

Plan 2010-2011



International Federation
of Red Cross and Red Crescent Societies

Kosovo

Executive summary



Kosovo lies in the centre of the Balkan Peninsula, and is in border with Serbia in the north and east, Macedonia in the south, Albania in southwest and Montenegro in northwest. The UN Security Council resolution 1244 adopted in 1999 recognizes a special status to the Kosovo region under UN authority. The Kosovo assembly on 17 February 2008 declared independence, and since then some 62 countries have recognized Kosovo's independence.

The International Federation of Red Cross and Red Crescent Societies' office in Kosovo provides support to the two local Red Cross organizations in Kosovo; the Red Cross of Kosova, covering approximately 90 per cent of the territory, and the Red Cross of Kosovo and Metohija, which considers itself as a provincial branch of the Red Cross of

Serbia. Both Red Cross organizations work actively to support the vulnerable population in Kosovo based upon the humanitarian needs.

Kosovo remains one of the least developed areas of the Balkans, or for that matter Europe. A socio-economic crisis has led to growing poverty, while a wide range of health threats, proneness to natural disasters combined with public structures often unable to provide even the minimum of basic services all contribute to a high level of vulnerability among communities in Kosovo. While the capacity and experience of the Red Cross organizations in Kosovo has been steadily growing in recent years there is a continuing need for support from partner National Societies, the International Federation secretariat and the International Committee of the Red Cross (ICRC), assisting them in increasing their level of quality support to more vulnerable population while at the same time progressing towards becoming modern and well-functioning Red Cross organization based upon the criteria for a well-functioning National Society.

The overall goal of the Federation is to strengthen the capacities of the two organizations in order to provide support to the most vulnerable populations in line with vision as envisioned in its constitution and Strategy 2020 of the International Federation. The plan 2010-11 presents the prioritized needs of both Red Cross organizations and is being developed jointly.

Key areas for support of the Federation during 2010-11 will be focused on improving Red Cross organizations organizational and operational capacity through the organizational development and capacity building programme, strengthening the disaster management capacity through improved disaster preparedness and response capacity including risk mapping and contingency plans, strengthening the capacity to identify and respond to the basic health needs of the population, and build the capacity to provide basic support to vulnerable returnees. Promotion of humanitarian principles and values are a cross cutting programme component integrated in all

programmes. This will also contribute to achieving the International Federation strategic aims 2020.

The implementation of the two-year plan 2010-2011 will result in having more visible, active and responsive Red Cross organizations with better image, improved planning and more sustainable programmes with an appropriate organizational structure, including supportive governance. It also aims at increasing Red Cross capacity and strengthening its role in civil society.

All programmes supported by the International Federation's office in Kosovo are aligned with the Federation's Global Agenda goals as well as with the Framework for Action and Strategy 2020 that builds on achievements under Strategy 2010. At the same time, the plan puts into practice the Istanbul Commitments made by the VII European Regional Conference in May 2007. These commitments see the Red Cross and Red Crescent Societies in Europe pledge to address together vulnerability and the challenges that their communities face. Health and social care and addressing the needs of people affected by migration are the main issues that the conference agreed will be addressed in the coming years through building stronger partnerships and alliances, and by advocating for the rights and needs of individuals and communities.

The total 2010 and 2011 budget is CHF 1,476,819 (USD 1,360,889 or EUR 973,815).

[Click here to go directly to the summary budget of the plan.](#)

Kosovo context

Kosovo is located at the centre of the Balkan Peninsula without access to sea. Kosovo borders Serbia in the north and east, Macedonia in the south, Albania in south--west and Montenegro in northwest. The surface of Kosovo is 10,908¹ square kilometres. The climate of Kosovo is continental with the hot summer and cold winter. Kosovo has a population density about 193 people for km². Although no official population census has been done for more than a decade, according to the Statistical Office of Kosovo (SOK) estimations, the resident population in Kosovo is 2.13 million inhabitants with 92 per cent Kosovar Albanians, 5 per cent Serbs and 3 per cent other ethnic groups.

Kosovo has been under UN administration since the 1999 conflict. The Kosovo assembly on 17 February 2008 declared its independence and since then has been recognized by 60 countries.

Kosovo has one of the youngest populations in Europe, with 50 per cent under the age of 25 years and 40 per cent under 18 years of age. Youth is, however, officially defined as the group between 15 and 24, which covers 21% of Kosovo's total population. Therefore, the challenges related to political, economic and social development during the ongoing transition period are first and foremost the challenges of young people.²

Kosovo is very much an open economy and vulnerable to shocks during the current economic crisis and recession. There are several channels through which a recession in the world economy could affect the domestic economy. First, an output fall could lead to layoffs of Kosovo's migrants in the Diaspora and consequently, on their levels of remittances. An eventual fall in remittances reduces availability of finance. This will also impact on the family in Kosovo who very much depend on the remittances from abroad and therefore make people vulnerable. Based on the 2007 statistics from Ministry of Economy and Finances of Kosovo the GDP per capital is (Euro) 1,612.

¹ Kosovo Cadastral Agency

² UNDP Kosovo: Kosovo Human Development Report 2006 – A New Generation for a New Kosovo, 2006

Like most of central and eastern Europe, Kosovo has been, and still is, undergoing a process of social, economic and political transformation. This transformation from authoritarianism to economic and democratic liberalism has led to severe, and in most cases, long-term transformation crises. Despite investments from the international community in recent years, the needs and challenges in Kosovo remain numerous ten years after the conflict. Kosovo continues to face a vicious cycle of low growth, significant trade imbalance and fiscal constraints.

Due to the many difficulties over the last two decades and in particular through the post conflict period, Kosovo faces many economic developmental challenges. It has the highest unemployment numbers in the region, highest poverty numbers, and the weakest economic growth performance.

The serious nature of the situation was highlighted by a World Bank study on poverty in Kosovo which claims that around 45 per cent of the population in Kosovo is poor, with another 18 per cent vulnerable to poverty. About 14 per cent of the population is estimated to be extremely poor, defined as individuals who have difficulty meeting their basic nutritional needs. Around 45 per cent, that is a little over 2 in 5 Kosovars, report a consumption level below the poverty line, which in 2002 prices is set at EUR 43 per adult per month as defined by OECD.

These poverty rates are very high compared to neighbouring countries and have unfortunately not changed over time. The transitional state for Kosovo have had a negative impact on household economies and many bread winners have left it in search for better employment opportunities. Without the safety net provided by many people through migration and remittances, the welfare of a large fraction of the population would have been even worse. Another trend in Kosovo is that people are being returned from European host countries after rejection from asylum. Due to the prevailing economical and social situation in Kosovo with highest number of unemployment in Europe, the capacity for institutions and or people is limited to support these returnees. Therefore, majority of returnee are need for humanitarian assistance upon arrival.

26.5 per cent of the population of the working age is employed, whilst 20.4 per cent is unemployed. The rate of unemployment (the percent of unemployed in labour force) is 43.6 per cent³. The labour market of Kosovo is characterized by high unemployment rates, and also by a high number of registered jobseekers. Two third of all jobseekers are unskilled; the majority belong to the age group between 25 and 39 years⁴.

With approximately eight per cent of the resident population receiving small social assistance benefits and many more families not eligible for such assistance due to highly restrictive criteria, the needs in the social sector are still extremely high. In 2007 Number of families and the members of the families that received social assistance were 37,170 families with total 161,049 members⁵.

The general health condition of population in Kosovo is concerning. The post war transition phase, lack of resources, socio-economic situation of the people as well as other factors are influencing negatively to health of the population. During the 1990s, the public health infrastructure suffered a complete breakdown, which contributed considerably to today's generally poor health status of the population. The health structures in Kosovo can at present stage not provide health for all, the problem being most notably in rural areas, and large parts of the population have no access to healthcare services or health information. Access to specialized health services are even more limited countrywide and the quality of services was

³ SOK, "Kosovo in Figures 2008"

⁴ Kosovo Poverty Assessment- World Bank & Kosovo Statistical office, October 2007

⁵ SOK, "Statistics of social welfare in Kosovo 2007"

and is low and inefficient. The causes behind the population's vulnerability to health threats and social gaps are multiple and include lack of access to safe drinking water, poor hygiene, various post-conflict psychosocial problems, poor nutrition, limited use of existing health and care services, and low levels of health education and promotion.

Maternal health in Kosovo has already been a problematic issue in the period before the conflict (between 1990 and 1999) due to the general problem of having access to health care. After the conflict, the issues remained due to the low level of health institution development and a continuing lack of basic knowledge about family and reproductive health issues. Infant mortality remains one of the highest in Europe, rating at 11.1 per 1000 live births⁶. Many factors contribute to high infant and maternal mortality rates including: poor nutrition, limited use of health services, inadequate antenatal care and low levels of health education and promotion.

Also, old and new health problems in Kosovo are increasing including STD (sexually transmitted disease), TB, Hepatitis and a lot of other diseases. Just in 2009 in the village Studenqan municipality of Suhareka has been detected 40 cases of hepatitis and the Red Cross responded by provision of safe drinking water to the affected population. The actual health system in Kosovo is not able to cover even the basic health needs of the population so there remain significant needs in the distribution of health services and health information.

In Kosovo population remains ill informed about their rights or life skills, including risks from HIV and AIDS and use of drugs. Similarly to many other Eastern European countries, until up-to-date information on HIV and AIDS incidence are not available. Cultural barriers often prevent information and services from reaching men and women and it has been observed that there is a general reluctance within families, community and in schools to discuss youth issues related to reproductive health and sexual behaviour⁷. It is, therefore, possible that the incidence of AIDS is much wider than it appears to be. So far, about 76 cases have been registered, which does not represent an epidemic. However, according to UNDP, due to a severe lack of reliable information on HIV positive people, as well as prevention programs that enhance testing and monitoring, the real threats are unknown.⁸

Although not prone to frequent natural disasters, the geological configuration of Kosovo- its location within a region characterized by seismic volatility renders it susceptible to earthquakes, landslides and seasonal river floods. Such incidents happen at least once or twice each year. Kosovo can not be described as a high risk area, however, when looking at the low capacities or level of coping mechanisms and particularly high vulnerability, it becomes evident that even small-scale disasters have a strongly negative impact on communities and thus require the development of better disaster preparedness and response capacity.

During recent years the political situation and the related developments in Kosovo have been dominated by the status process to such an extent that little or no progress has been made on important internal issues and thus there has been no improvement of the critical situation in the sectors of health, social welfare, economics and education.

Due to the situation outlined, it can be said that there are different groups which fall under the category of the vulnerable in Kosovo. However, the most vulnerable of the vulnerable are considered to be elderly people, youth, single-headed female households, people living in the rural areas as well as people living in disaster-prone areas.

⁶ Kosovo in figures 2008, Statistical Office of Kosovo

⁷ Sitan UNICEF2004.

⁸ UNFPA: Young People in Kosovo: their situations, needs and the prospects, 2007.

Red Cross priorities and current work with partners

The two Red Cross organizations in Kosovo, the Red Cross of Kosova and the Red Cross of Kosovo and Metohija have since 1999 been in a situation where they despite constraints have been able to provide assistance to vulnerable individuals, families and communities. There are many challenges facing the Red Cross. One is the need for the Red Cross organizations to improve their skills in order to make their services more effective, and the other challenge is the limited financial resources, which do not allow them to invest in developing the capacities required for its staff and volunteers. It is worth noting that both Red Cross organizations attract considerable numbers of volunteers, currently numbering around 5,000, for their humanitarian work.

With the support of the International Federation and other partners, the Red Cross organizations in Kosovo have managed to increase their level of services to the vulnerable population in comparison to previous years- an increase in the number of volunteers, in disaster response and relief, increased the number of beneficiaries in family health education, for example. At the same time they have managed to still work on improving their operational and organizational capacity to increase the level of quality support to more vulnerable people, reaching out to individuals, families and communities based upon Red Cross Red Crescent principles.

While the two Red Cross organizations have managed to retain some of their operational capacity in staff and volunteers to implement programme activities, i.e. health education, relief and assist the most vulnerable, they are very much challenged to change their organizational structures and systems to adapt to the new realities and to improve their operational capacity and programme service delivery.

Traditionally, the International Federation's multilateral approach has been to support the local Red Cross organizations through a programme based appeal process. From 2009 the Federation is using bi-annual plan based approach in order to emphasize the needs and capacity in respective area of work. In the plan, with the exception of organizational development, the focus has always been on supporting the implementation of programmes, i.e. the direct services provided to the vulnerable communities, including a component of capacity building.

Multilateral partners of the Federation supported programme activities during the recent years have been the Swedish Red Cross, the Norwegian Red Cross, the British Red Cross, the Canadian Red Cross, the Finnish Red Cross, the German Red Cross, the American Red Cross, Italian Red Cross, French Red Cross and the Norwegian Liaison Office in Kosovo.

Through bilateral support in recent years from sister National Societies, the Red Cross of Kosova implemented several projects. The German Red Cross supported a disaster management capacity building project, the Bavarian Red Cross branch supported the integration of Roma children and women in Vushtri branch and youth first aid project in Pristina branch; the Spanish Red Cross supported children at risk, and integration of Roma-Ashkali-Egyptian (RAE) women and income generation in three branches; and the Finnish Red Cross supported youth development project. With the support from the Swedish Red Cross, the Red Cross of Kosova is able to assist the most vulnerable people by distributing used clothes on an annual basis.

The programmes of the Red Cross organizations in Kosovo are aligned with the Federation's Global Agenda goals as well as with the Framework for Action. The overall goal of the International Federation's office in Kosovo is to ensure that the programmes and services of the Red Cross organizations in Kosovo are focussed on the needs of the vulnerable people. In order to achieve this, the Federation will continue to strengthen their capacity to achieve the

highest possible degree of sustainability in terms of improved functioning and in the provision of quality services to the most vulnerable.

Through this plan 2010-2011 the capacity building will be provided to the Red Cross organizations by assisting them in enhancing disaster response capacities through formation of disaster response teams equipped and ready to respond in small and medium disasters. Also, for community preparedness for coping with potential risks from disasters the Red Cross will organize awareness raising campaigns and community based disaster preparedness activities.

Due to the above mentioned health and care situation in Kosovo and lack of overall internal capacity to cope with this situation, the Federation with the support from other partners will continue supporting the Family Health Education project, HIV and AIDS peer education and Voluntary non remunerated blood donations activities.

The Organizational Development and Capacity Building will be focussed to further improve the governance and management capacity, development of policies and procedures, resource development as well as development of volunteers and youth.

Due to the recent trend of increased return from European countries, the Federation Office with the support and cooperation from Swedish Red Cross will support the Red Cross organizations to provide basic assistance to the returnees from Sweden.

However, the capacity of the Red Cross organizations to achieve the programme outcomes is limited and demands further support from the partners, and both Red Cross organizations have requested continuous support and assistance from the International Red Cross and Red Crescent Movement to support their internal development process. This would help them towards becoming better functioning Red Cross Organizations serving the most vulnerable.

Secretariat supported programmes in 2010-2011

For 2010-11, the programme areas recommended to be supported in Kosovo are disaster management; health and care, organizational development and principle and values. The tables below in each of the programme areas summarize the different recommended programme components for 2010-11 based on priorities and capacities of the Red Cross organizations in Kosovo. However, it is important to mention that the implementation of the planned activities very much depend on continued funding of these programmes.

Through this plan it is aimed to reach at least 35,340 direct beneficiaries and indirect beneficiaries will be approximately 121,820. The targeted beneficiaries will be Red Cross leadership, staff and volunteers, Kosovo institutions' staff as well as community members of different ethnic groups, gender and age in disaster-prone areas; men and women of reproductive age (from 15-60 years old); general population, youth and returnees from Sweden.

Disaster Management

a) The purpose and components of the programme

The disaster management programme aims to strengthen the capacity of both Red Cross organizations to be able to effectively respond to the humanitarian needs within a disaster situation in Kosovo.

With support from International Federation, during 2010-11, the Red Cross Organizations will continue building its capacity at branch and central level. This will result in having disaster risk mapping and response capacity building in the branches; contingency plans at branch level as well as central level. During 2010 the support will be focused in limited number of branches and

gradually in 2011, and onwards others will be targeted. Already trained volunteers in 2009 in the basic DM trainings will be further trained in more specialized fields. This will help Red Cross establish disaster response teams (DRT) able to respond to disaster situations. The trained staff and volunteers will through information materials and campaigns also increase awareness of population on potential risk from disaster and their preparedness. In order to mitigate the suffering of vulnerable population from harsh winter the Federation strives to provide winterization assistance prior to winter. In case of any emergency disaster situation occurring in Kosovo the Federation will assess the situation, the needs and respond accordingly. Also an emphasis will be put on ensuring that trainings and awareness campaigns contain a principle and values component in order to influence the behaviour of people among different ethnic communities, promoting respect for diversity and reducing discrimination, intolerance and violence.

Programme purpose
Reduce the number of deaths, injuries and impact from disasters

The disaster management programme budget for 2010 and 2011 is CHF 548,870 (USD 515,274 or EUR 362,147).

Programme component 1: Disaster management planning
Component outcome 1: Central and branch level disaster contingency and response plan developed and coordinated with the authorities to mitigate their impact on vulnerable communities

Programme component 2: Organizational preparedness
Component outcome 1: Improved Capacity in skilled human resources

Programme component 3: Community preparedness
Component outcome 1: Increased awareness of the community on the potential risk from the disasters.

Programme component 4: Disaster Response
Component outcome 1: Improved disaster response assistance to meet the needs of the affected population.

Health and Care

a) The purpose and components of the programme

Due to the above described health situation in Kosovo Red Cross is continuing strengthening its capacity in the health sector in order to identify and respond to the basic needs of the population. In order to increase the knowledge and access to appropriate basic health information about reproductive health, better child care and development and other family health issues, the Red Cross organizations will continue organizing community courses on the related topics. The courses are opened for both female and male with a special emphasis on mother and young people.

In order to enhance the family health education project of the Red Cross, with support from the International Federation and British Red Cross a health survey was conducted in four municipalities. The aim of the survey was to measure the potential for impact on health conditions in communities. The survey will assist the Red Cross organizations in updating and revising the health education courses in Kosovo.

The Red Cross Organizations will work to increase the awareness about the risk of HIV and AIDS and drugs and improve health behaviour and reduce stigma among targeted youth population. In order to achieve this, the International Federation will support the Red Cross Organizations to improve their capacity for ensuring development and delivery of qualitative peer education on HIV and AIDS among young population. Support will also be provided to increase awareness of the population on the importance of the voluntary non-remunerated blood donation.

Also an emphasis will be put in ensuring that community health education courses and trainings will contain a principles and values component in order to influence the behaviour of people among different ethnic communities, promoting respect for diversity and reducing discrimination, intolerance and violence.

In view of the above, joint efforts have been made by the different stakeholders including the Ministry of Health, the International Federation, UNICEF and the local Red Cross organizations to improve the healthcare knowledge and awareness of the population by organizing courses on reproductive health and family planning, general family health issues, good parenting and better practice to prevent disease in the rural and urban areas through certified public health trainers. Also, the Red Cross organizations are increasing the awareness about the risk of HIV and AIDS among the targeted populations with special emphasis on youth. The International Federation as a part of their collaboration with the authorities will emphasize and advocate on behalf of the most vulnerable population with provision of better and improved health and care services.

Programme purpose
Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.

The health and care programme budget for 2010 and 2011 is CHF 466,394 (USD 437,846 or EUR 307,729).

Programme component 1: Community-based health including maternal and child health
Component outcome 1: Increased knowledge and access to appropriate information about reproductive health, better child care and development and other family health issues.

Programme component 2: Increase awareness about the risk of HIV and AIDS
Component outcome 1: Reduced vulnerability to HIV and its impact through increasing awareness and reduce stigma and discrimination among youth.

Programme component 3: Voluntary non-remunerated blood donation
Component outcome 1: Increased awareness of the population for voluntary non-remunerated blood donation

Organisational Development/Capacity Building

a) The purpose and components of the programme

The International Federation continues to strengthen the overall capacity of the two Red Cross organizations in accordance with the policies and guidelines of the Federation Strategy 2010 and the Global Agenda.

Through the organizational development programme, the International Federation strives to improve Red Cross organizations performance for better service delivery to meet the basic needs of the most vulnerable. The organizational development programme serves to strengthen

the capacity of the Red Cross organizations, both at branch and central level. Capacity building will be integrated in all planning, management, implementation, monitoring and reporting activities. Specific capacity building will be focussed to further improve the governance and management capacity, development of policies and procedures, strategic planning, resource development as well as development of volunteers and youth.

The activities to support this initiative and to improve service delivery, include governance and management trainings focusing on better understanding of roles and responsibilities (different and complementary), development of relevant policies and procedures, strategic plan, conducting a diversified membership drive, meeting with present donors/ stakeholders in Kosovo, building the capacity of the Red Cross organizations in fund-raising, as well as improving monitoring and reporting system. The Federation also aims to support Red Cross organizations in maintaining a sustainable youth volunteer management structure through trained and better managed youth volunteers. It is important to say that this cannot be achieved unless long-term support is provided. Also as this is the long term process the outcome cannot be expected in short period of time.

Programme purpose
Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.

The organisational development/capacity building programme budget for 2010 and 2011 is CHF 280,537 (USD 263,365 or EUR 185,099).

Programme component 1: Support Red Cross Organization OD process
Component outcome 1: Ensure better functioning Red Cross organizations with improved systems and procedures, and staff with improved managerial and technical competencies
Component outcome 2: Improved Red Cross organizations leadership and management capacities to ensure good performance and accountability

Programme component 2: Volunteering and Youth development
Component outcome 1: Promote and support development of volunteers and youth and their involvement in programme and services

Principles and Values

a) The purpose and components of the programme

The programme will focus on improving understanding of principles and values within the Red Cross organizations as well as on bringing the message of principles and values into the community. Emphasis will be put in ensuring that capacity building initiatives and trainings will contain a principles and values component in order to influence the behaviour of staff, volunteers and among different ethnic communities in promoting respect for diversity and reducing discrimination, intolerance and violence.

In 2008 the Federation with the support of the Swedish Red Cross started of a project for returnees from Sweden. The purpose of the project is to develop an efficient system of information gathering to provide pre-departure counselling to give support to vulnerable returnees and monitor conditions after their return and to initiate and develop further support activities which aim to facilitate their re-integration in Kosovo.

Based on the International Federation's Strategy 2010, which clearly states that the promotion of humanitarian values is a core area of work for the Movement, and Global Agenda goal four, this part of the programme will work towards influencing the behaviour of people by promoting

respect for diversity and reducing discrimination, intolerance and violence. This is particularly important in the Kosovo context where deep rifts between the different ethnic communities still exist and thus the promotion of humanitarian values can contribute to the peaceful development of civil society.

Programme purpose
Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

The principles and values programme budget for 2010 and 2011 is CHF 181,019 (USD 169,939 or EUR 119,437).

Programme component 1: Promotion of Fundamental Principles and Humanitarian Values
Component outcome 1: Increase knowledge and understanding of Fundamental Principles and Humanitarian Values
Component outcome 2: Basic support to prospective returnees from Sweden

Potential risks and challenges

Potential challenges or risks that the International Federation's office in Kosovo might face in implementing the proposed plan include:

- Significantly destabilized situation, including the possibility of further conflict as a result of declaration of independence by the Kosovo assembly.
- Large-scale disaster, pandemics and its potential consequences.
- High turnover of staff and volunteers due to the limited support the Red Cross organizations can provide. This includes extremely low salaries and stipends, and the inability to cover expenses and per diems while implementing project activities.

It is very clear that most of the potential risk and challenges cannot be overcome by the International Federation secretariat and the local Red Cross organizations due to their nature and possible dynamics. A point to highlight here is that the main Red Cross services are delivered by volunteers, therefore, it is envisaged that investment in the capacity building will improve the quality of services and expand the essential activities at the grass root level. The plan 2010-11 is prepared based on the priority needs of the Red Cross organizations in Kosovo, taking into consideration realistic and achievable components for the above mentioned period.

Role of the secretariat

The capacity building support to be provided by the Federation Secretariat to the Red Cross organizations in Kosovo will help them become better-functioning organizations and able to better respond to the needs of the most vulnerable. The presence of the office remains essential due to the social, economic and political situation that also has an impact on the Red Cross context in Kosovo.

The role of the International Federation secretariat remains crucial for this vulnerable part of Europe. Therefore, for the secretariat to be able to fulfil its role, long-term support continues to be needed, and the presence of the International Federation in Kosovo is at least foreseen for the next three to five years to continuously provide support in the transformational context in Kosovo.

a) Technical programme support

The International Federation secretariat office in Kosovo consists of a head of office and five local staff working on programmes and support services. These skilled and experienced staff

supports the two Red Cross organizations to facilitate the process to develop an appropriate annual work plan and programmes in line with the Federation Global Agenda goals and continue to carry out needed organizational development work on a sustainable basis. In particular technical support in implementing and managing the above mentioned programmes and activities through coaching, mentoring and on the job training; liaising and networking with staff from the Federation and in learning from experiences of neighbouring National Societies operating in similar contexts and facilitate dissemination of good practice and knowledge sharing.

Additional technical support will be provided from technical coordinators at the zone team/ regional representation as required in programme areas of disaster management, organizational development and health and care. The International Federation will render tailor-made support in enhancing the organizations performance management capacities in line with Global Agenda Goal three. The support aims to build basic foundations for longer-term capacity building in managing programmes more effectively and with greater efficiency. To this end the organizations will be supported through workshops, follow-up visits, satisfaction surveys⁹, network building and SharePoint. Importantly, the support not only puts the organizations at its core, but requires itself to take on responsibility for generating the best possible outcomes, especially in a longer-term perspective. Furthermore it stresses the genuine participation of people reached as a means to put the latter at its very centre as well as to enhance the quality of services through their feedback.

b) Partnership development and coordination

The Federation office continues to work to further strengthening partnerships, seek and coordinate support. In order to achieve this, the Federation will further strengthen the sustainability of work to enhance the quality, efficiency and effectiveness of programmes over the coming years. There will be increased participation of the Federation and Red Cross Organizations in coordination and planning meetings with existing and new partners and stakeholders, such as with local authorities, UN and international donor agencies, diplomatic missions and non-governmental organizations for humanitarian emergency operations. There have already been some good achievements in this direction when a number of Kosovo institutional and international partners recognized the Red Cross as a reliable and quality service provider resulting in new limited funding for some of the programmes.

The diversified partnerships will enable increased service delivery to vulnerable communities and capacity building of staff and volunteers. The Red Cross organizations in Kosovo work very closely with the International Federation's office in Kosovo, particularly in the programmes described in this plan. The ICRC also provides capacity building support in the field of information dissemination and 'tracing' including restoring family links activities.

c) Representation and advocacy

The Federation will continue to work closely with the Red Cross organizations in order to help them in liaising and advocating on behalf of their own organizational and programme goals with different stakeholders and ensure effective working relationships and coordination with UN, authorities, ICRC and Movement partners and other stakeholders. The Federation will also ensure representation in inter-agency and other international forums taking place in Kosovo.

The Federation office in Kosovo places an emphasis on developing new partnerships, funding sources and income generation activities for the local Red Cross organizations. This will ensure

⁹ The satisfaction survey is a newly developed tool by the International Federation Europe zone for finding out whether goods and services provided by National Societies manage to meet the needs among people reached. Furthermore it aims to facilitate the participation and feedback from target groups for improving future interventions by National Societies.

long-term viability by advocating with the authorities as well as other donor agencies and international organizations.

Promoting gender equity and diversity

In Kosovo women are usually vulnerable to poor health and socio economic status especially in rural areas. Quite often most women have fewer opportunities to continue schooling to higher levels. There are increased cases of violence where women is a subject of it, which sometime means that there is not sufficient protection and no adequate information and knowledge of their rights.

Within the Red Cross organizations context gender equity and diversity is not an issue. Women in particular are given possibility of having top position in policy and decision making. There is increasing female representation in the organization’s governance bodies both at central as well as branch level. The Red Cross organizations has gender as a cross cutting elements to all programmes. Volunteer and staff recruitment include a mix of men and women, youth and adults and people of various ethnic groups.

Quality, accountability and learning

In order to ensure monitoring and reporting of the programme activities the Federation office in Kosovo has developed tools such as detailed plan of action that helps keep track of timely implementation of activities. In order the quality and learning regular project visits, management meetings, reports, meetings with donors and stakeholders, and consultations with beneficiaries will continue.

By enabling the volunteers and staffs participation in capacity building trainings organized regionally, the Federation will improve their knowledge and skills for better programme implementation that would support and improve the overall organizational performance leading towards provision of the better services to the most vulnerable. Whenever possible, good networking through improved relationships and knowledge sharing will be established with National Societies in the region and beyond. This will help Red Cross organizations to utilize the expertise available in other National Societies for learning, training and improving its own quality of work.

In order to increase organizations’ accountability to its partners, donors, public and beneficiaries in Kosovo, the Federation will provide support in publishing annual report and external audit results.

How we work	
<p>The International Federation’s activities are aligned with its Global Agenda, which sets out four broad goals to meet the Federation’s mission to "improve the lives of vulnerable people by mobilizing the power of humanity".</p>	<p>Global Agenda Goals:</p> <ul style="list-style-type: none"> • Reduce the numbers of deaths, injuries and impact from disasters. • Reduce the number of deaths, illnesses and impact from diseases and public health emergencies. • Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability. • Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

Contact information

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