


www.ifrc.org
Saving lives,
changing minds.

Annual report Serbia

 International Federation
of Red Cross and Red Crescent Societies

MAARS001
30 April 2012

**This report
covers the period
from 01 January 2011
to 31 December 2011.**

*Municipal Disaster Preparedness
Simulation, Municipality of Prokuplje
Photo: Red Cross of Serbia*



In brief

The programmes of the Red Cross of Serbia are aligned with the global aims of the International Federation's Strategy 2020 to save lives, protect livelihoods, and strengthen recovery from disasters and crises; enable healthy and safe living; and promote social inclusion and a culture of non-violence and peace. The capacity-building efforts are in line with Enabling Action One to build strong National Red Cross and Red Crescent Societies.

Programme(s) summary

The International Federation continues to support the Red Cross of Serbia in its efforts to provide efficient and quality services to the most vulnerable groups within the following programmes.

- **Disaster management** Disaster preparedness and risk reduction activities; the Red Cross of Serbia was supported in continuing municipal level disaster response simulation exercises through brokering and helping organise eleven sessions in eleven communities.
- **Health and care** The focus is on HIV and AIDS as well as voluntary blood donation activities. Support was provided in promotion of the HIV related activities and assisting with promoting voluntary blood donation.
- **Organizational development** The focus is on developing sustainable systems, procedures and increasing the staff's capacities. No funding was available for these activities in the reporting period.
- **Principles and values** Work with vulnerable populations on their strengthening and integration, as well as advocacy: vulnerable Roma children, young people living with disabilities, older vulnerable people. The funding was only available for the activities related to work with vulnerable Roma children as well as children / young people living with disabilities where the

third year of a three-year project is underway, with 1,656 Roma children and their parents reached, along with 1,017 children / young people living with disabilities and their parents. These beneficiaries were supported in their integration into the society through help with education and obtaining various skills. Additionally, 628 school-children have been reached through activities related to the promotion of human values covering the topics of children's rights, tolerance, personal and cultural identity and diversity, nonviolent conflict resolution, discrimination and stigmatization, gender equality and internet violence.

Due to limited funding, some of the activities have to be postponed until resources are found to implement them. The International Federation continues to support the Red Cross Society of Serbia in looking for new sources of funding to invest into priority areas and achieve the planned results.

Financial situation

The total 2011 budget is CHF 584,665, of which CHF 508,632 (87 per cent) was covered during the reporting period, including the opening balance. The overall expenditure during the reporting period was CHF 477,619 (82 per cent) of the budget.

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

No. of people we have reached

The activities described in this report have directly reached approximately 4,300 people (vulnerable Roma children and their parents, young people living with disabilities and their families, their peers, emergency respondents at municipal level, school-children) with another estimated 15,000 people reached indirectly through promotional activities.

Our partners

The Swiss Agency for Cooperation and Development contributed to the programmes as a multilateral donor. The funds received from the United Kingdom Department for International Development (DfID) through the International Federation, contributed to the municipal disaster preparedness programme. The Danish and the Spanish Red Cross Societies contributed as bilateral donors on programmes coordinated by the International Federation. Two Ministries of the Republic of Serbia were involved as programme partners, and some 30 local governments and services were active as cooperating partners.

Context

The economy in Serbia experienced a modest nominal growth in 2011 with the Gross Domestic Product increasing by 1.6%. The unemployment, however, continued to rise, reaching 23.7 per cent (up from 20 per cent at the beginning of the year). At the same time, the inflation reached 7.9% by the end of the year. The standards of living in Serbia were stagnating, even deteriorating, as a result, and more than 700,000 people (9.5% of the population) live below the poverty line. The stagnating economy is being kept afloat through credit arrangements with the International Monetary Fund with tough negotiations being stopped and resumed once in a while after clashes of ideas. The IMF is demanding the reduction of public spending and the reduction of the number of employees in the public sector, which is a difficult concept to implement at a time when the private sector keeps struggling.

At the same time, the two main political concerns of Serbia – the European Union accession and the situation in Kosovo – are still pressing. The Kosovo authorities are strengthening their hold on the northern part of the territory, which makes the Serbian population there feel threatened and react

impulsively. The fragile peace in Kosovo is constantly threatened by actions of criminal groups and nationalist outbursts from both the Serbian and the Albanian sides while the talks between the representatives of the Serbian Government and the Kosovo institutions failed to produce much result as one side sees them as discussions about practical issues and the other as status talks. The EU accession process has made progress with Serbia getting the conditional candidate status (in early 2012) despite numerous obstacles but the topic of Kosovo has repeatedly been flagged by EU representatives.

In terms of the social situation in Serbia, the most vulnerable population remains the same: older vulnerable people, poor Roma people and people living with disabilities. However, the growing number of unemployed people decreases the capacity of the Serbian society as a whole, and the Government, to support the vulnerable groups.

Natural disasters are also a concern with repeated flood threats in spring and winter.

Nonetheless, the Red Cross of Serbia was also very successful in collecting funds to support the Japanese Red Cross in responding to the cataclysmic earthquake and tsunami that struck Japan in March 2011. The citizens, the institutions and the companies of Serbia collected and sent, through the Red Cross of Serbia, USD 2,321,570 for the people of Japan.

Progress towards outcomes

Disaster Management

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

This programme focuses on strengthening local and national disaster response mechanisms, contingency planning, risk reduction and community-based disaster preparedness and prevention.

Programme component 1: Disaster preparedness/ Municipal disaster preparedness

Outcome

- The capacity to be prepared for, and to respond to, emergency situations at national and local level is increased through better coordination of the work of all the stakeholders, leading to a reduced number of deaths, injuries and property damage.

Achievements

There was no funding for these activities in the first part of the year. However, the International Federation, through its programme manager, supported the eight simulation exercises in Serbian municipalities where the Red Cross of Serbia used the USAID funding to gather stakeholders and analyse response capacities / initiate updates of procedures and drafting of contingency plans. The Federation's Disaster Management programme manager was active in the exercises themselves as well as in the preparatory activities.

With the DFID funding in the second half of the year, the Serbia National Society organised three simulations (Prokuplje, Petrovac and Vršac) followed by practical exercises of the major municipal responders, schools and other institutions at hazard, pursued on the specific risk-based scenarios in every municipality. The number of participants for tabletop simulations was 30 to 40 per municipality, while more than 300 school-children per municipality carried out useful First Aid exercises and

evacuation drills at their schools during the second day of each event. This is an upgraded version of the simulations done in previous years (more participants – not only first responders but the whole Emergency Crisis HQ, inclusion of evacuation drills and Municipal Red Cross Disaster Response Unit refresher training). With the active participation of the Ministry of Interior's National Training Centre for Emergency Situations, the simulations developed into useful education sessions for all members of the newly formed municipal emergency HQs. At the same time the Serbian National Society presented response capacities built over the years, in addition to simulated activities of some national disaster response teams and the municipal Red Cross disaster response units.

Outcome

- National disaster management bodies are formed with the role of the Red Cross at national and local levels recognized and officially defined.

Achievements

The new law regulating Disaster Management in Serbia was adopted at the end of the 2009, and national disaster management bodies are in the process of forming. Bylaws planned to be adopted in the six-month transitional phase between the adoption of the law in the Parliament and its full functionality is still in preparation for the most part. However, some have been adopted, notably the decision on establishing a National Fund for Emergency Situations which now grants the Red Cross of Serbia the opportunities to apply for funds (sourced from the national budget) with its Disaster Preparedness projects. At the same time, the adopted bylaw that regulates the work of local level headquarters for emergency response grants the Red Cross of Serbia branches the opportunity to discuss their roles in emergency response at municipal level.

The work on national DM legislation in 2011 was slow, and many bylaws are still pending. Although the Red Cross of Serbia is well placed in the newly adopted law, there is still a necessity to position the Red Cross at municipal level as service provider to vulnerable people affected by emergency situations. Certain funds at municipal level have to be allocated prior or after disasters for these services, and this model has not yet been defined.

Due to the drop of the level of international assistance and investments in the equipment and training of the Red Cross municipal Disaster Response units, the Red Cross of Serbia needs to look into sustainable ways of funding these activities. Assisted by the IFRC in advocating with the Ministry of Interior and municipal authorities, the Red Cross of Serbia will look for the best possible option to secure some additional funds at municipal level to enable the adequate intensity of training and equipping in future.

Programme component 2: Risk reduction

Outcomes:

- Risk-prone areas within five highly disaster-prone municipalities are mapped, identifying risks and capacities. The data collected is further presented in the form of GIS, an additional tool for disaster management at municipal level.
- The safety of schoolchildren in ten municipalities is increased through education on hazards and the promotion of safety procedures in emergency situations.

No funding was made available for these activities.

Health and Care

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

The National Society addresses, through advocacy and promotional activities, the general public in relation to HIV and other public health threats.

Programme component 1: Health promotion with focus on HIV

Outcomes:

- The national HIV and AIDS database (CRIS system) is updated and maintained through the collection of data on activities at local level, using the resources of the Red
- Cross of Serbia and serving as a basis for coordination of HIV activities nationwide.
- HIV awareness is increased among high school students.

Achievements

Due to the very restricted funding, the support provided to the Red Cross of Serbia was primarily related to increasing visibility of HIV prevention programme by publishing a promotion material for the World AIDS day and production of a short movie aiming to attract new youth volunteers in the programme. The film will be extensively used in 2012.

The Red Cross branch of Stari Grad was equipped with a professional camera, while the production of the film was done entirely on volunteer basis. In addition, volunteers of this branch prepared four more promotion films for the Red Cross of Serbia on volunteering, first aid and the Children's Safety in Traffic campaign, and are preparing a series of films that will cover all important programmes of the Red Cross of Serbia.

Programme component 2: Voluntary blood donation: Youth club 25

Outcome:

- The number of young people who have donated blood 20 to 25 times by the age of 25 is increased raising the percentage of blood donors among the general population to reach the target of 4 per cent.

Achievements

Federation support to Youth club 25 was reflected in strengthening the blood donation unit of the Red Cross of Serbia by hiring an experienced volunteer to support the manager. Thanks to his engagement, several important events in the field of promotion of blood donating have been organised, including:

- traditional contest "Blood means life",
- marking of 14 June, World Blood Donors Day,
- reception for donors who gave significant contributions in 2010,
- education sessions for ninety students of the Belgrade University,
- Charity Day with blood drive dedicated to marking September 11th carried out in partnership with the American Embassy and
- Summer blood collection campaign related to the generally decreasing availability of blood units during summer.

As a result, 3,537 blood units were collected during the summer blood collection campaign and 1,848 during blood drives at faculties of the Belgrade University. This year, there were 387 more students who donated blood in comparison to 2010. The organisation of various public events and media coverage contributed to the promotion of blood donating.

Organizational Development / Capacity Building

Programme purpose: Increase the Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.

Programme component 1: Improvement of public image and public relations

Outcome:

- The National Society has developed a systematic promotion procedure relying on ongoing activities and contacts with the media

Programme component 2: Development of a well-functioning organization with sustainable systems, procedures and staff with the desired level of managerial and technical competencies.

Outcome:

- The National Society has undertaken a capacity / needs survey and has based its strategic planning on the results.

Achievements

No funding was available for those programme components.

Humanitarian values

Programme purpose: Promote respect for diversity and human dignity, and reduce intolerance, discrimination and social exclusion.

Programme component 1: Home care programme

Outcomes:

- Empowered local communities working through the Red Cross branches identify and provide services to vulnerable older people, advocating for their rights and providing them with assistance and support to maintain the dignity of their lives in their own homes.
- The coordination between stakeholders is improved and the use of capacities and resources becomes more efficient.
- The Red Cross is leading the advocacy efforts in the area of health and social protection of older people, contributing to their social security, reducing discrimination, neglect and abuse. The older people themselves are actively participating in planning and implementing the activities.

Achievements

There was no funding for these activities.

Programme component 2: Open kindergartens for Roma and other children from marginalized families / Work with young people living with disabilities

Outcomes:

- Education and social participation of Roma children and children/young people with disabilities has been improved through continuing work with 2,700 Roma and disabled children as well as their families. The programme was designed using the right based approach, and it consists of four distinct components:
 1. Service delivery
 2. Advocacy
 3. Capacity building
 4. Cooperation
- By the end of 2011 the level of enrolment, retention and inclusion of vulnerable Roma children and young people with disabilities (YPWD) in the official education system is higher, in order for them to receive education in accordance with their needs and rights achieved, with the support of the RC;
- By the end of 2011 parents, family, community, social system and the RC provide better support for personal psycho-social development for vulnerable Roma and YPWD involved in the programme;
- By the end of 2011 there is an evident increase of confidence in the health care system and use of its services and raised awareness of the vulnerable groups of healthier life styles
- By the end of 2011 both vulnerable Roma and YPWD involved in the programme have better access to social services to meet their needs and rights, with the support of the RC;
- By the end of 2011 communities in which the programme is implemented and both vulnerable groups have developed a higher degree of mutual understanding/acceptance;
- By the end of 2011 the YPWD involved in the programme have developed appropriate skills with support of RC, which empower them to be recognised as active job seekers by the labour market.

Achievements

Joint Programme for Inclusion

The programme is run in Serbia and Montenegro in parallel, managed by the same team and with similar activities. In Serbia, the Joint Programme for Inclusion was implemented in 30 municipalities targeting 1,047 vulnerable Roma children, in 12 municipalities targeting 426 pupils – peers of vulnerable Roma pupils (see Component 3) and in 30 municipalities targeting 637 children and young people with disabilities.

The Joint Programme for Inclusion in Serbia was successfully implemented in this reporting period thanks to the hard work of 417 Red Cross volunteers, 163 Red Cross employees and staff on loan, nearly 61 associates from partners' organisations and 89 supporters of other status involved in the programme implementation.

Vulnerable Roma children plus children and young people with disabilities have actively participated in a number of various Red Cross activities together with Red Cross volunteers and other children, which is beneficial in the light of inclusion.

The third project activities cycle for vulnerable Roma children completed

The third project activities cycle for vulnerable Roma children was completed in August 2011, resulting in 375 children completing one year support through mentor classes, 128 children enrolling into the formal preschool institutions, 144 children enrolling into the first grade of elementary school

and 549 children successfully passing to the next grade of elementary school. The following table provides an overview of main project results.

	Project result	Serbia
Vulnerable Roma children	Completed one year education support in mentor classes	375
	Enrolled into the formal preschool ¹	128
	Enrolled into the first grade of elementary school	144
	Passed to the next grade of elementary school	549
Total:		1,196

Special attention was given to supporting the parents in fulfilling prerequisites and completing administrative procedures related to enrolment of the children into the first grade of elementary school.

In September 2011, new education groups were formed. The breakdown of beneficiaries in the new project cycle lasting until August 2012 is as follows:

Beneficiaries	Serbia
Mentor classes	379
Preschool preparatory programme	91
Homework support classes	577
Total number of children	1,047
Programme for parents	609
Total number of beneficiaries	1,656

The key segments of service delivery for vulnerable Roma children included the following.

¹ In Serbia, the preschool preparatory programme is a compulsory step in education as a prerequisite for enrolment into the first grade of elementary school defined by the Law and conditioned with certificates issued by the public preschools.

- **Mentor classes:** support to preschool children (age 3-6) to enrol into the formal preschool preparatory programme was implemented by 25 Red Cross branches encompassing 379 vulnerable Roma children in Serbia;
- **Preschool preparatory programme:** in communities where the capacities of formal preschool institutions or the accessibility for vulnerable Roma children are limited, the Red Cross branches provided replacement programmes. This was done by 6 Red Cross branches encompassing 91 vulnerable Roma children in Serbia;
- **Homework support classes:** support to vulnerable Roma pupils in elementary school was provided by 22 RC branches encompassing 577 pupils in Serbia.
- **Programme for parents:** currently organised in the form of parents meetings and thematic workshops based on the local needs, this programme was implemented by 29 RC branches encompassing 609 parents.

Service delivery for children and young people with disabilities in progress

Key segments of service delivery for the vulnerable children and young people with disabilities included various activities in the form of interactive workshops aiming to:

- Stimulate social development and inclusion;
- Help beneficiaries acquire practical life skills;
- Stimulate intellectual development;
- Stimulate perception and fine motorics;
- Improve skills that are relevant for active job seeking;
- Support the parents.

Here is an overview of the four segments of work with children and young people with disabilities:

- Children /young people with disabilities (YPWD) included in the education system who are supported to complete primary and secondary education through the homework support classes (65.30 % of all children and young people with disabilities encompassed by the project);
- Children /young people with disabilities outside the education system who are supported to acquire compensatory education and life skills necessary to achieve appropriate level of independent functioning related to the present disability through various training programmes and workshops (25.43 % of all children and young people with disabilities encompassed by the project);
- YPWD on the job market who are supported to acquire job seeking skills through various training programmes and workshops (9.26 % of all children and young people with disabilities encompassed by the project).

The current breakdown of beneficiaries of the project is as follows.

Beneficiaries	Serbia
C/YPWD included in the education system	416
C/YPWD outside the education system	162
YPWD on the job market	59
Total number of children	637

Beneficiaries	Serbia
Programme for parents	380
Total number of beneficiaries	1,017

Programme component 3: Promotion of humanitarian values

Outcomes:

- The social inclusion of elementary school students belonging to minority groups is facilitated / strengthened.
- The ability of elementary school students to stand up to discrimination, intolerance and violence is enhanced, as well as their capacity for non-violent conflict resolution.
- The awareness of elementary school students related to tolerance, personal and cultural identity, discrimination and stigmatisation, as well as gender equity is raised

Achievements

As planned, twelve Red Cross branches were implementing educational workshops for vulnerable Roma pupils and children with disabilities in elementary school and their peers, to facilitate their inclusion into the education system.

The project included 628 pupils in 27 classes from 18 schools. In this reporting period, 133 Red Cross youth volunteers supported by 61 teachers carried out a total of 126 workshops for pupils, and a great number of additional activities covering the topics of child rights, tolerance, personal and cultural identity and diversity, nonviolent conflict resolution, discrimination and stigmatization, gender equality and internet violence. The following table gives details:

Beneficiaries	Serbia
Pupils of Roma nationality	25
Peers of pupils of Roma nationality	426
Pupils with disabilities	7
Peers of pupils with disabilities	170
Total number of beneficiaries	628

The share of pupils belonging to marginalised groups, pupils of Roma nationality and children with disabilities who are included in the project is 5.09 %. The share of vulnerable Roma children in eleven Red Cross branches that are targeting their peers through the project activities is 5.87 %, while the share of pupils with disabilities in one Red Cross branch that is targeting their peers is 3.96%.

Cooperation Development

The implementation of cooperation-building workshops at Red Cross branches is in progress. Cooperation-building workshops were organised in seven municipalities of Serbia in this reporting

period. A good example of follow-up action could be Zrenjanin Municipality, where a team for social inclusion was formed, gathering various stakeholders – representatives of local institutions, NGOs and Red Cross. The team organised PCD workshop for over 50 participants where the needs of people living with disabilities living in Zrenjanin were identified and prioritised, and project ideas drafted. Upon elaboration, one project will be implemented in 2012.

Cooperation of the Red Cross with local institutions continues

Over the years of programme implementation, the established cooperation between the Red Cross branches and relevant local institutions and organisations has continued. The cooperation of the implementing Red Cross branches with the Roma health mediators has particularly strengthened in Serbia, which was facilitated by recommendations elaborated in the Standardisation paper.

Advocacy

Second series of short films about the Joint Programme has been completed

Initiated by the Swiss Cooperation Office in Belgrade, the production of the second promotional series of short films about the Joint Programme in Serbia has been completed. The second series focuses on achievements in the programme, and in this period, the synopsis and shooting for the episodes was completed. The serial has been broadcasted through the National Television to raise awareness on inclusion and promote the Joint Programme for Inclusion.

Informing the community – key prerequisite for inclusion

Information sessions on inclusion were organised by the implementing Red Cross branches in Serbia in order to better inform Roma parents and sensitise the general public.

Concept paper on advocacy under development

Following a brainstorming meeting and the training on public relations and lobbying, the drafting of a concept paper on advocacy started to elaborate the definition of advocacy, objectives, tools and an outline of the process for implementation. A training programme for field staff has been developed and will be implemented in 2012 to facilitate implementation in the field.

Local advocacy initiatives in continuum

A number of implementing Red Cross branches have carried out various events related to inclusion of marginalised groups drawing attention of general public, local institutions and media.

Capacity Building

Roll-out of a standardized model of projects completed

The roll-out of a standardized programme model in the field has been completed and carefully monitored by the Headquarters of the Red Cross of Serbia. Feedback and assistance to Red Cross branches is being provided as needed.

External evaluation completed

An external evaluation of the Joint Programme for Inclusion was carried out by two independent consultants hired by the Swiss Agency for Development and Cooperation. Focusing primarily on cooperation matters between the Red Cross, UNICEF, the NGO 'Pomoc Deci' and the Swiss Cooperation Office in Belgrade, the evaluators concluded that benefits of such model had not been fully exploited. They issued a set of recommendations that would be used as input for the planning of the next phase of the programme.

Preparations for the next phase

A meeting of senior managers of the Red Cross of Serbia, the Red Cross of Montenegro, the Danish Red Cross, the Spanish Red Cross and the International Federation was hosted by the Federation Zone Office in Budapest in late March 2011 to discuss the future cooperation between the Red Cross partners in relation to the Joint Programme for Inclusion. The key conclusions are as follows: the Red Cross of Serbia and the Red Cross of Montenegro will be the direct partners of the Swiss Agency for Development and Cooperation in the next phase of the programme (2012-2015); possible roles of the other Red Cross partners (consultancy, etc.) will be identified during the planning process that will follow the evaluation of the programme; current phase of the programme will be managed and closed by the Federation that will be responsible for reporting, evaluation, planning for the next phase and financial review; the Red Cross of Serbia and the Red Cross of Montenegro are expected to take over full responsibility for the programme management as of 1st January 2012.

A planning workshop involving representatives of the Ministry of Education, the Red Cross, the UNICEF and the Swiss Agency for Development and Cooperation was organised in September 2011. A project proposal document was developed, however, due to certain changes in the external environment, the application was withdrawn. Instead, the current application was extended until the end of March 2012, and the bridging phase lasting for one year has been introduced by the Swiss Agency for Development and Cooperation covering projects of the Red Cross of Serbia and UNICEF.

Programme component 4: Skills training for refugees

Outcomes:

- The quality of life of 300 refugees and their families who have opted for local integration is improved and their capacity to sustain themselves through work is increased.
- Asylum seekers are protected by appropriate legal framework; their accommodation conditions and treatment are improved.
- Returning rejected asylum seekers are assisted in reintegration.
- Awareness of trafficking in human beings is raised among the general population, the members of services dealing with trafficking victims are appropriately trained and sensitised for their tasks, and returning rejected asylum seekers are protected from trafficking.
- Assistance to migrants

Achievements

There was no funding for these activities.

Constraints or Challenges

While the activities related to vulnerable Roma children and young people living with disabilities progressed according to plans, the limited availability or the total lack of funding for the rest of the activities in the programme (components 1, 4 and 5) means that they are taken over by the National Society who implements them using its own resources in a scaled down form. The arrival of funding for Disaster Management activities enabled the Red Cross of Serbia to extend their originally planned activities and deepen capacity building at local level.

Working in partnership

The Red Cross of Serbia worked in partnership with the International Federation and received funds from the Swiss Agency for Development and Cooperation and from the UK Department for International Development through the Federation Secretariat plan. The Red Cross of Serbia was supported bilaterally by USAID, the NGO Yanos, the Danish Red Cross and the Spanish Red Cross. At national level the HumanaS Network, the NGO Pomoć deci and UNICEF are partners contributing to the programme.

Contributing to longer-term impact

The work with vulnerable populations in Serbia through addressing health practices, access to health and social support institutions and education, and ensuring a community-wide response to needs is in line with the International Federation's Strategy 2020 and its emphasis on preventing and reducing deaths, injuries and illnesses as well as the building of communities' capacities to combat their own vulnerability.

Programme components are compatible with local and regional initiatives such as the Decade of Roma Inclusion and the Poverty Reduction Strategies. Work towards disaster preparedness pursues the Global Agenda goal of reducing the number of deaths and injuries and the impact of disasters, a much needed endeavour in Serbia as disasters seem to become more frequent.

All programmes have gender equality as an integrated and important component. Within disaster preparedness, the psycho-social component puts special emphasis on gender issues to ensure that the needs of each family member are adequately assessed and met. In vocational training for refugees, professional training is provided to meet the needs of both genders. In health promotion, gender balance is presented as one of the priorities resulting in projects addressing reproductive health as well as sexual hygiene and specific activities for target groups of both genders. In volunteering and youth activities, the organizational development programme promotes humanitarian values through a young volunteer project with a clear gender focus.

Looking ahead

The International Federation's Secretariat and the Red Cross of Serbia work closely together on planning and implementing the activities based on the strategic priorities of the Red Cross of Serbia as well as the funding realities. As more of the programmes are taken over by the National Society such as home care, the International Federation focuses its capacities on areas needing more development. The Red Cross of Serbia will continue to gradually expand its activities from exclusively being a provider of assistance to also being an advocate for the vulnerable, through its role as a partner and driving force behind processes of civil society building at both national and local levels.

How we work

All IFRC 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 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 nonviolence and peace.

Find out more on www.ifrc.org

Contact information

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

- **Red Cross of Serbia**

Vesna Milenović, Secretary General; email: secretary@redcross.org.rs; phone: +381 11 30 32 117; fax: +381 11 634 348.

- **IFRC Serbia Country Representation**

Uroš Smiljanić, Head of Office; email: uros.smiljanic@ifrc.org; phone: +381 11 3282 202; fax: +381 11 3281 791

- **IFRC Europe Zone**

Evgeni Parfenov, Head of Operations; email: evgeni.parfenov@ifrc.org; phone +361 888 4518, fax: +361 336 1516