red Cross tested the game.

Together with the Romanian Red Cross the ARC developed an on-line questionnaire to evaluate the test version of the WCH. 54 people from all partner countries filled this in. The main comment was that the words were flying on the screen too quickly. For the final version, the game was slowed down to accommodate these comments. After the tests, the evaluation and the adaptation of the game, the partners launched the game via Facebook and Twitter on the 25 of February 2015 (Action D.4). The website is operating, is updated regularly and will be kept up after the completion of the project.

Qualitative evaluation of activities

All in all the activities in Task D. went as planned. A host of coordination and communication between work package leader and partners was necessary, especially in the adaptation phase of the game. Cooperation with the company implementing the game “Illustree” went well throughout the project, although some additional adjustments had to be made. As mentioned above some activities were delayed due to time constraints of the partners and in some cases the planned tests and/or on-line evaluation could not take place due to technical problems. Sometimes the updates of the website were also delayed due to many different other tasks that were running within the project.

<p>Task E Community-based Exercises</p>	<p>Implemented activities</p> <ul style="list-style-type: none"> ▪ Developing and administering a questionnaire for partners and compiling the results into a research report (Action E.1) ▪ Exercise guide drafted and reviewed in several stages and finalized by a drafting committee after conducting the CBEs (Action E.2) ▪ Exercises were prepared locally from a very early stage on involving local and regional stakeholders as well as extensive preparation and dissemination activities (Action E.3) ▪ Exercises in Austria, Bulgaria, France, Latvia and Romania were conducted between July 4 and October 12, 2015 (Action E.4).
	<p>Comparison of expected and actually implemented activities</p> <p>The report (Action E.1) was written on the basis of a questionnaire filled-in by partners as planned. The CBE exercise guide (Action E.2) was work in progress throughout the whole project. In Autumn 2013, the Bulgarian Red Cross (WP leader) prepared a general structure of the CBE guide as well as a general structure for the CBE. The structure and contents of the CBE's were discussed in the partner meeting in Paris (September 2013) as well as at the training and partner meeting in Bulgaria (January 2014) and in the partner meeting in Riga (May 2014). The BRC finalized a draft guide in August 2014 which provided the basis for partner's plan. After conducting all CBE's, the BRC revised the guide and the examples and experiences from the CBE's were added. This proved to be quite a long process. In January, a drafting committee consisting of the BRC, ARC and FRC reviewed the guide carefully and restructured it. After that, the guide translated and adapted into the national languages. The Austrian guide has not been translated, but consists of the Austrian example in order to be able to work with this together with the Austrian Civil Protection Association in the future. All in all, the process of drafting and completing the CBE guide took longer than originally envisaged.</p> <p>The process of preparing the exercises (Action E.3) began in Autumn 2013. Partners contacted regional and local authorities and other partners to start planning the exercises. In Latvia, an email was written to municipal authorities throughout the country, to elicit which municipality was interested in carrying out a CBE. The city of Jelgava was chosen as an enthusiastic partner. In Austria, the municipality was chosen in cooperation with the Lower Austrian Provincial Government in connection with the specific risk of flooding. Also, cooperation with the Lower Austrian Civil Protection Organisation was started immediately. In Bulgaria the cooperation with the regional branch auf Ruse was chosen and they in turn made the contact with the Municipality of Tetovo. In all countries, the preparation activities involved several meetings with the regional and local stakeholders in different combinations throughout the year 2014. In Austria, at least 10 meetings between the coordinators and different actors were carried out for the preparation. A large effort was put into public relations and</p>

	<p>dissemination activities before and during the CBE’s. Partners held press conferences, wrote articles for websites and print, sent out information on the CBE to all important stakeholders, and posted information on different websites. Folders and leaflets were printed and distributed. In Austria for example, volunteers distributed the leaflets for the CBE to all households in the municipality by hand three days before the exercise. Information and briefing of all actors involved in the exercises, especially the volunteers running the individual sessions, was especially important. Also, organising the venue, the material, give-aways and subsistence for the participants took a lot of time (see CBE Guide for details).</p> <p>Five exercises (Action D.4) were conducted in Alfortville, France; Jelgava, Latvia; Bucarest, Romania; Hadres, Austria and Tetovo, Bulgaria between July 4 and October 12, 2015. Each exercise had a slightly different focus, but the general aims and some activities were the same over all exercises (for details see 6. Presentation of Technical results and deliverables and CBE guide). The CBE in France was connected with an exercise on evacuation involving the local population. The Latvian Red Cross organized its community-based exercise in Jelgava together with the civil protection authorities of the municipality. The Romanian Red Cross ran its exercise in Bucharest, also connected with an evacuation exercise. The Bulgarian and Austrian exercise both took place on October 12, one day before the International Day of Disaster Preparedness.</p> <p>Qualitative evaluation of activities</p> <p>All of the activities run within Task E. have proven to be effective and successful in terms of reaching the planned results. The process from the first draft of the CBE guide to the final translated versions was a long and difficult one, as it became clear that the most important inputs were the experiences with the CBE themselves. The preparation of the CBE’s were much more labour intense and took much longer than we had envisaged. We experienced some difficulties due to the cooperation between central, regional and local levels (also within the Red Cross) and the vast amount of people that were necessary to make the exercises work. However, the efforts have all proved to be necessary and worthwhile.</p>
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<p>Task F Evaluation</p>	<p>Implemented activities</p> <ul style="list-style-type: none"> ▪ The evaluation was presented and discussed at all project meetings (Action F.1) ▪ An evaluation plan was developed (Action F.1.) ▪ Evaluation forms for the instructors training and trainers training as well as for CBE participants and observers was developed (Action F.1) ▪ On-line training – Worst Case Hero has been evaluated (Action F.2 – see Task D. for more information) ▪ All five CBEs have been evaluated (Action F.3)
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Comparison of expected and actually implemented activities

An evaluation methodology was defined, including evaluation instruments that were developed and used for the trainers' training in Bulgaria, the trainings in the individual countries, for the community-based exercises and the on-line training. A base-line evaluation had proved not to be feasible since the communities and participants involved were varied. Instead, before and after questionnaires were administered to participants of the Community-based exercises, to elicit changes in their perception of risk and the perception of their own disaster awareness. Basically, evaluation activities were carried out as planned. In a few cases evaluation questionnaires were administered a few days or weeks after the activity, which led to a limited return. The evaluation would have profited from a more integrated, coordinated approach that was not possible within this project: Basic templates for evaluation questionnaires were agreed by all partners. However, evaluation tools had to be adapted to the different nature of the activities carried out within the different countries. Thus, a more centralised approach to evaluation was not possible. The partners chose different methods of recording the evaluation results. The coordinator as well as Bulgarian and Latvian partners chose excel tables and the Romanian and French Red Cross inputted their data into survey monkey templates.

Qualitative evaluation of activity

The evaluation of the three main tasks in the A&R project: C. Training, D. On-line game, E. Community-based exercise was an important focus of the project throughout. Partners discussed it at each partner meeting and in several telephone conferences. However, since there were so many different activities with different facets, it was hard to keep an overview of all the different evaluation activities. One difficulty was that the partner responsible for the evaluation was also responsible for all the operative activities in Romania. It was quite a challenge to keep an overview of the evaluation activities and run all the national activities that were very elaborate in Romania (large exercise and many training activities). For further projects, we would recommend to have an evaluation partner that is only responsible for the evaluation and not does not have to implement own operative project activities.

5) Presentation of Technical Results and Deliverables

The activities described in section 5 resulted in the following deliverables:

<p>Task A</p> <p>Task management and reporting to EC</p>	<p>Deliverables according to T-Forms</p> <ul style="list-style-type: none"> ▪ D-A.1 Kick-off meeting ▪ D-A.2 Partnership agreements signed ▪ D-A.3 Progress Report 1 to European Commission ▪ D-A.4 Progress Report 2 to European Commission ▪ D-A.5 Close down meeting including European Dissemination Meeting ▪ D-A.6 Final report to European Commission <p>FINAL PROJECT PRODUCTS</p> <p>Partner meetings (D-A.1)</p> <p><u>Purpose and description</u></p> <p>Six Partner meetings were held throughout the project. They took place in Vienna, Austria; Paris, France; Lozen, Bulgaria and Riga, Latvia and usually lasted 2 days. The partner meetings served to discuss results and milestones of previous project work and to agree on further procedures and organisational issues. One partner meeting each was linked to the trainer’s training in Lozen and the final dissemination meeting in Vienna. All partner meetings were very important to make sure that partners had a common understanding throughout the project and to ensure that everyone understood what the others were doing in their country.</p> <div style="display: flex; justify-content: space-around;">    </div> <p><u>Evaluation</u></p> <p>Meetings were always well organised by the hosting partners. Partners always appreciated the meetings and felt that they provided an important impetus for the projects’ work. Evaluation questionnaires were administered at each meeting and all in all the partners rated most aspects positively (see evaluation report)</p> <p>“I think that all partners are very well involved in the project at all, and in the meetings, too” (PM 2); “It was work well done in a good atmosphere” (PM 5).</p>
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Partnership agreements (D.A.-2.)

Description and purpose

The partnership agreements were prepared according to a template provided by the Commission and in line with the Grant Agreement. This includes provisions on responsibilities of partners, the work that they are to carry within the project as well as the partner budget and payment modalities.

Evaluation

Not all payments have been made as highlighted in the partner agreements since some partners have not claimed the costs continuously. The missing payments will be made as soon as all financial reports are completed. Otherwise, no shortcomings of the partner agreements have been identified until now.

Progress reports (D.A-3 / D-A.4)

Purpose and description

Two progress reports were handed in to the European Commission in the course of the project as foreseen by the Grant Agreement. They each consisted of a five page descriptive report, an overview time plan, the revised T-forms, an overview of the financial statement as well as the deliverables that were finished at the time. They served to inform the Commission of the project's progress and to ensure that the project was on track.

Evaluation

Both progress reports were accepted by the European Commission, so we are assuming they were in line with the expectations.

Final report to Commission (D.A.-5)

Description and purpose

The final report to the Commission is being prepared according to the structure highlighted in the Grant Agreement. It includes this 35 page report in English, the final financial statement of the CO and the AB as well as a USB stick with all of the project deliverables. Its purpose is to describe the project's process and outcomes and provide the basis for the European Commission to evaluate the projects' success.

Task B
Dissemination

Deliverables according to T-Forms

- D-B.1 Website online (and updated)
- D-B.2 Project presentation during kick-off organised by European Commission in Brussels
- D-B.3 Presentations and information at conferences, meetings and events
- D-B.3 Final dissemination meeting was conducted in Vienna
- D-B.4 Material is available on USB Stick and Website and is being distributed continuously to stake holders

FINAL PROJECT PRODUCTS

Website (D.B.1)

Purpose and description

The website aimed to give information about the project and to be the main dissemination platform for the on-line game Worst Case Hero as well as all other project material. The website is built according to the project structure and its main elements are:

- The home page, which is the news page.
- The page “Train”, which refers to all activities and results under Task C. Trainings.
- The page “Play” which refers to all activities and results under Task D. On-line training.
- The page “Prepare” which refers to activities and results under Task E. Community-based exercises.
- The page “About this project” which contains the background information to the project.

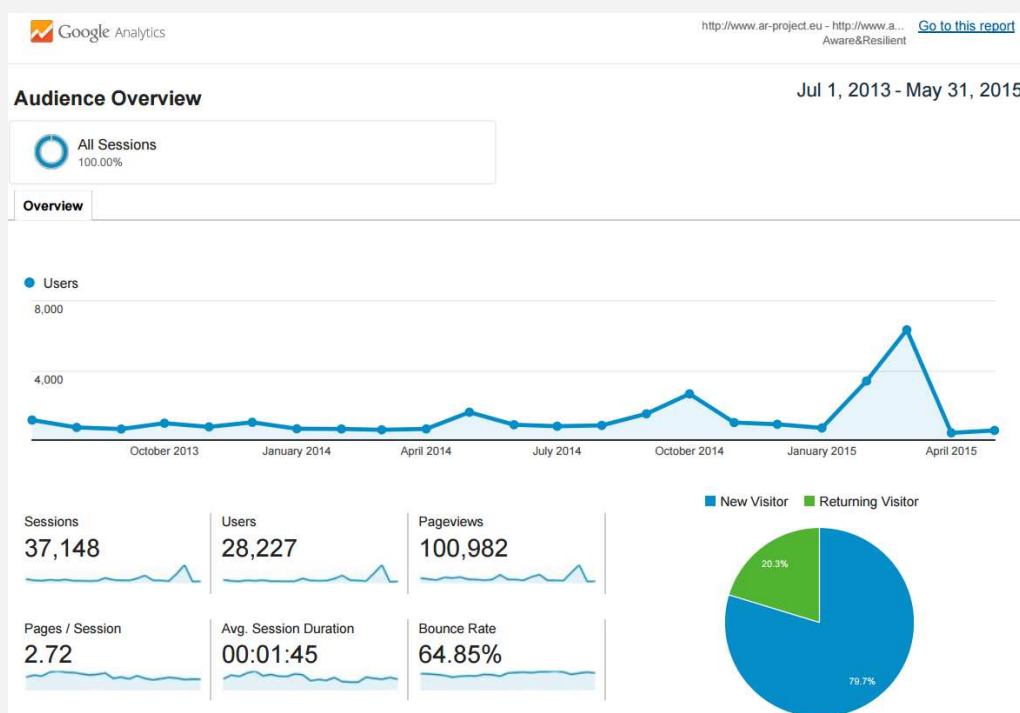
Each page in turn consists of several subpages, explaining different aspects of the individual activities and the respective results (See www.ar-project.eu). The project website is available in Bulgarian, English, French, German, Latvian and Romanian.



Screenshot of the website

Evaluation

The website has been used to promote the Austrian CBE as well as the Worst Case Hero. The website has profited from the launch of the Worst Case hero in February, so that the number of visitors in February and March were the highest in between February and May 2015. After that, the number of visitors has decreased. In total the website had 28.227 visitors (users) between launch in July 2013 and end of project in May 2015. Detailed page statistics indicate that most of the visitors played the Worst Case Hero. The average session duration suggests they did it for at least one complete round. The website will profit from further Social Media posts and information to stakeholders. These activities are still being carried out and will be continued in the next months.



Website Statistics Jul 2013 –May 2015

Monthly visitors of website Feb-May 2015

Month	Number of visitors
February 2015	3.389
March 2015	6.328
April 2015	419
May 2015	559

Presentations at meetings and conferences (D.B.3)

Description and purpose

Partners carried out wide variety of dissemination activities throughout the project. At the beginning of the project, the project leaflets were distributed at meetings and conferences and the plans for the projects presented. One to two months before the Community-based

exercises were held, partners initiated a host of dissemination activities to promote them. These were press conferences, press releases, articles in local and regional newspapers and journals, radio and TV reports as well as posts on websites and Facebook posts. The third phase of dissemination consists of disseminating the project products in dissemination meetings, other events as well as by mailing them to partners (see dissemination lists in Annex 1). The French Project Partner has disseminated the project within the Civil Protection Forum in Brussels as well as a conference within the DRIVER-project (a European Project (FP-7) on disaster management with 29 partners) in France.

Evaluation

All in all, a large variety of dissemination activities were carried out over all partners. The focus was on three phases: presentation and dissemination of project and its planned activities; publicity for the events run within the project, such as the trainings and the CBE's as well as disseminating the project products, such as the launch of the Worst Case Hero and spreading the results of the projects in different meetings and events.

Final dissemination meeting in Vienna (D.-B.3)

Description and purpose

The final dissemination meeting took place on the 27 and 28 of March 2015 in the Austrian Red Cross headquarters in Vienna. 36 participants attended. These were project partners, stakeholders from each country that were involved in the CBEs and representatives of European Red Cross societies, the EU Red Cross office and the IFRC. The purpose of the meeting was to summarize and exchange project experience and to introduce the project results to other Red Cross societies so they can transfer them to their countries. Also, participants were asked to share existing tools on disaster preparedness from their countries, so all participants could see which tools are available and learn from each other.



Welcome Secretary General



Presentation Croatian Red Cross



Round Table: Bulgarian CBE

After the welcome by the Secretary General of the Austrian Red Cross and a presentation of the Aware & Resilient project, the French partner Hripsimé Torossian who had just attended the UN conference on disaster risk reduction in Sendai, gave a report on this. The last introductory presentation was an overview on the Community-based exercises by the Bulgarian Red Cross.

After this, there were two interactive discussion rounds on the experience made with the Community-based exercises in the participating countries. One involved the perspective of

local authorities and other organizations from partner countries and the other involved the perspectives of Red Cross volunteers and staff.

The Mayor of Tetovo, where the exercise took place in Bulgaria, reported that the benefits for the community were that the event attracted the governor of region, the Mayor of the municipality and representatives from all relevant state organisations in the region, but that the highest benefit was the community participation. Participants were informed about the roles of state institutions and familiarisation with types of support they could receive. The representative of the Austrian Civil Protection Organisation reported that the exercise in Austria made the population more aware of civil protection, improved their knowledge on risks and tried out new practical tools to raise awareness among the local population. All representatives reported that the CBE has sparked interest by other organisations and communities. The Lower Austrian Civil Protection Organisation would like to run a similar activity once a year in different communities. In Latvia and Bulgaria other communities already voiced interest in running a similar activity.

In the session on the perspective of Red Cross staff, the Bulgarian Red Cross representative reported that she organized some of the modules and worked with children at the exercise. The French Red Cross representative highlighted that it was important to work together with the authorities so that they can also see the important role of the Red Cross. In all countries, it became clear, that the exercises only worked with the involvement of many volunteers. Red Cross representatives in France also reported some difficulties such as a very long phase of preparation and some communication problems. In Rumania, there were some cases of overcrowded training sessions and a technical problem so that the Worst Case hero Computer game could not be played.

After this, there was a session where all five partners presented their exercises in an interactive way. These sessions lasted 15 minutes each and small groups of participants went from presentation to presentation. Participants were asked to mark answers to the following questions on flipcharts:

- What did you like about this exercise?
- What would work in your country?
- What would need to be adapted?
- Do you have any further comments?

With respect to the **Austrian** CBE, the stockpiling competition, which was demonstrated to participants, was taken up with interest. Participants felt they could use this and similar practical tools in their countries. They also liked the idea of having a stamp pass. “Visiting groups” made some suggestions for improving the stockpiling exercise, like fine-tuning the points given or allowing for more time.

For the **French exercise**, participants liked the links between the authorities, the Introduction to Risk Reduction and the large public involvement. People felt the cooperation and the table-top exercises would work in their countries. They also said they

might have to take the lack of public capacity into account and the cooperation with other stakeholders might need special attention.

The **Romanian exercise** looked like a good opportunity to find new volunteers to participants and they thought it was interesting and practical. They liked the idea that the population spent the night in the simulated camp and that this gave the population a good idea of what it is like to experience an emergency. They felt it might work in their countries, but one would need to consider legal issues and they would include facilities for people with disabilities.

What the representatives of other Red Cross Societies liked about the **Bulgarian CBE** was that additional financial resources were raised to run it, the large number of beneficiaries, that the children and youth were involved in an active way and the teamwork in the village. They felt this type of activity would work in their country, especially the work with children in schools and the good cooperation with the civil protection authorities. However, they were of the opinion that this type of exercise, where all participants spend hours together would not work in large cities, where a different approach is needed.

The **Latvian CBE** impressed participants of the final dissemination meeting because there were many different groups of people involved, such as ethnic minorities, youth and school students, university students, people with special needs and organisations of older people. They liked the simulation exercise presented and that participants received a smoke detector as a give-away. They stated that this type of exercise would probably work in Estonia, Croatia and Lithuania with adaptation to local specifics. These would be limiting the number of people and maybe shortening the duration of the event. The Latvian colleagues also presented the **Worst Case Hero game** during their session, as this was a prominent part of their CBE. Participants thought this was a helpful tool, especially for young people, but there was the need for more scenarios in WCH to make it more relevant and maintain the motivation to play it.

The next morning the **Introduction to Risk Reduction** was demonstrated to participants. 8 participants were invited to take part, the rest were observers and were asked to give feedback later. A volunteer trainer from the Austrian Red Cross conducted the training together with a volunteer trainer from the Bulgarian Red Cross. Both had taken part in the Instructors training in Bulgaria. After that, feedback was collected and a discussion conducted.

Those directly involved in the session said they liked the picture session, because it emphasised feelings rather than rational thinking and that they also liked physically seeing and touching things. They also appreciated the structure and the information given, but felt that it might be hard to remember everything. The observers felt that this was a good session to raise awareness on disaster preparedness and that it is very useful to have a completely structured session on this issue. They mentioned that it could be easily adapted to their countries and that some key messages could be added to each point. In addition, it should be adapted for people with little money, who might not be able to afford all the items in a grab and go bag for example.

The final session was a **market place** with tools for disaster preparedness from other National Societies. Participants had the opportunity to introduce initiatives and projects. The Swedish colleague introduced a volunteer pool that they are developing and a project on resilience and asylum seekers. The Croatian Red Cross introduced a disaster kit for citizens that they are selling. Also, all local Croatian Red Cross branches are carrying out awareness raising workshops that last approximately 45 minutes and show citizens how to prepare a disaster kit and an emergency plan. These are also used to market the disaster kits. The colleague from the Serbian Red Cross introduced a First Aid smartphone app that they have upgraded to contain other information such as how to prepare for and what to do during and after an emergency. Also, they are running a similar project to CBE's since 2003 where they are developing municipal disaster preparedness. They have provided risk assessments in 50 municipalities and will implement exercises in 26 municipalities. The colleagues from Montenegro introduced a 12 minute video on climate change produced by young people in a region in Northern Montenegro. Also, they introduced fans that can be used in the case of a heat wave and that provide information on how to behave in this case.

The German Red Cross introduced a project for young people on climate change. It also provided information on the 'Ensure' Project, which enables citizens to become active in crisis response. Also, the Austrian Civil Protection Association introduced several brochures that it has which contains advice on how to behave in different types of disasters and includes check lists. Finally, representatives of the IFRC-Europe Zone and EU Red Cross office introduced a host of catalogues and tools that are available on European and International level.

After that a representative of the French Ministry who is the Head of Department on information concerning DRR, Jacques Deveze said a few words as a supporting partner in the project. He mentioned that it was very interesting to see the different approaches within the exercises and that the role of the citizen is a lesson learnt. The core to the modernisation of Civil Protection is that the municipality must place citizens at its heart. This provides a good opportunity for the Red Cross to work together with communities. Thus, it is important to disseminate and communicate the project products to national, regional and municipal authorities. At the end of the meeting, the coordinator and project partners reported on further plans within and after the project.

Evaluation

Participants of the final dissemination meeting were enthusiastic about it and very pleased to be able to be part of it. They said that they learned about interesting new tools for disaster preparedness and have new ideas on what to implement in their countries. They were very interested in receiving the training material and the CBE guide and deemed them to be useful tools that they could use. As planned, the meeting allowed to test the European added value of the developed products and to explore whether they can be transferred to other countries and contexts. According to several sessions and feedback, participants were of the opinion that the project tools can be transferred to their countries, albeit with some adaptations.

Project materials available on website and USB-stick (D-B.4)

Description and purpose

Following material is available on the website and on USB Sticks (1050 in all):

- Training handbook IRR in Bulgarian, English, German, Latvian, Romanian, Russian
- Leaflet: Self-protection for me and my family in Bulgarian, English, German, French, Latvian, Romanian, Russian
- Training for trainers in Bulgarian, English, German, Latvian, Romanian, Russian
- CBE-guides in Bulgarian, English, German, French, Latvian, Romanian
- Worst Case Hero in Bulgarian, English, German, French, Latvian, Romanian

For detailed description of the products, see the respective tasks below.

The material developed within the project is being distribute continuously to different stakeholders. Examples are:

- The Bulgarian Red Cross has prepared 150 flash sticks with all materials produced in the course of the A&R project to be used for promotion among stakeholders and for future educational activities by the Bulgarian Red Cross regional branches.
- The project and its results have been shared with more than 60 persons - staff of the Bulgarian DG Fire Safety and Protection of Population (National Civil Protection) in a training event organized for its staff. On several occasions, materials from the project (WCH, IRR Facilitators Guide, IRR Instructors Guide, CBE Guide) were shared with local institutional stakeholders (the city of Pernik and village of Divotino, the town of Gramada, Vidin region, the town of Berkovitsa, Montana region) in the frame of other BRC disaster preparedness activities.
- The French Red Cross is disseminating the CBE guide in the 100 departmental branches in order to make the CBE a part of regular activities conducted by all branches of this territorial level. The Worst case hero will enter in the catalogue of games and activities which are dedicated to youth.
- The Romanian Red Cross is presenting the project deliverables and IRR training to newly recruited volunteers. They are also presenting the project deliverables at their donors meetings and to the lay public in prevention programmes and materials. It will be providing the USB Stick with the project material to 300 participants of the FACE – Meeting in Romania in the beginning of September and 100 USB sticks to representatives of the regional branches.
- The Austrian Red Cross is disseminating 150 USB Sticks with the project material to Red Cross representatives in all provincial branches at internal meetings (such as the Bi-annual meetings of the Provincial Rescue Commanders of the ARC) and through the Austrian Civil Protection Association.
- The Latvian Red Cross has organised 4 regional meetings (09.04.2015. in Saldus city; 14.04.2015. in Alūksne, 17.04. 2015. Ilūkste, 21.04.2015. in Riga) to share the

	<p>experience of CBE with colleagues in local units and regional branches with the aim to continue this approach in other municipalities, cities and rural areas. The 150 USB sticks with the project material are also being distributed through these channels.</p> <p><u>Evaluation</u></p> <p>The evaluation of the individual deliverables are described below. As mentioned above all project partners are distributing the project deliverables continuously and there are a host of stakeholder that are interested in using them (see Section 8 Follow-up for more details).</p>
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<p>Task C</p> <p>Train-the-trainers</p>	<p>Deliverables according to T-Forms</p> <ul style="list-style-type: none"> ▪ C-C.1 Training research report ▪ C-C.2 Curricula agreed ▪ C-C.3 Training material in five languages ▪ C-C4.Training the trainers undertaken
	<p>FINAL PROJECT PRODUCTS</p> <p>Training research report (C-C.1)</p> <p>The training research report was used to inform further work and to adapt the training material. As a basis for developing the material and formats within the project, it has served its purpose. It gives a good overview of other trainings and similar material (See Annex 2).</p> <p>Introduction to Risk Reduction – Training for Citizens (C-C.2 / C-C.3 / C-C.4)</p> <p><u>Description and purpose</u></p> <p>The Introduction to Risk Reduction is one hour interactive activity with the aim to raise awareness for disaster preparedness amongst the population and to provide participants’ with an impulse to improve their self-protection and preparedness in their households. It consists of getting acquainted with the themes of disaster using photos, comparing the participants’ impressions with known definitions of disaster as well as tackling some of the basic issues of preparedness along six questions:</p> <ol style="list-style-type: none"> 1) Are you aware of the risks in your community? Where can you get information on this? 2) How can you call organisations for help? How can organisations alarm you / the population? 3) Do you have a self-protection plan for yourself and your family? What are the main elements of this? 4) What are the main elements of First Aid? Do you know where you can participate in a First Aid course? 5) What are the main principles of survival? What are the main elements in a grab and go bag?

6) How can you prevent economic consequences of disasters?

Results of the project are the 66 IRRs that have been carried out by trained trainers, as well as the training material to run further trainings. This material is (see Annex 3):

- The Handbook for trainers in six languages (Bulgarian, English, German, Latvian, Romanian, Russian)
- Leaflet – Self-protection for me and my family plan in five languages



- The 12 photos for the first session



- Disaster kit (“grab and go bag”) for future training in Austria (20), Bulgaria (10) and Romania (60):



Easy to carry backpack



Including most important preparedness items



The Bulgarian version

Evaluation

Trained-trainers conducted the IRR 66 times overall. Feed-back was that participants liked the interactive methodology and stated that it gave them a good input to deal with these issues of disaster preparedness. Some participants mentioned that they had not had the chance to confront themselves with these themes until now. The sessions with the photos and getting to know the contents of the grab and go bag elicited the most interest among participants. Trainers ran the format mostly tried with 8-10 people as proposed by the French Red Cross, but in some cases tried out a new type of format with a bigger group. Specifically, during the Latvian CBE, a format was trialled, where a facilitator ran the IRR with one group in front of approximately 100 participants. Overheads and projections were used to show the photos as well as the items of the grab and go bag. Also in Austria, the project coordinators ran a session with approximately 25 people in the frame of the Municipal Adult Education Centre in Vienna using PowerPoint Slides and adapting the contents to suit the specific situation in the City of Vienna. While these formats proved to be interesting and worked, it is confirmed that the ideal format for this type of session are the small groups proposed by the French Red Cross.

In some cases, e.g. in two events in Lower Austria, only very few participants attended. Some difficulties were experienced with running the IRR as an isolated activity, in terms of finding participants. We concluded that the Introduction to Risk Reduction is an activity that can be added to existing events / activities, such as a First Aid Training, a Community-based exercise or a general informational activity within the Red Cross or on certain related themes. Running the activity as a stand-alone activity proves to be difficult and the context in which it can be carried out needs to be considered carefully.

The material available, such as the trainers handbook, the self-protection plan, the photos, as well as the grab and go bag compiled by French Red Cross and further developed by partners have proved to be helpful and adequate to run the Introduction to Risk Reduction according to feed-back of the trainers who have run the IRR.

European Training for Instructors (C-C.2 / C-C.3 / C-C.4)

Description and purpose: The instructors training was a three-day training format in English that was designed to train instructors to train trainers that ran the Introduction to Risk Reduction in their countries. Its aim was also to allow for the European dimension and mutual exchange of trainers from different Red Cross societies. The French Red Cross and its “master trainers” led the training in the Bulgarian Red Cross Training Centre in Lozen in January 2014 (see above).

It consisted of session where potential instructors experience the Introduction to Risk Reduction themselves. After that, participants were divided in small groups and went through the structure of the Introduction to Risk Reduction with a master trainer each. Then potential instructors then had the opportunity to carry out parts of the Introduction to Risk Reduction and the main elements of the methodology were evaluated within the group. Finally, the main elements were discussed that instructors

need to keep in mind when training trainers. Also, the plans for community-based exercises were introduced to and discussed with participants. Finally, an evaluation session was conducted.

Instructors being trained in Bulgaria



Evaluation

Participants were of the impression that the Introduction to Risk Reduction was a useful tool to raise awareness for disaster preparedness among the population. They especially appreciated the photos and the grab and go bag as well as the respective sessions and the interactive methodology. The majority of participants felt equipped to hold a trainers training with some additional preparation and some improved materials. In the months after the training, the trained instructors conducted trainer trainings in their countries.

All in all, following improvements were proposed: The format of the written material (trainer's handbook) should be improved and additional material on background information provided to participants. In addition, the overall context of the project and training could have used more explanation and the timing could be improved (more time for IRR, less time for CBE and evaluation). One point that was missing in the training was how those running the Introduction to Risk Reduction can deal with emotional reactions of participants e.g. due to past experience with disasters. Participants stated that they might have needed more time to practice the delivery of the IRR. Also, many of the international participants concluded that it was quite difficult to us English as the working language.

Overall, the tools used for the IRR are well appreciated and can be easily adapted in each partner's country and for different kind of groups. The course was well structured and could be followed well. However, some improvements were still suggested. The instructors' training is a good example for a trans-national training that can be used as a prototype for similar training sessions, also on related subjects.

Trainer's Training (C-C.2 / C-C.3 / C-C.4)

Description and purpose

The purpose of the trainer's training was to train trainers in each country to run the Introduction of Risk Reduction with the population and to encourage representatives from different regions to run IRR in their areas.

At the beginning, participants had the opportunity to experience the introduction to risk reduction themselves. After that, participants were asked to give feed-back on what they have just experienced and ask questions. After going through the structure of the IRR together, participants had the opportunity to prepare parts of the IRR in small groups and to practice running these. The instructor as well as other participants could give feedback to those running the individual parts of the IRR. Finally, plans for running the IRR in one's community / environment was discussed and a feedback round was conducted. The training manuals for trainers in the country languages are the basis for further trainers trainings to be run after completion of the project (See Annex 4).



Latvian and Bulgarian handbook for instructors



Evaluation

Overall, 140 trainers were trained in four countries. They in turn ran 66 IRRs with 940 participants in all. In Bulgaria for example, IRR sessions were carried out with all Bulgarian Red Cross local associations in Ruse region (associations are the grass-root units of the BRC, in settlements and also staff of companies and institutions) during their annual reporting meetings, total 180 persons participated. In Romania alone 64 trainers from all over the country were trained to carry out the IRR. 22 IRRs for over 270 people were reported for Romania. However, since not all activities were reported back to Headquarters, it is assumed that more IRR's have been run and will be carried out all over the country.

In all countries, there was a positive response on the Introduction to Risk Reduction and potential trainers felt this was a useful tool to raise awareness among the population for disaster preparedness. The trainers training not only enabled participants to run the IRR with the population, but also had an awareness raising effect for the participants themselves. For example in the Bulgarian training, the trainers started to think about their own grab and go bags and what they would put in them.

Overall, potential trainers in Bulgaria felt that the participants of the IRR should not go out of the session empty handed and that it was important that they had some material such as the family plan to take home. In Romania, the volunteers received the training very well and even those with substantial training experience were impressed by the methodology, which was something new for them. They also stated that the family plan leaflet was good and useful. For Romania, participants suggested that the Introduction to Risk Reduction should be used as an opening /introduction for a longer course on disaster preparedness and management. In Austria potential trainers gave a host of interesting suggestions to improve the IRR, such as adding a “To Do’s List” for participants so they can jot down the next steps that they will do at home to improve their disaster preparedness. Overall, Austrian participants felt well equipped to run an IRR either alone or with another trainer and the majority of participants has already done so. In Latvia two trainings were run, one with participants of all ages from different local branches. The second training was for 25 young people all over Latvia. Here the plan is to run IRR in schools and make grab and go bags together with the students. In Latvia, the IRR and training were evaluated positively. Participants felt that this format was something new and suggested to put some focus on how to adapt it for participants of different groups and ages. Over all countries the presentation of the grab and go bag and its contents were the main attraction of the IRR and very well received.

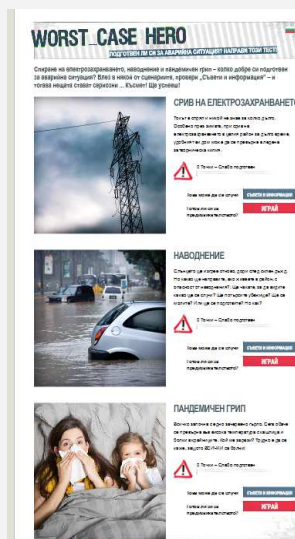
<p>Task D</p> <p>Social learning platform</p>	<p>Deliverables according to T-Forms</p> <ul style="list-style-type: none"> ▪ D-D.1 Recommendation report ▪ D-D.2 Master scripts for three scenarios ▪ D-D.3 Test within Community-based exercises ▪ D-D.4 Online learning tool comprising three scenarios ready to use in five languages ▪ D-D.5 Launch of Worst Case Hero in each partner country per social media <p>FINAL PROJECT PRODUCTS</p> <p>Recommendation report (D-D.1)</p> <p><u>Description and purpose</u></p> <p>The recommendations report gave an overview of available on-line learning tools and formulated some recommendations concerning the use of on-line learning tools and social media as well as micro learning as a basis for the further work within Task D (See Annex 2).</p> <p><u>Evaluation</u></p> <p>We concluded that the Worst Case Hero game that was developed in 2009/2010 still meets most of the named recommendations. It has short micro-learning based modules referring to daily-life contexts, which most existing serious learning approaches still lack. Its integration into Facebook triggers collaborative serious gaming. The main</p>
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challenge is the lack of a mobile integration (App), as most mobile devices do not support the used flash technology.

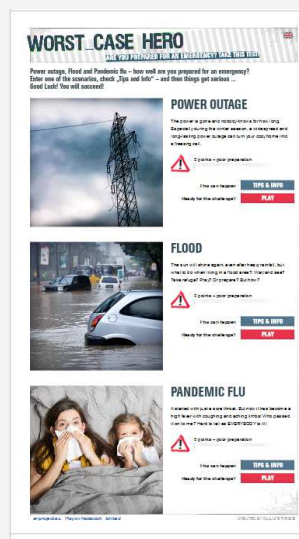
Master scripts for three scenarios and test (D-D.2, D-D.3)

Description and purpose

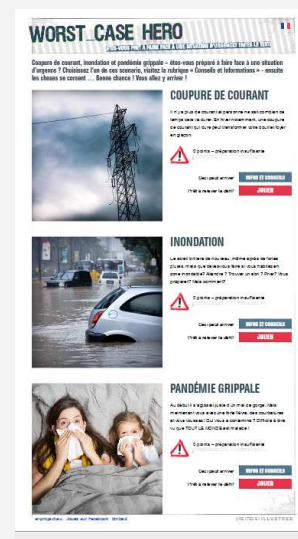
The Worst Case Hero game adopts a serious gaming approach for disaster preparedness. First, a third scenario was chosen, to complement the existing scenarios “power outage” and “floods” after consultation with disaster management experts and administering a questionnaire to young volunteers from partner organizations. Based on their feedback “Pandemic flu” was selected. It represents a slow on-set disaster that can affect the operational capacity of emergency services, thus preparedness is especially important in this case. Secondly the scenario also deals with health related measures not addressed in the other scenarios. Building on the two existing German scripts, three English master scripts were drafted and distributed to the partners who translated and localized the scripts into their languages. The test version of the Worst Case Hero included the game for three scenarios: power outage, flood and pandemic flu. It consists of short learning modules that players can access as they wish and the actual game that serves to test players’ knowledge in preparedness. Here participants read several terms that move and click on those that are relevant for preparing for the respective scenario. The scores of the correct terms are then added together and participants can see the extent of their preparedness. The test version of the game was available through the project website (www.ar-project.eu). An on-line evaluation questionnaire was prepared that is also posted on the project website to assess the usefulness and user-friendliness of the test version of the game.



Bulgarian WCH



English WCH



French WCH

Evaluation

App. 150 people in all played the translated and augmented versions of the Worst Case Hero game in the test phase. 54 people filled in the on-line questionnaire. Among these were those who played the game at the CBE's in Austria and Latvia. Testing in Romania and Bulgaria took place after the CBE's by Red Cross volunteers and youth members.

In addition, the Bulgarian CBE approximately 50 children and youth played the game. The evaluation could not be administered since there was no internet connection and an off-line version of the game was used. However, informal feedback by those who played was enthusiastic and positive. The game is suitable for children who can already read well and process words quickly, so it is recommended for those over 8 or 9 depending on their reading capacities.

A majority of participants in the on-line evaluation in Austria, Bulgaria, Latvia and Romania mentioned that the game was interesting for them. Some said that several of the issues named were new to them. Others mentioned that the newness of the method appealed to them. On a scale from one (not at all) to five (very) participants rated that the game was user-friendly on average of 3,9. On a scale from 1 (too easy) to 5 (too difficult), the participants stated on average a 3,1 which basically means that it was just right. Participants also felt that the duration of the game was adequate. They rated 3,4 on average on a scale from 1 (too long) to 5 (too short). This means that all in all the game can be used quite easily by people of all ages. However, the main problems participants identified within the test phase were that some longer words were cut off and not readable while zooming out, that the words came around too quickly and that it was hard to top up the score. Some Bulgarian players mentioned that it was difficult to play it for the first time, but then it became easier. A Latvian participant was of the opinion that the game was "not too complicated, but a little too fast". In Romania, respondents felt that longer words were difficult to follow and read and the texts moved too fast to allow them to read all the alternatives.

When asked whether they would recommend the game to their friends, respondents rated on average 1,7 on a Scale from 1 (yes sure) to 5 (not at all). The reasons for recommending it were that it is informative, educational and fun. Participants felt they learned important things and mentioned that the game "Makes one think how to act in real emergencies and informs about disaster preparedness" (Latvian participant). Participants in Romania felt, that it is an easy method that enables them to learn useful information presented in an attractive way to increase resilience. Those seven participants, who would rather not recommend the game, did not explain why in the ensuing open question.

The main changes that respondents proposed were to have the text move more slowly, ensure that the words are not cut off, possibly include some visual elements and to change the feedback message. Of 54 people, 51 could remember at least one of the ideas on how to prepare for disaster.

It became clear that the game is for people of all ages, not only younger ones. In Austria and Latvia, also older people played the game and enjoyed it. The only issue was the speed of the words that “Illustree” has corrected in the meantime for the final version.

Final on-line learning tool and launch (D-D.4, D-D.5)

Description and purpose

After the evaluation of the test phase of the game, partners reviewed and revised all country versions were reviewed and Illustree made the technical changes participants had proposed. Partners agreed to launch the game via Facebook and Twitter on the same day: February 25, 2015. In each country, partners organized the launch together with their colleagues that are responsible for social media. A small budget was also reserved to boost the postings on Facebook. Several postings were made (See Annex 5) and user data was reviewed.

Evaluation

The statistics collected via “Google analytics” between January 30 and March 1 2015 revealed that there were in total more than 10.000 views and 7.000 unique page views for the complete launch. Facebook marketing seemed to be most successful in Bulgaria with 2.431 page views and 1.812 unique page views. In France 1.515 page views and 1.037 unique page views could be recorded for this period. The Latvian Facebook marketing effort elicited 420 views, of these 365 unique views.



The average page visit was also between 1 and 2,5 minutes which shows that the game was actually being played. More recent



statistics spanning the period from 1.2.2015- 4.8.2015 show that the game was still being played quite frequently in the month of March due to the launch. Within this half year period 20.802 unique views were recorded over all countries. Of these 4.789 unique views were from Bulgaria, 2.310 from France and 2.169 from Romania. In Austria, there were 1.123 unique views and in Latvia 710. In France the game was also disseminated via Twitter. There were three twitter posts (tweets) – one for each scenario - , that elicited between 4.141 and 5.895 impressions each. 150 activities (such as retweets or accessing the link to the game) were recorded for the blackout scenario, 116 for the

	<p>flood scenario and 50 for the pandemic scenario. The two French Facebook posts had 609 and 416 likes respectively and 43 and 137 shares. In Latvia, the on-line tool Worst Case hero was used in Salas county in Salas secondary school within the e-skills week as an e-learning example for grade 6 and 7 students.</p> <p>While the type of implementation of the Facebook marketing campaign and its overall success varied between countries, the Social Media launch has definitely contributed to raising the awareness for disaster preparedness within the Facebook communities in the respective countries.</p>
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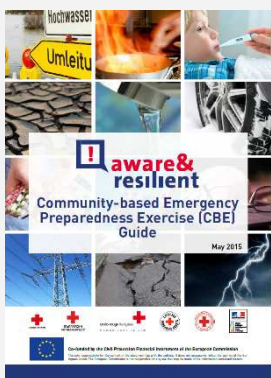
<p>Task E</p> <p>Community-based Disaster Preparedness Exercises</p>	<p>Deliverables according to T-Forms</p> <ul style="list-style-type: none"> ▪ D-E.1 Good-practice and methodology report ▪ D-E.2 Draft version of adapted CBE guide ▪ D-E.3 Preparation for CBE's finalised ▪ D-E.4 Five CBE's conducted
	<p>FINAL PROJECT PRODUCTS</p> <p>Good-practice and methodology report (D.-E.1)</p> <p><u>Description and purpose</u></p> <p>The good-practice and methodology report is a 21 page report in English. Issues highlighted in the report are country specific disaster risks as well as the civil protection structure and the role of the Red Cross and other organisations within the partner countries. Additionally, existing activities in partner countries on awareness raising for disaster preparedness, including best practice examples and gaps were described. Also, recommendations for the planned Community-based disaster preparedness exercises were made (See Annex 2).</p> <p><u>Evaluation</u></p> <p>This document created a good basis for planning and conducting the CBEs as well as for compiling the guide.</p> <p>CBE Guide (D-E.2)</p> <p><u>Description and purpose</u></p> <p>The CBE is available in Bulgarian, English, French, Latvian and Romanian. This CBE Guide aims to add value by providing practical details to assist implementers with their planning, delivery and evaluation of community-based emergency preparedness exercises (CBEs). The CBE Guide will assist people in charge of risk management, members of rescue organisations, non-governmental organisations (NGOs), community leaders and citizens who are willing to organise CBEs in an endeavour to raise awareness, to reduce risks and eventually change the behaviour of citizens by running</p>

a community-based emergency preparedness exercise. The Guide builds upon the lessons learned within the five CBEs conducted (see below). The German speaking version of the guide prepared for Austria, is a slightly different version which contains detailed description of the modules of the CBE in Austria that were developed with the Lower Austrian Civil Protection Association and aims to be a basis for implementing further exercises of this format in Austria together with the Austrian Civil Protection Association.

This CBE Guide consists of three main parts (See Annex 6):

Part 1 is general, it shows the policy framework as a basis for initiating CBEs. It explains what a CBE is and why it is important; who it should involve; the possible CBE types of and prerequisites for success and the roles of stakeholders.

Part 2 describes the whole process of initiating, preparing and organising a CBE, based on experience from the five actual exercises conducted within the project. It includes tips for the organisers and highlights issues to be considered in the process.



Part 3 provides an overview of the practical tools that can be used as elements of a CBE.

Evaluation

The impact and usefulness of the guide could not be evaluated systematically within the project (this was also not foreseen). However, the guide was introduced to stakeholders in the field of disaster management and preparedness at the dissemination meeting in Vienna as well as at a European workshop of the PrepAGE project (DG ECHO funded project on older people in disasters). Participants stressed their interest in the guide and that it is a useful tool for their context / National Society to raise awareness for disaster preparedness within their populations. Apart from this the exercise was also introduced in national dissemination meetings (Latvia, Bulgaria) and elicited interest in further regions.

The five Community-based disaster preparedness exercises (D-E.3 / D-E.4)

Description and purpose

A CBE is an interactive event involving citizens, emergency responders and other local stakeholders, not only those involved in risk management and emergency response. It is organised with the main objective to improve the emergency preparedness of all local stakeholders, with a focus on citizens, families and the whole community as key actors in an emergency response. A successful emergency preparedness exercise will raise the awareness of citizens about the risks in emergency situations and will inform them how to protect their lives, health, property and livelihoods in an emergency.

An exercise can be organised with people living in village communities, families, schools and universities. It can also be organised with employers in the public and private sector. Also, responders, rescue organisations and authorities in charge of crisis

management are important stakeholder. A CBE is a cost efficient large group participatory activity, involving local stakeholders and community members acting together to prepare for emergencies.

It addresses the human aspects of emergency response and directly contributes to building the resilience of citizens and communities to emergencies and disasters. By doing this, CBEs can improve individual and collective coping with emergencies. Also, it provides an opportunity to bridge the gap between the general population and emergency response professionals, by interlinking citizens with volunteers, authorities, media and response organisations and transferring theory into practice.



Five exercises (Action D.4) were conducted in Alfortville, France; Jelgava, Latvia; Bucarest, Romania; Hadres, Austria and Tetovo, Bulgaria between July 4 and October 12, 2015. The CBE in **Alfortville, France** was organised within a large public event in a town of around 50,000 inhabitants. Citizens could visit the main square in the centre of the town where there were many stations with exhibitions and activities on emergency management and preparedness. It was held over a day and included a Red Cross exercise of rescue, evacuation and shelter of citizens, in addition to many side activities. The specific methods for a CBE adapted and developed within the Aware and Resilient Project were the introduction to risk reduction and a facilitated table top exercise with citizens and experts, based on a flood scenario under the title “What if tomorrow?”. 600 people visited the stands of the French Red Cross village dedicated to risk reduction and disaster preparedness. 100 persons attended the exercise Evacue and “what if tomorrow”. 210 volunteers from several French Red Cross branches were involved as well as 12 volunteers from other organisations.

The second Community Based Exercise (CBE) of the “Aware & Resilient” project, took



place in the city of **Jelgava, Latvia** (61 961 inhabitants) on the 11th of September 2014, and was organized by the Latvian Red Cross in cooperation with Jelgava Municipality Operative Information Centre. The first part of the day was devoted to the Introduction to Risk Reduction and round table discussions on specific risks, such as fire safety, along

the lines of the French module “What if tomorrow?”. Round table discussions were organized in groups on different emergency scenarios to promote the exchange of opinions. Feedback from round table discussions was reported by the participants and commented by professional experts from emergency services, such as the Fire Rescue service, State Police, Emergency Medical service and other civil protection stakeholders. In the second part of the day, participants had an opportunity to engage in practical activities like using fire extinguishers, participating in First Aid training, testing the „Worst Case Hero” computer game and observing demonstrations by emergency services with practical involvement of the participants. About 200 participants took part in the CBE.

In **Romania**, the CBE was held as part of a larger event and took place in a public park in Bucharest. It was focused on a disaster relief camp for displaced people in case of an earthquake. It included activities and games like First Aid, psychosocial support, restoring family links and demonstration of search and rescue. Citizens in small groups visited separate stations presenting Red Cross activities and those of other



stakeholders. They came together to observe a demonstration on search and rescue. The CBE sessions, such as “What if tomorrow” and Introduction to Risk Reduction were held as stations within this larger event. The camp was closed at 8 pm and 115 citizens stayed there during the night and participated in the night program (film screening and other classes related with disasters and disaster risk reduction).

In **Bulgaria, the village of Tetovo, Ruse municipality** and the Bulgarian Red Cross organized and carried out a community-based emergency exercise with the residents of the village and other partners in the region. The exercise under the slogan “Prepared for disasters-Tetova-2014”, gathered more than 150 people from the village, with different ages and ethnic background and induced a particularly high interest. First, participants attended sessions on family preparedness for emergencies (Introduction to Risk Reduction). After that, participants were split into six working groups for interactive sessions, based on two concrete emergency scenarios (extreme winter and earthquake). The working groups were: “Information and Communication” - 112 Regional Centre, “Safety and Rescue”; First Aid – Bulgarian Red Cross volunteers from Ruse; “Medical Assistance” – Emergency Medical Assistance Centre – Ruse; “Psychosocial Support” - Bulgarian Red Cross volunteers from Ruse, and “Disaster

Management and Humanitarian Aid” – Crisis Centre at the Municipality of Ruse and Bulgarian Red Cross.

Volunteers of the Bulgarian Red Cross – Ruse facilitated parallel sessions with the rest of the participants from the local community on mapping the risks and dangerous areas in the village. They developed a historical profile of the village representing the main events in its past and made a profile of the village residents, including people with skills who can provide support in disasters and the most vulnerable groups.

Additionally, parallel sessions with the younger children were carried out in the local school, where the children played the “Worst Case Hero” computer game. Children made their own emergency kits, they received basic skills of how to give First Aid to an injured schoolmate, and they learned what to do in various emergency situations, by watching and discussing short videos made by the French Red Cross. At the end of the event, a practical exercise and competition was carried out among firefighters and people from the village to extinguish fires and using fire-fighting equipment.



The **Austrian CBE** took place on the 12th of October, 2015 and was geared towards the local population, especially families in a small municipality called Hadres in Lower Austria (1600 inhabitants), app. 80 km north of Vienna. It was called “Katastrophe – na und? Gemeinsam.gut.vorbereitet.” (Disaster – So what? Prepared.well.together.) and was run from 10 in the morning until 5 in the afternoon. It was organized by the Austrian Red Cross, the Lower Austrian Civil Protection Organisation, the Municipality of Hadres, the Volunteer Fire Brigade of Hadres and supported by the Lower Austrian Provincial Government.



Apart from the opening and the closing sessions, 13 activities were run in parallel. Workshops were offered at certain times and took place either in the hall, in the local school or outside: 1) Introduction to Risk Reduction, 2) Psychological first aid, 3) First Aid made easy, 4) One-flame cooking, 5) Risk perception and 6) Role of organisations in disasters. The open stations mostly took place outside and were: 7) Information on sealing windows and doors, 8) Sand shovelling competition, 9) Stock-piling competition, 10) Packing one's grab and go bag, 11) a station to play the computer game "Worst-case-hero", 12) an exhibition of the local disaster plan for flooding, 13) Disaster prevention in the Czech republic. At least two volunteers (mostly a combination of Red Cross Volunteers and volunteers from the Lower Austrian Civil Protection organization) ran the workshops and the open stations.

Participants received a stamp pass listing all the workshops and stations. If they filled it in and participated in at least one workshop and two stations, they received a small first aid pack as a thank you. They also filled in a so-called "quick-check" (evaluation questions before and after), where they were asked about their known risks and how to prepare for these. Those who handed these in received a wind-up torch. Several volunteers acted as a "flying station" informing participants of the different activities and handing out the different forms.

Evaluation

The evaluation consisted of 3 distinct pillars: 1) questionnaires that the participants filled in, before and after the CBE, 2) feed-back recorded in questionnaires and 3) debriefing meetings with the organisers of the CBE's. In the following some highlights of the evaluation are summarized. For details see evaluation report in Annex 7.

Participants and respondents of questionnaires at CBEs

Country	Registered Participants	Estimated total participants	Quest. before CBE	Quest. after CBE
Romania	115	520		26
Austria	107	450	107	107
Bulgaria	150	150	45	47
France	100	600	44	35
Latvia	180	200	48	54
Total	653	1870	244	269

Over all countries, 653 registered participants took part in the CBE's, the overall participation of the events is estimated at app. 1870 participants. 244 people in all filled in evaluation questionnaires before the event and 269 afterwards.

In **France**, 34% of the respondents did not feel well prepared to face a disaster before the event, but only 3% did not feel well prepared after the event. 40% felt moderately well prepared before the CBE, but only 20% chose this rating afterwards. While 25% felt well prepared before, 80% for those who answered the questionnaire after the exercise felt prepared. 95% of those answering the questionnaire after the exercise felt that it helped them to be more prepared to face an emergency. Also, all of these participants were satisfied with the exercise. The reasons named were because it was interesting, well-organized and practical and many respondents mentioned that they learned which measures and techniques are necessary to take in the case of disasters. The "What if tomorrow" exercise was also taken up very positively: "The scenario was great. To give all the details of what will happen makes people feel more involved and realize all the problems that may occur in case of disaster."

In **Latvia**, 48 participants handed in questionnaires before the exercise and 54 afterwards. They were asked to assess how prepared for emergencies they felt on a 1- to 5 scale. A big percentage (25%) of respondents answered that before the CBE they felt poorly prepared or completely unprepared (1 and 2). After the CBE less respondents (8%) reported that they felt poorly prepared (2) and no one felt that he or she was completely unprepared (1). Also 26% more answering participants stated they are well or very well prepared (4 and 5). After the CBE participants were asked what they would do as the first thing in the case of an emergency. Of course, most of the participants would contact emergency services, but many would also try to help other people. Thus, in some situations the public is not absolutely reliant only on emergency services. In both questionnaires, people were asked whether they knew what to do in

an emergency. Before the CBE 11% of the people had no or very poor understanding (1 and 2) what to do in an emergency. After the CBE all grades were 3 or higher. This indicates that participants value the information they received during the exercise and find it important. Finally, 87% of those that filled-in the questionnaires would like to participate in a CBE again. This is a good indicator that the topic touched of the exercise was significant to the participants and that they found information that was important for them.

In **Romania**, 26 participants answered an on-line questionnaire after the event. 60% of respondents felt it was an interesting well-organized event and 60% felt well prepared for the event of a disaster. The most interesting offers for the participants were the IRR sessions, the psycho-social support workshop and the first aid session. They stated that they learned how to prepare in case of a disaster but also what to do when it happens. Many respondents said, that they will put into practice what they have learned from this exercise.

In **Bulgaria**, 45 participants answered the questionnaire before the exercise and 47 afterwards. The majority of participants have appreciated the new knowledge on how to manage in emergency situations and well estimated the openness and support from institutional stakeholders during the exercise. Most of them have also confirmed readiness for follow-up actions to promote the learned knowledge, to prepare personally and to learn more. With regard to future developments, the observers noted some weaknesses in the CBE and suggested improvements in the future exercises. Among those are important recommendations in regards to organization and facilitation of the overall exercise, such as more formal presentation of the arrangements and the structure of the CBE to the participants, a clearer procedure for ending and starting sessions and more visible exhibits (pictures, ideas). Apart from that, stations to allow more people to participate simultaneously and better structured and longer feedback from the “Introduction to Risk Reduction” session were suggested. A few challenges were registered by the organizers, which mostly included lack of time (organizational issue) and the need to speak loudly due to the nature of the venue (technical issue). Recommendations also include preparing better with the documents regulating emergency response and to limit the typology of disasters covered by the CBE. All organizers liked the experience with the pilot CBE and recommend continuing organizing emergency exercises, to make such events more regular and to produce a movie of a CBE for use in other communities.

In **Austria**, 107 Participants responded to different questions before and after participating in the CBE that were rated according to school grades (1=very well, 2= well, 3= fairly, 4=not well, 5=not at all). Before participation the subjective preparedness was rated app. 2,5 and the knowledge how to help others was rated 2,7. After participation in the event, the subjective rating of preparation rose to 1,8. on average and the knowledge on how to help others by one point to 1,7. The highest level of awareness before and after participation in the CBE concerned the role of organisations in disasters. This is in line with findings, that many citizens in Austria tend

to depend on organisations and underestimate their own role in disaster preparedness and response.

According to the stamp passes that were handed in, the most popular activities were the short open stations that could be visited at any time throughout the day. These were the stockpiling competition, the emergency bag packing, the sand shovelling competition and the information on door and window sealing. After these four, the First Aid Stand as well as the one-flame cooking (how to cook without electricity, e.g. on a gas cooker or with a barbecue) were visited by the most people. These were originally planned as workshops with certain designated times. However, in the course of the day both of these offers were run flexibly whenever visitors showed up. One-flame cooking, the computer game Worst Case Hero as well as the disaster plan for the region and the station disaster management in the Czech Republic were taken up by app. 40% of the participants. The workshop on Introduction to Risk Reduction, which was run three times during the day was taken up by 25% of the respondents, the workshop on psychological first aid, run twice by 20% of respondents. The least popular of the workshops were the one on risk perception and the one on the role of organisations in disasters. The main positive aspects that were mentioned by the observers were the stamp system, that the activities were very interactive and the good and strict organization of the event. Improvements that were suggested referred to some technical issues, such as the sound system and the quality of a film that was shown at the beginning. Observers also mentioned that a translation of the official parts would have been helpful to them. Finally, observers suggested that the event could possibly be shortened, especially in case of bad weather.

Summary

All CBE's have been well received by the participants, the observers as well as the involved co-organisers. There is an overall consensus that the playful and interactive tools used in the CBEs are a good way to address the serious topic of disaster preparedness. All stakeholders felt that the CBE is a very good tool to keep people interested during a long and intensive learning process. A host of suggestions for organisational and content wise improvements have been made in the evaluation material (see evaluation report and CBE – exercise guide). Many respondents of the evaluation questions stated that they would implement certain lessons learned at home, such as compiling a grab and go bag or making a family plan. One problematic aspect is, that it was not possible to evaluate whether participants have actually implemented any of the lessons learned in their own homes. Here experience shows, that while people can be very enthusiastic right after an event and report that they will engage in an activity, this will not necessarily be the case. While the events definitely contributed to awareness raising for disaster preparedness, it is hard to say how many citizens involved actually translated the learned information into action.

<p>Task F Evaluation</p>	<p>Deliverables according to T-Forms</p> <ul style="list-style-type: none"> ▪ D-F.1 Evaluation methodology defined ▪ D-F.2. Online-Training Evaluation report ▪ D-F.3. Exercise evaluation report
	<p>FINAL PROJECT PRODUCTS</p> <p>Evaluation plan (D-F.1)</p> <p><u>Description and purpose</u></p> <p>The evaluation plan is a short document prepared at the beginning of the project that includes a rough outline of which evaluation methods can be used for which tasks. It also provides drafts for some evaluation tools. The development of the evaluation methodology was work in progress throughout the project, and many evaluation tools developed at a later stage and were adapted by partners to fit their individual activities.</p> <p><u>Evaluation</u></p> <p>The document was a good starting point to initiate the partners' thinking on the evaluation of the different tasks. However, in the course of the project several new ideas for evaluation came up and were implemented.</p> <p>Evaluation report, including evaluation of on-line game and CBE (D.F-2. / D.F.3)</p> <p><u>Description and purpose</u></p> <p>The evaluation report is a document in English, which describes the evaluation methods used throughout the project to evaluate the project deliverables under the tasks C., D and E. as well as the project meetings and the process of the project. It provides a short overview of the aims and the project activities and goes on to describe each activity in short, the evaluation methods used and the evaluation results. Finally, there is a chapter on the evaluation of the project meetings. It ends with recommendations on evaluation (See Annex 7).</p> <p><u>Evaluation</u></p> <p>The report gives a detailed overview of the project activities in the different countries and their evaluation from the perspective of the different stakeholders. The strength of the approach is that different evaluation methods have been used and that the perspective of different stakeholders was considered. The weaknesses of the evaluation approach and thus of the report are the individual approaches per country, and the limited comparability of results. In addition, the number of participants that filled in the questionnaire compared to all participants in the different activities are quite limited, due to organisational constraints. Finally, it was not possible to evaluate the actual behaviour of the participants in the activities at a later stage to assess whether they have implemented any of the preparedness activities. The lessons learnt for future</p>

	<p>projects is to have an evaluation partner that is only responsible for evaluation and does not have to implement the project in their country themselves. Also, a more centralized approach using an on-line method like survey monkey that allows joint analysis of all data and better comparability is recommended. Finally, innovative ways to assess implementation and follow up activities of participants should be considered.</p>
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6) Evaluation of technical results and deliverables

General lessons learned

- 1) One of the main lessons learned within the project is that the issue of raising awareness for disaster preparedness among the population is becoming increasingly important and that the organisations involved in civil protection and emergency response also have an important role in fostering preparedness. The Aware & Resilient project has shown that the topic of disaster preparedness is very relevant and many citizens are ready to receive more information and learn about preparedness and are keen to participate in such activities. It became evident that for example at the CBE in Jelgava, many of the people did not know exactly what to do in an emergency. The population understood that they cannot rely on civil protection organisations or the good intentions of the rescue services to manage mass casualties in every disaster and emergency situation and that therefore every person must understand the importance of self-protection.
- 2) In previous projects the lack of interest in disaster risk preparedness and the lack of awareness about this topic was identified. Citizens are confronted with many different risks and those that are especially relevant in their perception poverty and unemployment and health. The disaster risk issue is far from the immediate interest of most citizens. The difficulty to raise the interest of people in disaster preparedness and the importance of communication and involvement of people in an innovative, interactive way was likewise identified in previous project.

It became evident that the tools developed within the Aware & Resilient project are a very good, interactive and playful way to deal with the serious issue of preparing for disasters. It is possible to involve and interest people in this matter if there are useful, relevant and happy activities for people to prepare themselves to face exceptional and disastrous events. The four CBEs with different activities and different contexts showed how engaging people on local level in common thinking and giving them the opportunity to act together can change their perception. The Aware & Resilient project provided a useful tool-kit to raise awareness for disaster preparedness in an interactive and lively way:

“What we learned from this project is the diversity of possibilities to involve people with simple and fun activities to change their vision of risk reduction issues.” (French Partner)

“Our experience showed that the IRR provides a simple and adaptable training programme that is capable of being expanded to meet the needs of a specific situation. “ (Latvian Partner)

Moreover concerning the tools we learned that the tools should be well targeted for different groups but must keep a global coherence that everyone understands the same issues and can develop joint capacities to act together in case of disaster. This challenge was also solved by the creation of a range of tools dedicated to teenagers and young adults. These target groups are generally not covered as much by the programs of disaster preparedness as children and families as a whole.

- 3) In all countries we learned that population mobilization needs support from authorities and all local organizations to bring together the different bodies of risk and crisis management to organize an exercise. Thus, cooperation with all relevant stakeholders is the key for success, especially with local authorities. In all activities over all countries it was evident that early engagement of community members is key for active participation. Also, the sharing of resources creates ownership, sustainability and long lasting partnerships in favour of community resilience.

On the top of this, we learned that collective preparedness requires the relationship between local citizens and the capacity to act together with a common understanding of risks, vulnerability and capacities of all bodies within the territory. In this same range of lessons learnt, one is that we need to raise the relationship and better knowledge of each other between authorities, the population and the different local organizations. If citizens don't know how authorities analyze and respond to risks and disasters, authorities don't know what capacities citizens can offer and how they can participate in risk reduction and disaster preparedness. This is particularly true in urban areas and middle and big size towns where the relationship with authorities is administrative and mayors are quite inaccessible as well as their teams on territory.

For example, in the CBE in France the "What if tomorrow" exercise with the population and authorities showed clearly that authorities don't expect anything from citizens but being "good victims". However, they discovered that citizens are able to participate in the analysis of emergency situations and to suggest some solutions and to bring in their capacities to support local authorities. This could potentially offer the new bases to work together after the CBE. We still don't know how local authorities will use this opportunity, but we know that the cities around Alfortville have heard about the exercise and have asked to have as similar one in their town. This indicates that there is an interest to mobilize citizens and to support authorities with less capacities to cover and handle all situations in an optimal way.

Last but not least, in a way, this project is "forward-thinking" in the context of the climate change and the challenges of the future. The minister of environment and sustainable development in France announced on March 2015 that all cities have to conduct exercises to strengthen local capacities to be prepared to face potential disasters and deal with the consequences of climate change. The lesson learned in this context is that strengthening the relationship and the common understanding between citizens and authorities and different active volunteering organizations is one of the key factor to build resilience.

- 4) Another important lesson learned within the Aware & Resilient project was that once again the important role of Civil Society organisations as an interlocutor between Civil Protection authorities and the local population became evident. It became clear the CSOs are more flexible and adaptive than State authorities so they can be more suited for bringing together various social groups for unusual Civil Protection exercises. Also, it is easier for authorities to cooperate with an organisation than with individual citizens. An organisation that is known and trusted in the community and by the authorities is a perfect match to bring both together both to strengthen disaster preparedness activities for the population.

The involvement of the Civil Society Organisations within the projects' activities have proven to be crucial as they play a very important role on the local level as they are the civil society and come from it. Engagement of citizens in volunteering activities in all areas such as charity, fire brigades, cultural or sport activities demonstrate strong active citizenship participation and are crucial for securing community resilience in general. Many volunteers are fully involved in their environment and are well known, they are trusted by their peers and have the possibility to influence others in their immediate social environment. Therefore, volunteers play a very important role in awareness raising activities for the population. The volunteers involved in the Aware & Resilient project created an important link between organisations and the population, as they encouraged their friends and families to take part, allowing for a type of a snowball system. Also, active and motivated volunteers of all ages can play an important role in encouraging citizens to come and be part of the event. One of the lessons learnt is also to consider that a region or community where authorities encourage and support active citizenship through the cooperation with associations and voluntary organizations is a more resilient territory.

- 5) The activities run within the project were basically geared towards groups of all ages. However, in some cases specific activities were run to cater to children or younger people. Volunteers were also people of all ages. It proved to be good to have events for all, but at the same time to address certain age and population groups and to make sure that the offered activities are appropriate for them. This is also an important aspect of the preparedness to involve all in order to create common capacities with respect to each person's abilities. A previous EU-project dedicated to children's education of risk, highlighted the importance to create intergenerational relationships in the context of disaster preparedness. This should be done regardless of the fact that educational resources might be designed and used differently for different age groups and capacities with respect to cognitive aspects as well as psychological and affective dimensions.

The Aware & Resilient project improved existing tools and proposed a new combination of use which target different groups within an inclusive approach. All citizens are affected by disaster on a local level and joint capacity is necessary to recover as soon as possible. Also, a common memory with lessons learnt will give strength to cope with future emergencies. In this context the combination of activities proposed within the CBE allows the cooperation between people of all ages and all organizations, while considering their complementary needs and abilities.

- 6) The activities in the field of civil protection and promoting disaster preparedness of the population was varied in the different countries. There were different roles of authorities and the Red Cross Societies have differing mandates. However, the tools developed and adapted within the project, succeeded in creating an impetus to improve activities to raise awareness of citizens for disaster preparedness even in countries where there have been many previous activities in this field.
- 7) There are substantial differences in running activities in rural and urban areas. Rural CBEs can be organized in a different way than urban ones. Rural CBEs can involve longer sessions with all participants together, the interest is higher and can be used, while for urban areas it is more appropriate to use shorter sessions and stations.

While it is usually accepted that rural areas have better self-help capacities due to local proximity and closer social networks, it has also been shown that strengthening disaster preparedness and resilience is necessary in both contexts. One important need that was shown was improving the readiness, awareness and opportunities for adequate disaster response of the citizens of small settlements. In the event of a major disaster, the entire capacity to assist will be focused on large urban areas. Thus, in the first hours the citizens of small towns/villages will have to rely on their own capacities. Also in general in some remote areas it takes longer for help to arrive, also triggering the need for self-help capacities.

In urban areas people might be more dependent on public and private services, from transport system to rescue availability. Neighborhood networks are not as strong as in rural areas. One of the lessons learned in the Aware & Resilient project is that it is important to strengthen these networks in urban areas to ensure joint capacities to react in case of disasters. There is a trend to come back to more inclusive practices of citizenship and more and more people use social media said to invent new ways to practice solidarity and active participation in society. People are ready to help in case of disaster even if they don't show any interest in this matter in everyday life. However, it is important for them to know how to behave efficiently in the case of a crisis, some basic knowledge and to understand the situation as well as possible. Thus, strengthening local and micro networks in urban areas will help to respond better and to recover more quickly with less side effects for all.

- 8) In Bulgaria, Romania and Latvia, the CBE has shown which knowledge groups of had on how to behave in emergencies. People who used to work in factories in the past, still remember emergency preparedness activities and drills organized by the old civil defence authorities in the past before the democratic changes took place. These people very supportive of the project activities as they felt that society needs regular emergency preparedness activities. Some pupils have shown good knowledge of these issues which they gained during obligatory sessions in schools, and to some extent those working in enterprises, where the employers are obliged by law to provide safety instructions. CBEs allowed involving people who have less access to such knowledge – such as housewives, unemployed or retired people from sectors less covered by emergency education and other vulnerable groups. It also allows much greater interactivity than the common methods used in earlier times.

Strengths of technical results and deliverables

As mentioned above under lessons learned, the Introduction to Risk Reduction, the Computer Game Worst Case Hero and the Community-based disaster preparedness exercise all provide a good format for raising awareness for disaster preparedness on a community level/. They are interactive and playful and give the opportunity to address a serious subject in a low threshold way.

The tools available are simply structures and easily transferred to different countries and local situations. The project made it possible to develop innovative activities that are useful for both addressing everyday risks that communities face and for responding to disaster situations and also for disaster reduction and response. Project tools have been recognized as very useful and applicable to all areas of the partner countries involved and by experts of the final meeting also to other European countries.

The tools developed can generally be used in different ways:

- Implement the CBE's as a whole in different areas and region
- Include individual interactive activities in other festivals and events
- Offer IRR and other tools developed in CBE as workshops that can be ordered by schools, companies and associations

We do believe that project „Aware & Resilient“ team have generated and improved the preparedness and raised preparedness of citizens in the regions where it ran their activities. All partners are going to continue these kind of activities in the future and there is a willingness from the public and other institutions to continue training and awareness raising on how to be prepared and stay safe during disasters.

The “Aware & Resilient” project and its activities gave a chance:

- To raise the awareness of participants about existing and potential risks in their family, work and community environment and to let them develop a better knowledge about how to respond to the risks;
- To introduce to the citizens information about the specific roles, capacity and ways of work of the rescue organisations;
- To introduce to the citizens information on how they can be informed by authorities in emergency and how they can inform authorities about an emergency;
- To develop a better understanding of participants on the importance of their personal and family preparedness for emergencies;
- To practice exercise activities which are usually undertaken during an emergency with the participation of all stakeholders according to their roles.

The involved Red Cross Societies involved were enabled to strengthen their roles in involving citizens in disaster preparedness and in fulfilling their foreseen responsibilities. The Aware & Resilient project showed that involved Red Cross Societies are important players and stakeholders who can give input to strengthen disaster preparedness for the community. For example the Latvian Red Cross fulfilled some of the main tasks defined in LRC Statutes, for instance, to be prepared to respond to disaster situations, to provide training on First Aid, to promote youth initiatives and participation in decision-making and development of civil society, and also to facilitate lifelong learning among inhabitants of different age and social groups.

The partners in the project have gained knowledge and experience in organizing and managing large interactive community events dedicated to disaster preparedness and the CBE guide is available to stakeholders all over Europe to initiate similar activities in other communities.

The participating Red Cross societies now have a training programme for community facilitators to work with families on disaster preparedness with the necessary supporting materials, such as training disaster kits and family disaster plans. The training material is available in English and will be spread to other National Societies through the International Federation of Red Cross / Red Crescent Societies, with the option to adapt and translate the material for other countries.

The Worst Case Hero game is available on the project website and is another interactive tool to educate the younger generation, but also other generations, on the risks and preparedness for a

number of specific emergencies. It adds value and content to the partners materials related to citizens' disaster preparedness.

One of the main strengths of the Aware & Resilient project and its deliverables is that the different deliverables address many different types of stakeholders and groups of people. One group are decision makers in public authorities on national, regional and local levels and in Civil Society Organisations in different fields and on different levels. Another are the respective staff members, but also trainers and volunteers in these authorities and organisations. Finally, citizens in rural and urban areas of all ages and in different settings are targeted by the activities and deliverables of the Aware & Resilient project.

Possible challenges and improvements

Generally, many experiences have already been made that disaster risk reduction and awareness programs are not easy to implement because the population does not show interest in these issues until something happens. While we have succeeded in reaching a many people within the Aware & Resilient projects' activities, there have also been some experiences which showed a lack of citizens' participation, such as two Introduction to Risk Reduction sessions in Austria. One challenge that has become evident, is that a great amount of resources in terms of people, time and public relations activities are necessary to spark citizens' interest and attract participants.

One of the main challenges we have been confronted with is how to assess whether the awareness raising and informational activities have any practical effects on the participants in terms of actual preparedness measures. Follow-up activities would need to be in place and neighborhood preparedness initiatives could be useful. The evaluation of these activities also needs to be improved.

A challenge within the project is that the Introduction to Risk Reduction uses an interactive methodology and works with small groups of 8-10 people. An important element of the method is to ask questions to participants, wait for the answers and only give input where necessary. Many of the Red Cross trainers, trained in the different countries are used to giving presentations and inputs in their training. In some cases, the structure of the introduction to Risk Reduction was kept, but it was administered to larger groups and had more of a frontal character than originally intended. For future trainer's trainings, it will be important to stress the interactive nature of the method and to ensure that trainers understand the seating arrangements as well as the relevance of giving short inputs only after the participants have voiced their opinions.

Recommendations

Specific recommendations concern the lessons learned outlined above. In general, further efforts should be made to increase the education of the population in terms of disaster preparedness. In such a way people will know how to react quickly to emergency situations and how to alert authorities in an efficient way. The most important thing is to inform the public about the consequences and actions.

The CBE's were very successful and the materials developed within the A&R project were accepted as needed for the preparedness of people. It is clear that risk preparedness education is needed by the people in the community. It helps not only prepare for emergencies, but also makes them better aware of how their own behaviour should be more responsible to prevent emergencies from happening (in

particular as most common emergencies such as fires or floods are resulting from human activity – for example throwing garbage in the rivers or using fires in dangerous areas, etc.).

Specific recommendations for future endeavours are:

- The idea should be promoted to have a regular annual based Community-based exercises dedicated to local preparedness, linked to the International day of disaster preparedness (as was the case in Austria and Bulgaria). When developing tools or campaigns ensure that virtual and real life activities are combined and complement each other.
- Develop the micro level or micro local preparedness concept with involvement of neighborhood, particularly in urban areas.
- More efforts are needed at all levels to work with the general public in disaster preparedness and a stronger focus is needed for those persons who are not accessed easily. The groups who are not covered include the unemployed, retired people and other groups who are not linked to institutions (although most retired people are aware of the safety issues from their past working place).
- One specific recommendation is to further develop tools such as the Worst Case Hero, to be less dependent on language. It could be redesigned to use mostly visual prompts such as icons to cater to people with language difficulties such as younger children, migrants or older people.
- Older people could be a resource based on their experiences and memory of good practices in the past (before 1989 all groups in the society were extensively educated on protection in conflicts and emergencies, managed by the so-called Civil Defence Authorities). Especially those people who remember the old practices, very much welcome any new initiatives in the field of disaster preparedness being witnesses of many disastrous events in the past several years (see PrepAGE project mentioned below).
- Link local risk reduction and disaster preparedness to corollary topics as climate change, sustainable development, inclusion of older people, educating children for citizenship, promoting voluntary organizations also in the field of sports and cultural organizations to improve and ensure the largest number of people reached by the relevant and useful messages.

7) Follow-up

European level

As already mentioned above, extensive follow-up activities to the Aware & Resilient project are being carried out and planned. All partners will use the developed tools within their regular programmes. They will build on the impetus that the project has given them in strengthening their role in raising awareness for disaster preparedness among citizens.

The online training, developed during the project, will remain available on the project website and on social media networks after the project has ended. The partners will be using it in their work with young people and in schools. In Bulgaria, the Worst Case Hero game will be used in particular within the BRC Youth activities, especially with the Youth Rescue Teams and the School First Aid Teams. In Latvia, it was already used in an e-learning event for schools and will also be disseminated by the LRC youth groups.

The website will be continued and maintained beyond the project period and for the foreseeable future. The Austrian Red Cross will cover the costs for hosting and will ensure that it is moderately updated. Since it is based on the same CMS as the regular ARC website, it could be later integrated into ARC web servers.

The trained trainers will continue to deliver training within the partner organisations, and in the community in which they are active. The partners already have plans to incorporate this training into their existing training curriculum. The majority of the project partners are actively involved in providing assistance to the vulnerable population in case of disasters and emergencies. All project partners have a disaster management section where core staff are working on issues related to civil protection. The knowledge and experience gained during the project, and the concepts developed, will be integrated into the work of these staff members.

The dissemination of the project and the outcomes is continuing event though the project has ended. This will be carried out by the project partners, the Red Cross networks and by using other civil protection networks.

Specific plans for following up the project are outlined according to partners:

Austrian Red Cross

The Aware & Resilient project gave the Austrian Red Cross an opportunity for a new type of cooperation with the Austrian Civil Protection Association. Further cooperation in conducting CBE's or individual tools thereof between the organisations throughout Austria is being planned. Further Introduction to Risk Reduction sessions as well as other awareness raising events will be held by trainers that participated in the trainers' training in Hollabrunn. Training material, including disaster kits will be distributed to provincial and regional branches and further trainers will be trained to run the IRR. The project tools are being distributed to the participants of the final dissemination meeting and the participants of the European workshop within the PrepAGE project as well as through the EU Red Cross office and the Europe Zone office of the IFRC. Finally, the project products will be disseminated through the IFRC's FedNet platform. The Austrian Red Cross and the partners will also offer the English training material and support to any other National Societies or organisations in other countries that would like to implement any of the tools.

Synergies will be explored with the PrepAGE project, that will be using some of the Aware & Resilient tools in their activities focused on the older population. The PrepAGE project, also co-funded by DG Echo is likewise being coordinated by the Austrian Red Cross and also involves Latvian and Bulgarian partners. The aim of the PrepAGE project is to introduce the special requirements of older people into emergency and disaster preparedness and prevention programmes. Structures are being put in place to improve access to older people in the event of a disaster, who may be isolated and living at home, have limited resources or mobility impairments. The target group includes emergency and disaster management stakeholders from governmental organizations and civil society. The project equally focusses on older people, health and social care personal and volunteers to raise awareness and improve readiness to assist others in case of emergency or disaster. Two research reports, national and European workshop results, as well as European recommendations are already available (www.prepage.eu).

Based on the experience in the Aware & Resilience project, a further project application was submitted to DG Echo with respect to urban resilience and small community networks. The lead partner is the Austrian Red Cross and the French as well as the Bulgarian Red Cross will be involved. An important aspect of urban resilience to disaster is the resilience of individual households as well as neighbourhoods. In the last years one-way provision of information on resilience and preparedness (e.g. folders, checklists, handbooks, preparedness information apps) have been complemented by two-way solutions for awareness raising (e.g. social media resilience campaigns and preparedness games or smartphone apps). These existing tools are more or less available for different target groups (children, families, elderly) but fail to put the household and neighbourhood level into focus by interactive, inclusive preparedness communication in order to strengthen the local urban support networks. The general objective of the REcheck project is to build on existing awareness raising tools (e.g. those developed within Aware & Resilient project) and networks (such as the resilient city campaign) that strengthen resilience and contribute to urban resilience by strengthening practical preparedness on a household level combined with joint efforts to improve resilience on a neighbourhood level.

Bulgarian Red Cross

In July 2015 elements of IRR were used within community focus groups on disaster preparedness carried out as part of the above mentioned disaster preparedness activities. More than 50 persons in total benefitted from IRR elements, including definition of disaster, analysis of common risks in community, main activities for disaster preparedness and family preparedness. During the focus groups family disaster plans were discussed and distributed materials developed within A&R project, and A&R disaster kits were used in the focus groups sessions. In July the BRC branch in Ruse organized a public demonstration on water rescue on the bench of Danube. Elements of IRR with the public were used during the event and 200 A&R family disaster plans were distributed to the citizens.

In the future the aim will be to include elements of the materials and methods tested during the A&R project in the training events or exercises organized with the BRC rescue teams, especially when such events will be attended by citizens. The purpose will be to increase the participation of the regular citizens in the activities and to increase their awareness of their own role in the emergency response in parallel to observing the rescue activities. Initiatives of the regional BRC branches related to community based disaster preparedness will be encouraged and they will be provided with the

necessary materials (and training) for effective work with the citizens. All A&R tools will be available in the Bulgarian Red Cross website. They will be also shared as good practices with partners and institutions when joint events are organized. The A&R flash sticks with incorporated menu with will be disseminated to all Bulgarian Red Cross branches to be used in their activities. Good practices from the BRC branch in Ruse show that some of the tools (like IRR) are excellent to be integrated in the regular BRC organizational activity on the local level (at community level BRC has voluntary units titled associations). IRR sessions can be carried out as part of the organizational meetings at this level as already proved successful by the BRC branch in Ruse. The BRC branches in other regions who are interested and who are developing methods to work with the citizens on disaster preparedness (such is the BRC branch in Plovdiv, the second largest city in Bulgaria) will receive all A&R materials and methodological support, with the aim to unify the methodology and in particular to ensure that interactive and not passive approaches are used in preparedness activities on community level. The key elements are the family disaster plan and the family disaster kit.

French Red Cross

The French Red Cross is planning to launch activities to follow up the implementation of the project's results in our network. The French Red Cross will disseminate the CBE guide in the 100 departmental branches in order to make the CBE a part of regular activities conducted by all branches of this territorial level. The Worst case hero will enter into the catalogue of games and activities which are dedicated to youth and will be available on the FRC website. The Introduction to risk reduction is already a part of the FRC basic first aid training and all people who learn first aid at French Red Cross get the IRR session.

The French Red Cross has been developing disaster preparedness programs for ten years now, including information and training dedicated to individual awareness. With the Aware & Resilient project it succeeded in building a collective awareness program and also addressing specific target groups, particularly young adults. The French Red Cross announced this project's results as one of the main activities for climate change adaptation in terms of disaster risk reduction. Therefore the FRC communicates internally on different occasions with our network and advertises the tools as alternatives to cover the needs of different target public in this matter. Aware & Resilient is now a part of the French Red Cross for fostering awareness of disaster preparedness awareness.

Romanian Red Cross

The Romanian Red Cross is planning to spread the IRR training to national camp preparation as an individual workshop for the preparation of regional branch volunteers, with the aim that they can go back to the counties to spread the information to other volunteers and to the local lay public. The sustainability of the Aware & Resilient tools will be ensured with Romanian Red Cross funds and with the help of their donors such as Metro and Carrefour and other donors interested in investing in prevention and preparedness.

Latvian Red Cross

Trained trainers will continue to deliver the training within local units and regional branches partner and in communities. During the regional seminars in Latvia, the Secretary General of LRC has proposed a motion to all regional branches to implement the CBEs. Family plans are created in Latvian and Russian language and disaster kits are available to run further trainings and events. Also the online training tool - Worst Case Hero will stay available on the website and social media networks. The USB sticks with Worst case Hero offline version and other tools are being distributed. In addition dissemination in thematic Red Cross and relevant Civil protection networks are being carried out. The Latvian Red Cross is also involved in the PrepAge project. In this regard, linkage of both projects and some parts of IRR will be used also in PrepAge project activities, e.g. community based exercise which will be organised in the social care centre "Stūrīši" Laidze, Talsu region on September 3rd, 2015. Also, the family plan developed within the framework of project „Aware& Resilient“ has become part of First Aid training run by trained instructor Alma Jaunmuktāne.

With respect to the CBE's, the City of Jelgava is ready to continue similar events to the CBE run with the A&R project. A collaboration has developed with a Lecturer from the Latvian University of Agriculture who will present the IRR to her students in the programme "Internal Security and Civil Protection". Also, information about the Worst Case hero launch was sent to her to spread it among her students.

The existing material and technical base, as well as staff capacity (LRC unites: 11 322 members, 1351 volunteers, 316 local units, 27 regional branches, 19 LRC Youth units) will ensure sustainability of the project «Aware & Resilient» tools. Tools will be able to exist in the long term as almost all the tools are available electronically with possibility to update. As application procedure of the community for CBE in Latvia (within the project «Aware & Resilient») showed, municipalities are actively interested in disaster preparedness. Therefore population in municipalities through the regional branches will be trained. The tools will be used in LRC in cooperation with local governments in their future work. The knowledge acquired in the project and developed methodological and information materials will be the basis of new direction of LRC services, as well as assist municipal activities and development programs.

Latvian Red Cross will continue to attract financial resources, sponsors etc. and volunteers to continue community based exercises in Latvia . To ensure the project's financial sustainability, the Latvian Red Cross will continue to cooperate with the municipalities, volunteers, rescue services, civil protection organisations as well as with other international organizations, engaging in other projects and activities aimed at disaster preparedness.

8) Annexes

- Annex 1. Dissemination Material
- Annex 2. Research Reports
- Annex 3. Material for Trainers
- Annex 4. Material for Instructors
- Annex 5. Worst Case Hero Launch
- Annex 6. CBE Guides
- Annex 7. Evaluation Report