

Annual report



International Federation
of Red Cross and Red Crescent Societies

Bosnia and Herzegovina

MAABA002

30 April 2011

This report covers the period 1 January 2010 to 31 December 2010.



In December 2010, Red Cross of BiH volunteers distributed urgently needed blankets to victims of floods effected areas **Photo: Red Cross Society of Bosnia and Herzegovina**

In brief

Programme outcome:

The National Society programmes are aligned with the strategic aims of the Strategy 2020 to save lives, protect livelihoods, and strengthen recovery from disasters and crises; enable healthy and safe living; and promote social inclusion and culture of non-violence and peace. The capacity-building efforts are in line with the enabling action one to build strong National Red Cross and Red Crescent Societies.

In the specific country context the Federation has focused on strengthening the National Society in terms of structure and capacities and on supporting it in the response to the frequent natural disasters occurring in the country.

In terms of programmes the focus is therefore on Organisational Development (OD) and on Disaster Management (DM) including planning, risk reduction, preparedness and response. Other programmes of interest are the Health and care, focusing on HIV, AIDS and Tuberculosis, home care services and First aid.

Programme(s) summary:

In **Organisational Development** a detailed Plan of Action for the process of Strategy update was made, National Society revised its annual plan and National Society restructuring was developed and its implementation started.

In **Disaster Management** three Disaster Relief Emergency Funds (DREF) operations have been implemented, one international disaster response simulation organised, the structure of the national society in Disaster Management has seen important changes and improvements.

In the **Health and Care**, the National Society continued implementing the Tuberculosis (TB) programme supported by UNDP. The program for Human Pandemic preparedness has been

implemented. In first Aid a detailed project for delivering First Aid courses according to the EU FA Certificate has been developed and will start in the beginning of 2011.

Financial situation: The total 2010 budget is CHF 435,242 of which CHF 346,205 (80 per cent) covered during the reporting period (including opening balance). Overall expenditure during the reporting period was CHF 255,538 (74 per cent) of the funding.

[Click here to go directly to the financial report.](#)

No. of people we have reached:

8,000 were reached through the home care programme and around 9,000 people were reached through the Tuberculosis programme. Additionally, some 24,000 people were reached through the disaster management programme (DREF supported operations).

Our partners: The DFID/ British Government supported the project for human pandemic preparedness; the Italian Red Cross provided bilateral and multilateral support to home care, and UNDP supported the Tuberculosis programme on bilateral basis. The Spanish and the Swiss Red Cross provided support to the DREF operations respectively multilaterally and bilaterally. The Ministry of Security and Rescue has been an important partner for coordination during DREF operations. Local Authorities and services were active as partners at local level.

Context

The major political challenge for Bosnia and Herzegovina (BiH) remains the constitutional reform without which EU accession will be extremely difficult. Post-election negotiations show little or no progress which leaves BiH in a political deadlock. Although difficult to predict the negotiations may prove important for the future administrative set-up of the county.

According to the European Bank for Reconstruction and Development the economic growth is likely to be positive but modest, anywhere between 0-1 per cent in 2010-2011. However, the unemployment still remains alarmingly high. Around one-third of the population in Bosnia and Herzegovina is unemployed especially youth of which almost two-thirds are unemployed. On January 31st 2010, the number on unemployed persons registered in the state employment agency was just over 519,000. More than half of unemployed persons are women. A number of key reforms and privatization of state enterprises have been blocked, or on hold for some time. The level of funding has decreased in recent years making it increasingly difficult to attract much needed resources.

The general economic situation and in particular the decrease in international funding means that meeting the needs of vulnerable people in Bosnia and Herzegovina is becoming increasingly difficult. The following are the most vulnerable groups:

- pensioners are under the official threshold of relative poverty, making older people a particularly vulnerable group,
- people with disabilities,
- people dependent on social welfare,
- displaced persons,
- minority groups and self-supported mothers.

In addition to political and socio-economic issues, natural phenomena such as flooding, heavy snow falls and landslides hit Bosnia and Herzegovina almost every year causing a variety of humanitarian challenges. Flooding seems to become more frequent and in 2010 three severe floods occurred. The rainfall had reportedly been the heaviest the country had experienced in more than 100 years. According to the national authorities, the hardest hit areas were on Drina River, in Central and Eastern Herzegovina. In June 2010, floods caused damage to houses and infrastructure, which resulted in approximately 14,910 people in urgent need of food assistance, safe water and non-food assistance. A large number of people (2,861 families) were evacuated in Republika Srpska and Brčko district. They stayed in temporary accommodation with relatives or in collective centres. In December 2010, more than 5,000 flooded houses, buildings and

facilities were under the water. Approximately 20,000 people have been affected by flooding and around 5,818 people were evacuated from different areas of Bosnia and Herzegovina. The Red Cross of Bosnia and Herzegovina has alone identified approximately 1,450 families (5,800 people) in need of urgent assistance with basic food, water and non-food items. In Tuzla at least three people were killed by landslide that engulfed a home. Furthermore, the disruptions in services, such as power and water supply were ongoing, especially in rural areas long after the water retrieved. Global warming and climate change may result in an increase of these phenomena in the future. Furthermore there is increasing public awareness of risks such as industrial accidents, accidents and population movements. The level of poverty and the existing vulnerabilities in the country increase the destructive effects of natural and man-made disasters.

The repeated flood-caused emergencies represented a valid test opportunity for the capacities of the National Society when it comes to responding to natural disasters and an effective source of information to highlight areas where improvement is needed. As a result the National Society has improved its internal coordination mechanisms and increased its contacts with authorities, especially at higher level, to promote and participate in effective and centralised coordination of all stakeholders. This coordination can be difficult but is highly needed in Bosnia and Herzegovina, due to the special political and administrative set up. In this framework the massive support provided by the National Society to the affected population, with the support of the Federation funds, has significantly contributed to enhance its capacities of negotiation with the Government and other stakeholders.

Progress towards outcomes

Disaster Management

During the repeated emergencies that occurred in 2010 because of floods in several areas of Bosnia and Herzegovina, the Red Cross responded and supported the vulnerable population providing relief items with support of the Disaster Relief Emergency Fund (DREF). Red Cross of BiH reached out to approximately 24,000 people in targeted communities and provided immediate assistance of basic food and non-food items in order to reduce adverse health effects and to ensure appropriate food intake. Moreover, the risk of waterborne and water related diseases in communities was reduced through the provision of safe water and ensuring optimum hygiene conditions to 3,450 families.

In details:

Based on the final report of the DREF operation on heavy rains aftermath in June 2010, the total number of people that were provided with immediate assistance by the Red Cross reached 6,500 (66 per cent of people affected by floods). The most vulnerable people were provided with canned food and basic non-food items. Furthermore, 2,000 families (or 6,000 - 7,000 beneficiaries) in affected municipalities were provided with safe water and adequate sanitation until the damaged water systems were restored (up to one to two months).

Figures provided by the assessment done by the Red Cross of Bosnia and Herzegovina, and confirmed later on by the post emergency assessment performed on the occasion of the December 2010 floods, with the support of internationally deployed members of the Regional Disaster Response Team (RDRT). Approximately 5,800 people were assisted, whose level of vulnerability dictated immediate response. These families (25 per cent of people affected by floods) received 2,900 food parcels (2 distributions for families), 2,900 hygiene kits (2 distributions) and 5,800 blankets (4 blankets for each families). Furthermore, 350 kg of disinfectant for wells were distributed to assure the access to safe water for the families. In addition, 1,450 affected families were assisted in return to their houses and resuming with their normal life through assistance with drying the facilities. For this activity 65 dryer machines were purchased and distributed (with support of the Swiss Red Cross).

Programme component 1: Organizational preparedness

Component outcome 1: Establishment, training and equipment of national disaster response teams from both Red Cross entities

Component outcome 2: Cantonal and regional disaster response teams have received refresher training.

Achievements:

The National disaster response team is established, some of the members are also part of the Regional Disaster Response Team (RDRT) that is operative in the region. The team has contributed to standardising the response capacity of the National Society in case of disasters. In general the National Society has notably improved its capacities in regard of:

- Performing needs assessments: the procedure for collecting information from Local Branches has been tested and has proven to be quicker. Also, the project coordinator at National level is better known by most of the staff in the field resulting in facilitated communication and faster flow of information.
- Responding and mobilising resources. Before availability of DREF funds the National Society had only chances to mobilise resources at local level, and in most cases in limited amount, without real problems of coordination with other actors. Interventions funded by DREF have obliged the National Society structure to test its capacities of internal coordination and coordination with external partners. In the last DREF figures provided on the Red Cross website have been checked by other Organisations (UNDP) and discussed with them, resulting in a coordinated distribution of relief goods. Due to funds made available by DREF, the National Society had to do procurement on a large scale that, although performed with the support of the International Federation office in Sarajevo, represented an effective test for relevant procedures in use in the National Society and highlighted possible improvements.

One international disaster simulation with the participation of 16 national societies of Red Cross has been organised. The simulation took place in the area of Dobož, covering the territory of three municipalities and interesting four Red Cross teams deployed in the field in response to a simulated flooding. One field operative centre was established in the branch of Dobož but the National Society HQ also had a part in the exercise. The whole simulation involved more than 60 Red Cross staff and volunteers and lasted four days. Together with the Red Cross the simulation involved national and local Civil Defence authorities, which means this was a unique occasion for training of the Red Cross staff coming from all Europe.

Operations supported by the Disaster Relief Emergency Fund enabled the National Society to assist the vulnerable population in emergencies and have the emergency stocks ready for future operations.

Programme component 2: Community Preparedness / Risk reduction

Component outcome 1: Target communities' vulnerability to disasters has been reduced through community-based projects and municipal disaster management bodies have been established.

Achievements

The limited resources available of the National Society have been engaged for most of the time in responding to the several floods that occurred during the year, therefore risk reduction activities have been delayed in favour of the more urgent ones. Decreasing communities' vulnerability still remains one of the priorities of the National Society and therefore an updated plan of action will be prepared as soon as funding situation is favourable enough to justify restarting of the activities.

Programme component 3: Disaster Management Planning

Component outcome 1: The National Society has conducted new vulnerability and capacity assessment and developed a national plan for preparedness and response and standard operating procedures for response on disasters.

Achievements

A series of meeting was started with the Ministry of Security and Rescue for cooperating in the update of the law and for a formal agreement on the Red Cross task and area of competence at national level. Two possible areas of intervention have been indicated so far where a Red Cross team could be responsible at national level: water purification and sheltering.

Constraints or Challenges

- Political and administrative setup in the country does not facilitate coordination. Data collection is sometimes difficult due to the high number of different offices involved. Presence of many different administrative levels in the same structure and of several different organisations working in the same field makes overlapping an occurring possibility.
- The National Society dialogue with the Ministry of Security and rescue is on-going in order to define the precise role and tasks of the Red Cross to be recognised and reflected in the national law.
- The National Society has to be supported with all possible means in this dialogue.

Health and care

Programme component 1: Prevention and control of HIV and AIDS and TB

Component outcome 1: The number of exposed people seeking HIV counselling or treatment or both has increased.

Component outcome 2: The National Society has contributed to TB control and prevention through promotion and support of Directly Observed Treatment Short course (DOTS) and National Society programme staff have been further trained.

Achievements

The National Society continued implementation of the Global Fund to Fight AIDS, Tuberculosis, and Malaria (GFATM) supported Project "Further Strengthening of DOTS Strategy in BiH", focusing on the Objective 2: "Ensure and maintain access to TB programme for vulnerable groups". The Project activities included collecting samples for testing, registering new cases of Tuberculosis and ensuring regular check-ups for already detected cases. From October 2009 to December 2010 a total of 9,159 persons were checked by the Red Cross Mobile Teams. In total 5,801 sputum samples were collected and 385 persons were referred to medical services for closer examination out of which 17 new cases were identified. The Project Cooperation Agreement with UNDP BiH, as the Principal Recipient of the Program, has been signed until the end of September 2012. Vast amounts of Tuberculosis related data have already been collected for the database which is regularly being updated at the RCSBiH HQs. The data and subsequent information generated through the database will contribute to better coordination of Tuberculosis activities in Bosnia and Herzegovina.

Programme component 2: Home care

Component outcome 1: The National Society has a leading role in advocacy in the area of health care and social protection of elderly people, actively supporting the Government's planning.

Component outcome 2: The National society provides quality Home Care services while ensuring long term sustainability in cooperation with authorities.

Achievements

The home care programme is the main priority of the Red Cross Society of Bosnia and Herzegovina within the health and care framework. The programme is implemented in virtually all of the 160 local Red Cross branches. In 2010 the number of people reached is approximately 8,000 and this figure is expected to be preserved in the coming years. The programme, through the work of volunteers, provides house visits and personal hygiene services, food parcels, and assistance in dealing with public bodies. Since the programme review in 2006 a new implementation methodology has been introduced which is being applied by an increasing number of local branches. Today, 40 branches work according to the methodology which was introduced to improve the quality of the home care services, enhance transparency in planning and reporting, and forge new or improved partnerships with local authorities.

So far in 2010, out of the 40 branches 10 received support from the Italian Red Cross through the International Federation while the others continued their work independently, having been supported in the previous years. Four out of the ten branches managed to establish longer-term partnership with municipal authorities while the others have proved themselves as reliable partners. Furthermore, by increasing the effectiveness of the programme in line with the new methodology this contributed to increasing the visibility of Red Cross branches in local communities and hence their capability to raise funds and support, which will all contribute to sustainability of the programme. In order to ensure volunteers work in safe conditions a total of 224 hygiene parcels for volunteers were distributed as well as 145 volunteer jackets.

During 2010 the National Society submitted project proposals for the Home Care Programme to various National Societies, seeking further support to continue and further develop program activities of one of its most important programmes.

Programme component 3: General health and voluntary blood donation

Component outcome 1: A unified voluntary non-remunerated blood donor database is established within the National Society.
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Component outcome 2: The National Society develops capacities to provide first aid courses according to the European first aid certificate

Achievements

A project proposal was written by the National Society for sensitisation of the BiH Government on First Aid (FA) courses according to the European First Aid Certificate (EFAC). The project aims to guarantee the National Society a stable source of income in the near future, in fact the objective of the project is to help the National Society build the capacities for being the Exclusive provider of first aid courses according to EFAC in BiH. The project will be funded by Italian Red Cross and activities will start in April 2011.

A project for Human pandemic preparedness was implemented with funds provided by DFID through the International Federation. Through the project the population has been informed on the possible pandemic and how to prevent risks. A massive awareness campaign was performed by distributing fliers (300.000 distributed) and with the cooperation of the main national electronic media. One hundred volunteers were trained to perform awareness activities.

Constraints or Challenges

- Lack of funds represents the main challenge for the National Society to implement the planned activities. The fragmentation of the administrative setup of the country hinders the setup of a centralised national database for blood donors.
- The process of restructuring of the National Society has to be sped up in order to reach as soon as possible the improved coordination and communication procedures within the whole structure and at the same time increase the cost/ effectiveness ratio in the structure

Organizational development and capacity building

Programme component 1: Leadership, governance and management

Component outcome 1: The National Society's governance members and management staff have improved their skills in chairing the Society.
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Achievements:

The National Society has seen a continuous improvement in the skills of its management, governance staff and members in the last several years. These improvements are reflected by the effectiveness of the latest presidency sessions, if compared with those of a few years ago. More effective coordination and better agreement among the managements of the three main components of Red Cross BiH structure are other evident signs of the improved management. The statute revision is under approval and the statutes of the entity organisations have already been revised and adapted. A rulebook to improve the work of the presidency was approved, so its sessions are now faster and much more effective. A proposal for updating the Red Cross law was prepared. The National Society has examined similar laws in neighbouring countries and a

draft law was prepared. The law update aims to secure new sources of funding for the National Society and prevent the misuse of the emblem presently occurring in Bosnia and Herzegovina.

Programme component 2: NS Structure optimisation

Component outcome 1: The National Society's structure is assessed and revised to optimize coordination, tasks and responsibilities division among its components.
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Programme component 3: Systems and performance for programmes and services

Component outcome 1: The National Society has identified priority programs to be implemented at all levels of its structure, aligned her strategy to Strategy 2020 and is more effective in programme planning, reviewing, monitoring and reporting.

Achievements:

In order to continue the development process and build upon the urgent measures taken a project proposal was developed by the Secretary General of the National Society with the support of the International Federation and International Committee of the Red Cross. The proposal has been approved by the Presidency and a plan of action developed. The project aims to produce a strategic document for the priorities of the National Society and accordingly proceed to program revision and updated planning. A restructuring at national level will follow, to better adapt the National Society structure to the planned tasks. The project is currently funded through the International Federation Capacity Building Fund (CBF), by the Italian Red Cross and by International Committee of the Red Cross (assessment of the National Society). The Strategic document is in the advanced phase of preparation, an agreement of all parts of the National Society's structure was reached on the priorities and the final document will be soon prepared with the support of the International Federation's Strategy 2020 facilitators. Terms of reference for one program review have been prepared. Company for the National Society's structure assessment has been selected, the assessment started and is currently underway.

Programme component 4: Fundraising strategies and developing new funding sources

Component outcome 1: The National Society has expanded and diversified its funding-base and has improved its fund-raising capacity

Achievements:

Staff in the National HQs trained in writing project proposal for EU calls: in August 2010 a seminar on EU project proposal writing was organised by the International Federation's Europe Zone resource mobilisation and PMER staff for the NS Headquarters staff.

One project proposal was written and submitted for the EU call for mine awareness:

The International Federation's Europe Zone resource mobilisation and planning, monitoring, evaluation and reporting staff as well as the International Federation country office supported the National Society in preparing the project proposal, with the Norwegian Red Cross as a partner.

Constraints or Challenges

The Red Cross mirrors the administrative structures of the country; in BiH coordination, for all organisations operating at national level, remains an issue. The difference in structures necessitates reorganization in order to increase overall effectiveness and efficiency in the service provision by the state and organizations. Resources in the country are scarce while contributions from international donors have decreased significantly in the last few years. The National Society is struggling to find resources needed for its very existence and performance.

Principle and Values

Programme component 1: Information network and vocational training for asylum seekers from Bosnia and Herzegovina
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Component outcome 1: Target beneficiaries have received vocational training and have increased their ability to become self-sustenance.
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Achievements: Limited resources meant that no activities were carried out towards vocational training for asylum seekers.

Constraints or Challenges Limited resources resulted in all activities being cancelled.

Working in partnership

The Red Cross Society of Bosnia and Herzegovina worked in partnership with the International Federation and several Participating National Societies having bilateral activities in Bosnia and Herzegovina:

- Italian Red Cross, funding projects for Organisational Development of the National Society and for activities in favour of Roma population. Swiss Red Cross provided bilateral support to the Home Care programme and supported the National Society in responding to disasters. In addition to this Spanish Red Cross supported emergency operations through the replenishment of DREF.
- Besides Red Cross donors the United Nations Development program (UNDP) contributed with funding. The DFID/ British Government supported the project for human pandemic preparedness. Moreover the home care programme is implemented through several partnerships at local level including local authorities, centres for social welfare and private donors.
- At national level the Ministry for Human rights and Refugees is partner to the National Society. Through the plan of action for organizational development the National Society intends to develop a partnership strategy with governmental and external donors that will identify possible cooperation and coordinate National Society activities in creating partnerships. Moreover, strong coordination took place with International Committee of the Red Cross with regards to organizational development.

Contributing to longer-term impact

The activities of the Red Cross Society of Bosnia and Herzegovina contribute to the Federation Strategy 2020 aiming to save lives, protect livelihoods, and strengthen recovery from disasters and crises; to enable healthy and safe living; and to promote social inclusion and a culture of non-violence and peace. Its efforts within disaster management, health and care, organizational development and capacity building, and principles and values contribute to this end. Moreover programme components are aligned with local and regional initiatives such as The Decade of Roma Inclusion and the Poverty Reduction Strategies. All programmes implemented at the national level have integrated monitoring and evaluation mechanisms. Still the National Society strives to improve its monitoring and evaluation capacities and apply lessons learned through the entire Red Cross structure. All programmes take gender equality into consideration.

Looking ahead

Limited financial resources will likely lead to a certain number of activities being cancelled in 2011. The National Society is committed to speeding up its reorganisation to enhance sustainability and to increase effectiveness. A certain degree of uncertainty in the future administrative and political setup in the country represents the main constraint to a rapid solution, but the National Society Governance and Management have done a good job in the last year, committing themselves to the pursuit of a more effective and less costly setup for the Red Cross at national level, very important steps forward in dialogue and agreement for increased coordination of the three parts of the structure have been done. Nevertheless the

National Society will have to depend on external funds for its survival still for some time to come; therefore the support of other movement partners remains vital.

The International Federation and the Italian Red Cross will provide financial support for part of the planned Organisational Development activities and the International Federation will support the First Aid programme with Italian Red Cross funds but the National Society will have to raise funds for all other planned programmes. Due to the situation in the country, which is obviously exposed to the risk of flooding, recurring every year in the same period, a strong focus will be needed on the disaster management, not being possible to rely on DREF only, especially for these recurring emergencies.

The National Society intends to reduce the delay in emergency response by increasing the stocks of humanitarian relief items, water pumps and dehumidifiers and by speeding up procedures for procurement. The National Society recognised that the existing Red Cross emergency stock is limited and therefore insufficient to help the most vulnerable people in future floods. Furthermore, prior to the potential flood occurrence, yearly tendering and consequently contracts should be developed with identified suppliers, making rapid procurement in emergencies possible.

All Federation assistance seeks to adhere to the [Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations \(NGO's\) in Disaster Relief](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

The IFRC's vision is to:

Inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

Contact information

For further information specifically related to this report, please contact:

- **In the Red Cross Society of Bosnia and Herzegovina:** Dušan Kulušić, Secretary General; email: secretary.general@rcsbh.org; phone: +387 33 664 371, fax: +387 33 200 14
- **In the Federation office in Bosnia and Herzegovina:** Michele Rezza Sanchez, Federation Programme Coordinator, email: michele.rezzasanchez@ifrc.org; phone: +387 33 664 369; fax: +387 33 664 369
- **In the Europe Zone Office:** Elias Ghanem, Head of Support Services, Budapest; email: elias.ghanem@ifrc.org; phone: +361 888 4518, fax: +361 336 1516