

ANNUAL REPORT



International Federation of Red Cross and Red Crescent Societies
Fédération Internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

SERBIA & MONTENEGRO/ KOSOVO

2 May 2005

The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in over 181 countries. For more information: www.ifrc.org

In Brief

Appeal No. 01.74/2004; Period covered: January - December 2004

Appeal target: CHF 2,684,669 (USD 2,224,325 or EUR 1,729,015)

Related Emergency or Annual Appeals:

Serbia and Montenegro/Kosovo Annual Appeal 2004. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual04/017404.pdf

Serbia and Montenegro/Kosovo Annual Appeal 2004 - Programme Update no.1 – Special focus on Kosovo. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual04/01740401.pdf

Serbia and Montenegro/Kosovo Annual Appeal 2004 - Programme Update no.2 - Special focus on Kosovo. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual04/01740402.pdf

Serbia and Montenegro/Kosovo Annual Appeal 2004 - Programme Update no.3. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual04/01740403.pdf

Serbia and Montenegro/Kosovo Annual Appeal 2004 - Programme Update no.4- Special focus on Kosovo. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual04/01740404.pdf

Civil Violence Information Bulletin no.1. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?rpts04/kosovounrestib0104.pdf

Civil Violence Information Bulletin no.2. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?rpts04/kosovounrestib0204.pdf

Programme Summary:

The Federation, since 2001, has steadily reduced its relief programming, and focussed on the development of sustainable, needs-led services in health, care and disaster preparedness delivered by volunteers through Red Cross branches. This has been supported by an extensive programme of organisational development. The main aim of the Federation delegation in the 2004 Appeal had been the handover of programmes to the Serbia and Montenegro Red Cross Society, together with a significant downsizing of the delegation and reducing support for service delivery. There have been significant steps made in this direction in the second half of the year – the delegation has reduced in size with the responsibility for many activities completely transferred to the national society. However, 2004

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being a transitional year for the national society and the country itself in many aspects, it was necessary to adjust the pace at which the handover was going. The Federation is still very much involved with many of the activities of the national society, providing assistance in managing programmes, but is at the same time moving into other areas – helping broker partnerships with interested national societies and international organisations, assisting with the development of capacities etc. Speaking from the wider perspective, the year as a whole was marked by political tensions between biggest political parties, several stressful election cycles and reduced economic development. The noticeable increase of the foreign trade deficit and the decrease of international investments (as well as international donations) seem to have outweighed the economic growth, resulting in the standard of living stagnating or deteriorating. The Poverty Reduction Strategy in Montenegro seems to be very slow in implementation while the Poverty Reduction Strategy in Serbia is only beginning to be implemented, albeit in an environment notably changed compared to the time of preparation of the strategy. The humanitarian needs are still great with large numbers of refugees and internally displaced people depending on assistance that is becoming scarcer. The United Nations High Commissioner for Refugees (UNHCR) food distribution programme has come to an end, not only leaving the final 60,000 beneficiaries with the need to find alternatives, but also ending a secure source of income for almost all Red Cross branches that have participated in this programme. The Federation has therefore focused on the vulnerable population and service delivery more than initially expected. Assistance to the national society needs to remain active and strong while these issues are addressed, and while new opportunities for programme development and partnership in areas such as Commercial First Aid and Municipal Disaster Preparedness are explored. Funding and support for these two projects among others are still needed. The national society, with Federation support, has provided direct assistance to beneficiaries through its Health and Care, Soup Kitchen and Population Movement programmes covering more than 25,000 beneficiaries. Additionally, the National society's capacity to meet the existing humanitarian needs has been enhanced through training, technical support and capacity building. The Disaster Preparedness programme has strengthened the national society and its capacity to respond to disasters, at the same time improving its position in society and helping to address the key issues of overall national disaster preparedness policies. The Organisational Development programme has initiated a planning process for the transition of the national society towards better and more efficient models of functioning. Partner National Societies and other partners in this period who deserve deepest gratitude are the Spanish Red Cross, Hellenic Red Cross, Luxembourg Red Cross, French Red Cross, Canadian Red Cross, British Red Cross, Norwegian Red Cross, Danish Red Cross, Icelandic Red Cross, Netherlands Red Cross, German Red Cross, Italian Red Cross, Belgian Red Cross, Austrian Red Cross, Finnish Red Cross and the Swiss Agency for Development and Co-operation.

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This Annual Report reflects activities implemented over a one-year period. This forms part of, and is based on, longer-term, multi-year planning. All International Federation assistance seeks to adhere to the [Code of Conduct](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response](#) in delivering assistance to the most vulnerable. For support to or for further information concerning Federation programmes or operations in this or other countries, or for a full description of the national society profile, please access the Federation's website at <http://www.ifrc.org>

Operational developments

Over the past three years, the Federation has been supporting a shift in national society activities, moving from relief-focused to community-based programmes. The presumption was that the changed political environment, the end of conflict and the new economic and social climate would all mean improved political and economic stability at the end of the three year programming period, from 2001-2004. Therefore, the Federation has been supporting programmes intended to meet local needs and attract local support, in order to set the basis for sustainable, long term programmes and strategic thinking in the national society.

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Unfortunately, the process of transition which the state union is undergoing is going much slower than had been anticipated. Some commentators claim it has stopped altogether and certain examples (such as the education system reform being stopped and rolled back with the establishment of the new government in Serbia in the first quarter of 2004) seem to be supporting this claim, although recent developments in the Ministry of Education give rise to more optimism. After the dissolution of Yugoslavia in 2003 and the introduction of the state union, it has become clear just how large the gap is between Serbia and Montenegro and the coordination of any kind of work on territories of both states has become increasingly difficult. This is visible in some of the programmes the Federation has been supporting the national society.

Economically and politically, what progress has been made in revitalisation of the economy, has been heavily counterbalanced by the slow and painful privatisation process, the increasing unemployment, the heavy participation of imported goods in the market and the decreasing standard of living. The economical growth of 8 percent (the highest growth since 1979) in Serbia is encouraging, however, the foreign trade deficit of nearly 6.5 billion dollars means that the actual standard of living is still far from desirable levels: four times lower than in Slovenia and two times lower than in Croatia¹. The unemployment is still extremely high (between 30 and 35%, depending on the source) and the inflation is estimated to have reached between 10 and 11.5% (as opposed to the planned rate of 8.5%). Meanwhile, according to the official reports in Montenegro, the foreign trade deficit in this state has amounted to about 110 million euros in the first six months (no data about the end of the year figures) which is, albeit less than in 2003, still extremely high and testifies about the need to revive the economy. The unemployment in Montenegro is at 37%² and the foreign debt is almost 500 million euros (12% higher than in 2003). The low inflation of only about 2.5% (against the projected 4.5%) is officially explained through the increased domestic production, however, many commentators claim that this figure does not have firm foundations in reality. The economic growth is noticeable (12% in industry, almost 20% in tourism), yet the standard of living is still stagnating and in many cases deteriorating.

A number of new laws and procedures introduced in 2004 and prepared for 2005 are supposed to bring the state union closer to the standards of the European Union (as both states hope to join the union by 2012), however, the combination of a weak economy, an underdeveloped social protection system and the poverty inherited from the nineties means that large parts of the population are living below the poverty line or close to it. Survey of living standards done in 2002 has shown that a 10% of the population live on less than 4 dollars per day with additional 10% living on less than 10 dollars per day. The participation of particularly vulnerable groups in this population (Roma, elderly, pre-school children, refugees and internally displaced people) is high – the fact recognised by the poverty reduction strategy documents, however, the effects of these strategies have so far been small. There are still around 207,000 refugees (the new census, seeking to establish current figure is being done at the moment) and another 270,000 internally displaced people in need of assistance – figures especially worrying, knowing the significant decrease of international donations as a result of the end of conflicts in the region.

The national society is undergoing the transition itself, mirroring the transition of the society around it and, at the same time, maintaining the activities aimed at assisting the most vulnerable population. Providing assistance to some 25,000 vulnerable people (through health, food assistance and social welfare programmes), training another 1100 team members for disaster response while at the same time devising ways to change the internal structure is a challenge and the national society relies on the Federation to help it face this challenge. The government still offers very limited direct support, although this has increased in the second half of the year (contributions for the home care programme and soup kitchens programme for instance). Meanwhile, work on the relevant legislation has continued (the Lottery law in Serbia was passed, securing some funding for the Red Cross) and the situation now gives more reason for optimism. The Red Cross laws are approaching their final versions in both Serbia and Montenegro, and it is expected that they will be passed in 2005. The position of the Red Cross will then be well defined with clear duties, rights and sources of funding. However, future steps need to be made in this area as there is the need to lobby for the law on non-government organisations, for the legislation to encourage local donations etc.

¹ Source for all figures: Government of Serbia

² Source: Montenegrin government

The Federation is working together with the national society both on channelling external support to the most vulnerable population in the country and restructuring and repositioning the organisation in order to find the best way of assisting the most vulnerable population.

Health and Care

Goal: The health status of the population is improved and awareness increased, through specific health promotion campaigns and the provision of targeted services to specific beneficiary groups.

Objective: To develop a holistic approach to health and care, that utilises national society capacities and resources and incorporates health promotion and awareness-raising. The Federation will enable a repositioning of the national society, confirming its position as a credible, influential actor within the sphere of health and care. To make this happen, the Federation will continue to support the national society-implemented social welfare programmes including homecare, ensuring that issues of sustainability are addressed.

Expected Results:

Advocacy: The national society's role as an auxiliary provider of health and care services is understood, recognised, valued and rewarded by the authorities.

As the advocacy was an integral part of all health and care programmes, this expected result is not discussed separately.

Health promotion: The awareness of health-related risks and potential hazards among the general population in HIV/AIDS and other priority areas is heightened, prompting attitudinal and behavioural changes. Such changes will contribute to improved levels of general health.

The support was given to First Aid training activities, having in mind the major focus commercial First Aid training will be under next year. This support included funding of First Aid contests and training sessions.

The decision to start the Branch Capacity Building Fund, focusing closely on branch projects related to HIV/AIDS, was reached after recognising that the national society needs to question its position and strategies regarding HIV/AIDS activities. The focus on relief and related activities over the past period meant that the evolution of other programmes slowed down, which can be seen in the health promotion area, specifically HIV/AIDS. The need to rethink the overall approach in this field is clear. Recognising the opportunity to invite branches themselves to present their views on the topic, while at the same time helping them perfect their skills in managing the project design/ implementation/ reporting cycle, a Branch Capacity Building Fund was started. (For details, please refer to the Organisational Development section of this report)

Social welfare: The mental health and quality of life of 6,000 families (consisting of families in collective centres, children with special needs and their families, and Roma children and their families) improves: the refugees have a clearer picture of their future, once collective centres have closed, children with special needs are more easily able to integrate with peers and the general population, and awareness of the importance of education within the Roma community is raised ensuring that higher numbers of Roma children enter and finish elementary school.

The social welfare programme has entered 2004 with well established activities, well trained and skilled volunteers/ professionals and clear objectives. The initial selection of target groups was narrowed down to disabled children and Roma pre-school children, as well as their respective families. The activities continued along two complementary paths: work with these target groups in parallel with the community-based work.

The work with children and their families took the form of regular workshop meetings (once per week minimum and in many cases every working day of the week). These are aimed at broadening the spectrum of children's experiences, increasing their self-esteem, strengthening their confidence, improving their

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communication skills, encouraging them to use their capacities and developing tolerance between different ethnic groups. In addition, some practical skills are being developed in line with encouraging socialisation: hygiene habits, painting, sports, acting, computer use etc. The parents are supported in care for their children, and encouraged towards more open communication with those parts of the community that offer any support. Also, they are being motivated to understand the importance and potential benefits of their children getting proper (and legally obligatory) education.

The work targeted at the local communities is important for both the improvement of the beneficiaries' position in these communities and the future sustainability of the programme. The activities range from raising sensitivity and support within the local community to creating bonds between families and various local organisations: the Red Cross branch, associations, schools and special schools, media, etc.

There are 50 projects in total, run in 49 Red Cross branches supported by their local partners (local government, Roma and disabled people's associations, companies, relevant educational and health institution, non-governmental organisations). Out of these 49 municipalities in Serbia and Montenegro, there are 31 projects targeting Roma pre-school children and their parents and 19 projects targeting handicapped children and their parents (one branch discontinued the programme, due to internal problems). The Federation has supported the national society in identifying and representing community needs, developing, implementing, managing, monitoring and evaluating the projects. In addition to technical support with evaluation, monitoring and reporting, the Federation has provided equipment for another seven branches to help them with starting their projects. Thus, all of the 29 new branches in the programme have been equipped with the basic items necessary to run the projects.

In the absence of appropriate training material addressing the specific challenges and needs in working with Roma children and handicapped children, the Federation commissioned the production of two manuals from experienced professionals. The manual for Roma children project is in its final editing phases and the Handicapped children project one is in print. They both consist of modules (three and four respectively), covering the topics most branches in the programme deem essential. This was tested and confirmed through training seminars of which four have been done. These seminars covered around one hundred volunteers from all the involved branches.

The breakdown of beneficiary numbers is as follows:

Roma children project (31 projects in 30 branches)	Number of beneficiaries	Handicapped children project (projects in 19 branches)	Number of beneficiaries
Children	886	Children	213
Parents	723	Parents	138
Total	1609	Total	351
Total 1960			

Impact

When it comes to development and capacity building, as well as strengthening the image of Red Cross in the local community, the programme has been very beneficial to the implementing branches. The need to establish and deepen the relations with relevant local partners has been a strong motivating force for these branches. In this context, the development of tolerance and acceptance of basic humanitarian principles in local communities is a long term goal for the programme, but some progress has been made. Flexibility and initiative have been demonstrated with regard to beneficiary specific needs, as well as the adequate choice of volunteers, methods of work and time schedule of the activities. Obviously, dealing with target groups whose trust has to be won in order for the work to have any impact, dictates careful and patient approach.

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Measuring the impact of the programme at the beneficiary level is, naturally, more complex. The children themselves were given a chance to gain new experiences and work in environments that stimulate the development of their social skills and self-esteem. These are the first steps in what will hopefully lead to them leaving the social margin and participating in the social life of their communities more freely. The parallel work with their parents supports the change of mentality that is a precondition for any kind of success. So far, it is encouraging to witness a noticeable increase in the number of children enrolling to primary school among Roma who have participated in the programme (e.g. Cukarica – with its three separate kindergartens co-funded by the Federation and Danish government, the increase in number of Roma children enrolling to school has been significant: 70 children this year, as opposed to between 10 and 15 in previous years). Continuing work within these same communities will help these same beneficiaries to remain on a good course.

Constraints

It is not an exaggeration to say that the project has the potential to become a catalyst for change in the local communities when it comes to accepting Roma and the disabled. The important representatives/stakeholders of each municipality such as local government, Roma/disabled associations, schools, pre-school institutions, relevant non-governmental organisations (NGOs) etc. are all involved with the project. This will lead to new approaches to the issue being developed locally, with more awareness of the needs and better understanding of the specific nature of the target groups. Local and national level networks of stakeholders and partners are being organised in order to advocate for improved visibility of these vulnerable groups, for policy changes to address their needs, and for sustainable funding from local sources.

However, sustainability is still far from being reached. The overall economic situation is bad, the branches are facing serious financial problems, the external donor support is decreasing and local donations are still the exception rather than the rule. The legislation is still sadly outdated when it comes to humanitarian work and the new Red Cross law, when it is passed, will only partly improve the situation. The programme is still dependent on additional donor funding and does not yet have enough of its own resources to sustain the projects over longer periods. The programme, in no small part, depends on the support of the local community. If there are problems with one or several actors, the programme's success is also endangered.

Home care: Empowered local communities working through Red Cross branches identify and reach out to 20,000 vulnerable elderly people, advocating for their rights and providing them with assistance and support to maintain the dignity of their lives in their own homes

This year, the home care programme continued to be one of the most ambitious and effective activities of the national society. It started in 2001 as a pilot programme, and by the end of 2004, home care was being implemented in 96 municipalities throughout the country (84 in Serbia and 12 in Montenegro). Over 9,000 beneficiaries have received regular visits every month. Nearly 2,000 trained volunteers and over 150 paid professionals (an encouraging decrease from about 180 in 2003) are active on the programme, working with beneficiaries, but also networking in the local community in an effort to ensure the sustainability of the programme in the long run.

The Federation's original plan for 2004 was to be the final year of most financial support to the home care programme. However, the assumption that three years after the programme began, the general economical, political and legislative situation in the country would improve and that the recognition of the programme's value would lead to tangible support at local and national level, turned out to be too optimistic. The political situation is still very complex with the economy making very slow progress. Likewise, changes in legislation that will facilitate local donations (currently, there is no legal stimulation for would-be donors) are yet to be adopted even though the Red Cross law is to be brought to parliament in the very near future. Consequently, the plan to gradually phase-out the support during 2004, stop support for service delivery completely by December and place the future focus on development was altered. The national society is being assisted in taking full ownership of the service delivery and management of the programme and a three year term partnership with the British Red Cross is being brokered.

The efforts to encourage the branches to take over responsibility for the programme continue. Financial support is at a decreased level and the number of branches managing to secure supplementary finances from local

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government increases very slowly but steadily. The elderly advocacy network, formed early in 2004 by 15 organisations dealing with elderly issues is active in designing small-scale, yet widespread projects that will not necessarily target large funding but will increase the visibility of the beneficiary group and their needs, as well as the visibility of agencies involved, including the Red Cross.

The programme implementation was steady throughout the year. Most branches have managed to preserve the number of beneficiaries despite the decrease in funding. Local training for volunteers was routinely done, either periodically or as needed, with examples of branch-organised regional trainings (e.g. Novi Sad), asking for no support in funds from the Federation. The services provided to beneficiaries ranged from help in and around the house, through liaising with/referring to local health or social welfare institutions to securing local donations to provide firewood, winter food or clothes for the most vulnerable of the beneficiaries.

An organised training was done in two parts: the spring one covered 29 branches that have joined the programme in September 2003, giving them advanced training (some topics: communication techniques and healthy lifestyles, volunteer management and humanitarian principles, community networking and lobbying etc.) The winter cycle covered 35 “veteran” branches with more advanced training and topics such as help to helpers, techniques for communication with persons suffering from chronic illnesses, supporting independence, basics of evaluation and day care centres. Another two sessions were held in January – February 2005, in order to complete the training cycle for all the branches covering 38 branches (some branches from the last spring training are also included).

In line with the continuing development and capacity building of the programme, two projects the Federation was working on for most of the last year finally materialised, namely the Home Care Handbook and the customised software package. The handbook is partly a reference document for volunteers/professionals and partly a training tool at branch level. The range of topics is wide, from rules and procedures of the programme, through caretaking techniques to examples of good practices and suggested solutions to common problems. The handbook is designed as a two-ring binder in order to simplify future additions/changes. It is a document that can evolve together with the programme. The feedback at branch level has been unanimously positive and the first additions to the handbook were done at the time of the winter training cycle, adding the content presented through the training.

The software package was designed by a subcontracted software company who tailored it to the needs expressed by branch and headquarter-level home care staff. The main purpose of this package is to simplify and facilitate record-keeping and reporting at branch level, communication with the headquarters as well as statistical analysis and reporting in headquarters. The final build with a printed guide to installation/use/troubleshooting has been distributed to all the branches in May and June. It will undoubtedly take some time for the software to be fully utilised by all the branches, as the programme staff need to get used to working with it, but 2005 will be the year of transition. This tool will improve local reporting capacities and, linking it with the efforts done through the Organisational Development programme, will contribute to improving the chances of obtaining domestic/local support for the programme.

Back in 2003, the Federation committed to purchase selected equipment for a number of branches but has only now obtained the funding. Based on a call for proposals to which all interested branches submitted their micro-projects (40 applications), 24 branches (21 in Serbia and 3 in Montenegro) were selected for support. With the objective of most projects to increase the quality of services delivered to beneficiaries and additionally increase the potential for sustainability of the programme (through options for commercial application), the equipment includes: food preparation equipment, vacuum cleaners, elderly club equipment, washing machines, drying machines, ironing rollers, steam irons, ironing boards, one sewing machine, equipment for home nursing training room etc. The equipment was distributed to the branches in December and the remaining items (obtaining bids for Montenegro branches was more difficult because of customs issues) will be purchased in January.

The International Day of Older Persons on 1 October was an excellent chance for the programme to make a statement and increase visibility. A poster campaign was designed to address common clichés about older persons and present them as active, contributing members of society rather than just receivers of assistance.

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Additionally, distribution of leaflets and a series of events throughout local branches have been on the agenda through the whole of October. An encouraging signal from the government arrived through the participation of the Ministry of Social Affairs in funding these activities.

Impact

The programme has provided constant care and assistance to about 9,000 elderly, vulnerable beneficiaries. Since the end of the UNHCR-funded food distribution programme in March, for many of these beneficiaries the need for assistance has dramatically increased. The help that home care volunteers are able to provide in these cases (contacting and referring to other institutions, help with paperwork, advocacy) is indispensable especially knowing the inaccessibility of primary health care for many of these people. However, the sheer poverty of many beneficiaries means that branches often have to act urgently with food or hygiene donations, sometimes doing the urgent handyman or hygiene work around the household. The pressure on the social welfare system is enormous and Red Cross volunteers often feel overwhelmed and discouraged in their efforts to advocate for their beneficiaries. This often motivates them to provide emergency short-term assistance to the most vulnerable. These activities are an obvious choice, yet a co-ordinated approach must be present at all times to ensure that sustainable long-term benefits are reached. This will be one of the priorities in 2005.

In Serbia, the work on the Law on Red Cross has been one of the most important government activities for the Red Cross and the home care programme has been one of the key points in negotiation, demonstrating the work the organisation is capable of. As this programme easily demonstrates the difference in the quality of lives of the most vulnerable and is in line with the recommendations of the Poverty Reduction Strategy Paper of the Serbian Government, the Ministry of Social Affairs representatives have expressed their high esteem for the programme on several occasions. The Ministry additionally offered to co-finance the marking of 1 October, the International Day of Older Persons, which is a small but significant step on the road to full government recognition and support for the programme.

Month	Number of beneficiaries	Number of professionals	Number of volunteers	Number of professionals' visits	Number of volunteers' visits
January	8,817	147	1,777	6,688	23,629
February	8,682	148	1,396	7,023	23,485
March	8,535	153	1,801	7,321	24,313
April	8,778	150	1,731	6,552	24,416
May	8,108	151	1,756	6,872	21,136
June	8,082	152	1,762	7,366	22,536
July	8,469	149	1,797	7,490	20,787
August	8,216	148	1,734	6,926	21,742
September	9,059	156	1,830	6,798	24,567
October	9,286	159	1,788	7,082	27,111
November	8,834	158	1,766	6,925	24,206
December	8,639	155	1,779	6,108	23,912

* Note: The oscillations in figures are mostly due to the fact that some of the branches have not sent the reports in time.

Constraints

The lack of substantial support at local (and national) level, despite the awareness of the value the programme has added, mirrors the fundamental difficulties the whole country is still struggling with. Internally, more initiative is needed in acquiring means to ensure sustainability of the programme. Government support is not the only way to sustainability, and a range of local funding opportunities needs to be better explored. Mid term partnership with British Red Cross may serve as a welcome transitional period as longer term strategic partnerships are forged, either with government or with other international and domestic partners.

Disaster Management

Goal: The country's most vulnerable refugees, internally displaced persons (IDPs) and socially vulnerable people maintain their dignity, their minimum living standards and are well nourished. The effects of local and national disasters are mitigated by a rapid, well-resourced and coordinated response mechanism.

Objective: The national society is able to continue to provide cost effective relief assistance (food and non-food) to a well-targeted beneficiary caseload, while strengthening its capacity to be prepared for, and respond to, emergency situations.

Expected Results :

Soup kitchens: The delegation assists the national society to ensure the effective management, monitoring and reporting for the soup kitchen project, which delivers hot meals to 15,000 soup kitchen beneficiaries per month with support from bilateral national societies, government and other donors

The soup kitchen programme has not been part of the Federation Appeal, as the decision to move away from the relief and into community based and development programmes has been central to the delegation's strategy since the political changes of 2000 in Serbia and Montenegro. However, the obvious existing need in the country following the end of other humanitarian assistance, the capacities of the national society to implement and manage this programme and the interest on the side of donors meant that the delegation has been involved with assisting the national society in implementation of bilaterally funded soup kitchen programmes. Furthermore, the delegation's efforts in brokering these bilateral agreements have been crucial and it has supplied technical support to the Red Cross of Serbia throughout.

Until the end of April, the Federation has been assisting the Red Cross of Serbia in running the soup kitchens programme in five regions: Vojvodina, Sabac, Pozarevac, Kraljevo and Nis, covering 20,000 beneficiaries with one hot meal per day. The funding to cover the costs of food procurement, distribution and preparation was provided bilaterally by Austrian Red Cross and Norwegian Red Cross and the Federation provided monitoring, technical support (tendering, procurement), assistance with reporting and financial reporting.

With the coming of winter 2004-2005 and the recognition of needs still being great, the Federation and the Red Cross of Serbia have sought funding for another cycle of winter food assistance. Targeting the same five regions, where the need is greatest due to poverty and the absence of other food assistance programmes, this initiative seeks to assist some 16,000 beneficiaries each month. The first month of the implementation, December, has seen 16,210 persons receiving food. Beneficiaries receive one hot meal per day, five to six days a week (an average of 23 days per month). As an accompaniment beneficiaries also receive half a loaf of bread per day. All meals are prepared either at Red Cross kitchens or in contracted facilities. Municipal level committees, consisting of Red Cross, local government and social welfare centre representatives, take care of beneficiary selection (according to the criteria set by the government) and review the beneficiary lists each month to ensure only the most vulnerable are covered.

The most important breakthrough however is that after twelve years of the soup kitchens programme, the government has decided to participate in funding. Following the excellent results of the last winter's programme, the government of Serbia has decided to assist the current programme with the provision of six food items and a fixed amount of funds to cover distribution costs. Red Cross can be satisfied not only because its efforts are being recognised for their worth. The satisfaction is complemented by the knowledge that the sustainability of this programme important to the most vulnerable has been enhanced. Norwegian Red Cross is providing funds to cover three additional food items, while German Red Cross has contributed in kind with 52 tons of beans. Austrian Red Cross approved the use of the funds left over from the last soup kitchen programme and these will be sufficient to purchase another food item. The procurement and distribution were done in December with the national society fleet delivering the food to the branches' warehouses.

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The Federation has funded the printing of 2000 posters to mark the International Day of Eradication of Poverty, which was an awareness-raising activity, linked to the work of the Red Cross branches and to the soup kitchens programme in particular. The branches have for their part organised local events, inviting the media, marking the day and presenting their own activities in the soup kitchens programme – an opportunity to advertise the work of the organisation as well as to raise awareness of the needs in the local community.

Impact

The soup kitchens programme was designed to meet the needs of vulnerable people in regions recognised as socially depressed (especially true for the southern part of Serbia). The beneficiaries are assisted with one hot meal per day which alleviates the effect of high winter food prices (compared to their income) and ensures a minimum calorific intake needed for this season. Discussions will continue with the government about the future of the programme, perhaps moving towards targeting home-delivery for those who are unable to cook for themselves, as an alternative to institutional care, and perhaps linked to home care and social welfare programming, an approach familiar in western Europe through Meals on Wheels and similar social support activities, which in Serbia, the Red Cross would be well-placed to provide as an auxiliary to government. For its part, the Red Cross of Serbia has done an analysis of the branches currently active in the soup kitchen programme to find out the number of beneficiaries already served in this way with an estimation of funds needed to improve this part of the activities and reach all the beneficiaries in need of this specific kind of support.

Constraints

The economic and social developments in the country are still very much linked to the political climate and even the slow improvements noticed in recent months might be swept away if political clashes increase. Recent economic developments have largely by-passed the most vulnerable.

Relief development and support: The delegation supports the national society in the effective implementation, monitoring and reporting of the final phase of the UNHCR/WFP food distribution contract for refugees

With the end of UNHCR-funded relief distribution programme that has been going for more than a decade, the role of the Federation in the relief programme has mostly been limited to offering advice and support to the national society, with focus currently being advocacy for the soup kitchens programme. However, the national society is still distributing humanitarian aid to the vulnerable population in Kosovo in co-operation with the Co-ordination Centre (Government body).

The national society has closed down all regional distribution centres as of 31 December 2003. The end of armed conflicts in the surrounding environment means the refugee influx has stopped, likewise, the number of internally displaced persons stabilised (207,000 refugees and another 270,000 IDPs according to the UNHCR report from mid-June). At the beginning of December, the Serbian Commissioner for refugees has announced the beginning of the new census for refugees in order to update the information on refugee numbers on the territory of Serbia. The census was finished on 13th of January 2005, and it is expected to show a decreased number of refugees once the results are presented.

Support has been provided to the customs clearance and delivery of various bilateral donations of goods in kind.

Disaster preparedness: A well-integrated disaster management system is developed with a network of disaster response teams who are trained, equipped and able to provide rapid assistance and host international relief teams and emergency response units. The role of the national society within a national and regional disaster management plan is clearly defined

In the absence of a national response plan with an agreed role for the Red Cross, the national society has, with Federation support, set about strengthening its network of volunteers and branches so as to maximise capacity in times of crisis. To this end, the Federation has and will continue to support an intense programme of training, developing local, municipal, regional and national response teams that are compatible with national

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and international disaster response mechanisms. The national society demonstrates ownership of the programme and an eagerness to shape it along the lines of regional and European standards through numerous activities not funded through the Federation. The continued talks with the government on one side and the non-stop information exchange/networking with other national societies in the region testify to the national society's intention to play an important role in national and regional disaster management.

The massive training programme for municipal disaster preparedness teams was completed in June. Started in 2003, the programme has in 2004 covered 101 municipalities with 1066 people receiving training. This totals the impressive figure of 150 municipal and 31 regional teams having received basic training, with more than 1200 team members now being prepared to act if necessary.

The training covered a broad spectrum of topics and skills, from first aid through water sanitation, containment of chemical spills and mountain rescue techniques to psychological first aid. The unpredictable nature of emergencies and likely disasters means that preparedness has to be as diverse as possible.

Additionally, 100 members of republican and federal level teams received training in October with topics ranging from Disaster Management through co-ordination between federal, republican and municipal disaster management teams, radio equipment training and water sanitation training to camp management. With this great work being done, it can be said that the foundations of the future national disaster response system have been successfully set.

There are remaining obligations to supply equipment for municipal disaster preparedness (DP) teams to the national society that the Federation has not been able to meet, due to the lack of funding. Discussions with several national societies are ongoing and bilateral support for this part of the programme may be obtained. However, to ensure transparency, the Federation has initiated an overview of the existing DP stock in the national society. The Logistics, Controlling and Reporting System (LCRS) computer system that has been devised for relief distribution record-keeping is now being used to record DP stock and equipment. All the branches have entered their present stock into the system and the data is now available. The available funds have still been sufficient to provide part of the equipment for the DP teams, if only for the basic items. Visibility and first aid being the most important issues, the procurement consisted of 400 sets of uniforms (raincoats, vests and caps) and 100 First Aid backpacks with full equipment.

The Municipal Disaster Preparedness (MDP) project was started to strengthen municipal-level co-ordination of disaster preparedness, mitigation and response in 36 particularly vulnerable municipalities by addressing the issues of co-operation, responsibilities, reporting and communication within and between different services and agencies at municipal level. It is hoped that success on this level will significantly contribute to reaching other, long-term objectives such as the establishment of a new legal framework for national disaster response in both Serbia and Montenegro, the establishment of state-level disaster response plans as well as the development of effective state-level disaster management units to ensure effective and appropriate preparedness and response.

In 2004, the MDP project has built on the baseline assessment and municipal disaster response simulation exercises done in the first phase. Between June and December, four Municipal Emergency Management Improvement (MEMI) Methodology tabletop simulations have been organised in three Serbian and one Montenegrin municipalities. The simulations bring all key players at municipal level together and put them through a series of simulated situations, letting them do their respective duties and observing the results. One of the objectives is to identify weaknesses in co-ordination and communication and develop a plan of action to address those weaknesses, but also to ensure the participants learn of each others' capacities, duties and responsibilities, as lack of knowledge has been identified as one of the key weaknesses in the baseline study.

This process has received substantial support from key ministries (Interior, Health, Defence – civil protection sector and Local governments) both in Serbia and Montenegro, in their efforts to actively address the issue of disaster management. It also served to raise the profile of the Red Cross both at national and municipal level as a key agency and important partner to government with great capacity and skills in disaster response.

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The project has started its implementation at the right time as the municipal-level elections in Serbia were completed in September. The new law on local government gives local government the responsibility for disaster management and response, but the newly elected officials often do not have the knowledge or skills to fulfil this function. Additionally, they often lack the financial capacity and management tools to assume this role. Stepping forward with a project aiming to improve local disaster response co-ordination and unify available local capacities, the Red Cross has taken the lead on a very important issue. Six simulations were done in 2004 (one in Montenegro and five in Serbia) and the analysis of the results is currently being done by the Federation, to be shared with the participants and other interested parties in the first quarter of 2005.

The representatives of both the Ministry of Interior and the Ministry of Defence - Civil Protection Unit have been present at these simulation exercises and this was followed by serious discussions with the national society DP co-ordinator. The co-ordinator was subsequently invited to participate in a working group in charge of laying out plans for the future National Disaster Management Agency in order to define the role of the Red Cross in this body and the national disaster management system as a whole.

Impact

The capacity of the national society to respond to potential disasters and emergencies has been increased significantly through forming 101 new municipal teams with 1066 members, plus another 100 members of republican and federal level teams in 2004. Furthermore, the Municipal Disaster Preparedness project has demonstrated the importance and value of establishing and/or strengthening the ties between Red Cross and other agencies (Police, Fire Department, Medical Emergency Department) whose mandate is to be involved in disaster management. Combined with the ongoing talks with the government and ties with neighbouring national societies, the national society of Serbia and Montenegro is moving towards becoming the key player in National Disaster Preparedness strategy. More importantly, the overall disaster response capacity of the country has been increased over the past year through increasing the Red Cross capacity, the establishment of firmer links between key agencies and activities towards establishing a national disaster management system.

Constraints

Serbia and Montenegro still lacks a defined agency that will be responsible to manage disasters as well as a national disaster management plan. It is still very uncertain when these essentials will be achieved and which ministry (Interior or Defence/Civil Protection) will be leading this process. At the same time, the political turbulence at federal level and the uncertainty of the future of the joint state is now making it unclear whether there will be a national disaster management plan at all. It is probable that there will be two agencies at republican levels to assume this function. The lack of funds also complicates efforts to establish this agency in the near future.

The MDP project is now leading a municipal level process of strengthening local capacities for disaster management and preparedness without a clear national framework to define where and what their future role will be. The Red Cross continues to advocate to be part of the solution to this issue.

Organisational Development Programme

Goal: Before the end of 2004, the national society has a significantly improved image and reputation among its key stakeholders (including beneficiaries, local government, the Red Cross Movement, media, and Ministries of Social Welfare and Health) for the quality and integrity of its work.

Objective: The national society has improved its management of human and financial resources, its ability to make and implement strategic decisions, and its capacity to develop delivery of community services.

The International Federation supported Organizational Development (OD) programme in Serbia and Montenegro has achieved significant change since the late 1990s. The organization is complex, operates in a challenging environment and there is much more work to be done. The transition that the whole country is undergoing is mirrored in the efforts that the national society has to invest in order to ensure full functionality and efficiency in the radically changing economical and social landscape. The work being done up to 2004

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continued (e.g. Financial Development project) to reach its ultimate goals, however, the mid-year programme evaluation done by an external team was extremely important in confirming the achievements to date and for setting objectives for the future. It has also recognised some of the underlying organizational issues that have still not been resolved. These include the structure of the national society and its governance, its statutes, and the structure, skills and management of people in the headquarters offices. These are issues that the national society recognises, and in some cases has put significant efforts into resolving (e.g. statutes). However, they remain unresolved, and continue to be a source of internal tension and a drain on time and energy. The evaluation team recommended that the ownership of development work should be more firmly in the hands of the national society, and that OD work should attempt to resolve some of these issues.

Therefore, following the OD evaluation report recommendations and the management response meeting held with the national society senior management and governance representatives, the national society has gone through an OD planning process - a series of 3 workshops resulting in a two-year national society Organisational Development plan and five identified areas of priority. These priorities are: human resources, funding and fundraising, programme focus, legal base and public image (PR). "Organisational development" work in this context means projects or pieces of work that will improve the way the national society delivers its services - either its primary services such as disaster preparedness/response, social welfare and home care, or support services such as financial administration or public relations. After analysing the events and changes that happened in the last 14 years, and assessing the current strengths and opportunities, the workshops ended with a list of recommended activities that will serve as the basis for the development of plans of action. The overall OD plan was approved at the Federal board meeting at the end of December.

Expected Results:

Finance development project expected result: The national society has improved financial systems and management of its financial resources, with new financial management procedures, trained staff and standard computerised accounting systems.

The project has achieved all of the set objectives in Serbia and the project in Montenegro has just started. The national society has started to use a new computerised accounting system at headquarters and 17 pilot sites around the country. The system was selected with the assistance of expert consultants, and is modified to ensure that it can cope with managing donor funds—not a standard function for most business software. The staff from 47 branches have been trained in basic computer literacy and software implementation, in preparation for using the new system. The roll-out to 100 planned branches began in October and will be finished in March 2005. It is planned that the finance systems in each branch are connected via Internet (please see under Communications & IT project) and the branches will start utilising the new system in 2005. This is the only activity within the plan of action that will be finished after the planned end of project. (December 2004)

The Serbia and Montenegro Red Cross Society Secretariat office and the Red Cross of Serbia committed themselves to external audits for the financial years 2003 (SMRCS) and 2002 and 2003 (RCS). The audits were performed in October and November. This was the first time that the national society has undergone a regular annual external audit, and is a significant step towards greater financial transparency and accountability. The audit recommendations will be incorporated in the future plan of action for the continuation of the finance development project in the national society. From 2005 on, it will be a legal requirement for both organisations to conduct such audits.

As a final activity in this project, the national society, together with an external consultant, has produced detailed finance business procedures (including accounting procedures and policies and detailed chart of accounts and four-level coding system) that reflect the changes in the local legislation and accompany the implementation of the new finance information system. These procedures were produced to meet the specific organizational requirements of various organizational structures in the Red Cross (ranging from large branches with more than 50 staff to organizations with one or no employees).

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After finalising assessment and drafting a proposal for setting up regional accounting centres, the Red Cross of Montenegro has started project implementation. Currently, the process of identifying the best software solution for their accounting system is in progress. It is expected to be selected and implemented in the first half of 2005.

The national society is taking full ownership for the continuation of finance development activities beyond the end of 2004. Donors are sought to support this continuation of project implementation. The British Red Cross has already expressed interest in long term partnerships for technical support in finance development

Human Resources Project expected result: The National society has more effective staff performance; the human resources project has developed commitment to good human resource management practices, including recruitment, reward and development of key staff.

There has been little progress with the human resources project. The key precondition (“Demonstrated willingness of Secretaries and boards to implement reform in Human Resource practice”) has not been achieved. As a result, only relatively small actions could take place. The project was financially supporting the Red Cross of Serbia finance director until the end of 2004 and providing training in business planning to twenty staff at headquarters.

However, human resources has again been identified as one of the future Organisational Development programme priorities for 2005-2007 and an action plan is now being drawn up, together with a clear monitoring system through a Steering Committee. The specific activities have been drafted and, more importantly, specific goals have been set, which gives reasons for careful optimism in 2005.

Volunteering project expected result: More suitably qualified and motivated volunteers are available, and the use of volunteers in services is improved; the volunteering project has developed better volunteer management practices at the level of service delivery.

Youth development project expected result: The national society delivers improved community services by and for young people.

The youth and volunteering projects have merged, partly in recognition of the fact that much of the national society’s work is carried out by young volunteers, partly as a measure to recognise young people as volunteers, and partly to ensure that the work done in developing volunteer training for young people also applies and extends to older volunteers. An extensive consultation involving 62 branches was completed, and the findings presented to the Secretary General, senior staff and the youth commissions. A conceptual model for a modular training system has been produced. This is in line with the government’s vocational education reform programme, and emphasises the standardisation of learning outcomes over teaching methods. This concept: a) encompasses training needs for all programmes carried out by the NS; b) stresses the link between volunteers’ roles in programmes and training needed; c) highlights the importance of co-ordinated training design and delivery among different programmes of the NS; and d) stresses the role of the Red Cross in non-formal education in Serbia and Montenegro.

The project team produced drafts of eight training modules for youth, to test the process and methodology of the training design developed in 2004. These modules will be finalised in 2005 and will represent the core of the future integrated modular volunteer training system. The training programme for volunteers who work with disabled children (in social welfare programme) has been modified according to the new approach defined by the modular training system concept.

The Federation has provided support for the implementation of youth summer camps, but the youth officer of the Serbian Red Cross managed to raise a significant amount of money from local donors to support the implementation of youth summer camps as well.

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Suggestions from the OD evaluation carried out in 2004 are that this project should continue in 2005 and develop into a more extensive and far-reaching modular training system. Donors are sought to support the continuation of project implementation.

Funding & fundraising project expected result: The national society has an increased level of reliable and sustainable funding; the funding project has analysed the total funding requirements of the National society, and identified work to be done to ensure the sustainability of the national society after the end of the relief distribution.

A final detailed analysis of the feasibility of delivering first aid training as a means of income generation was produced. This identified one existing potential market — the workplace in certain types of organisations — and one potential market that will exist once the proposed legislation is passed — that for learner drivers. This feasibility study was discussed with senior staff and governance members, and a project proposal was prepared aimed at strengthening branch capacities for delivering commercial first aid training service for workplaces (tailor-made in-house training) and learner drivers in driving schools. Previous experiences of other national societies from Europe (and particularly in the region - Croatian Red Cross) have been used in identifying the realistic scope of the work. The national society is in process of preparing the national first aid training manual and respective training programmes. Donors and partners are sought for the implementation of this project. .

Branch capacity building fund expected result: The national society has a transparently managed fund which supports the development of new and existing community services in the branches; the branch capacity building fund has developed the national society's decision-making capacity, distributed funds according to its strategic priorities, and ensured the accountability of decision-making.

In 2004, the branch capacity building fund was set to support branches to implement projects on HIV/AIDS prevention from the donation received from the Norwegian Red Cross. All branches of the national society were invited to an open competition jointly organized by the national society and Federation Delegation.

The project team produced and distributed a compact disc with a project-design toolkit to all branches of the national society to build the capacity of branches' staff and volunteers to write good quality project proposals. The disc contains documentation such as proposal writing templates, guidance on project proposal writing, the system for the open competition including the decision-making process, as well as project planning process (PPP), the volunteer programmes design toolkit, the Federation volunteering policy and the latest information on HIV/AIDS in Serbia and Montenegro. This project promoted the use of electronic media and communication channels which fits the parallel efforts of the IT and communication project of this OD programme.

As part of the decision making process, a project proposal evaluation method was designed and a selection committee set up which included representatives of the national society, donors and two external consultants. In total, 52 branches submitted 59 project proposals. Grants were allocated to nine branches according to the relative quality of the submitted proposals. These projects will be implemented in 2005.

The results of this open competition enable the national society to demonstrate the interest of the Red Cross in HIV/AIDS prevention to key stakeholders in Serbia and Montenegro, as well as to define the scope of activities branch volunteers are interested in regarding this issue, which will lead to the development of the national society strategy on HIV/AIDS. Moreover, the experiences gathered through this process (designed to be as transparent as possible), especially at branch level, will serve as basis for the improvement of the project design cycle in future.

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IT & Communications (IT&C) project expected result: The national society has improved communications between branches and headquarters and the Federation has assisted the national society to identify ways in which appropriate technology can improve internal headquarters communication as well as communication with branches.

The steps for improvement of communication between the national society branches and the headquarters have been as follows:

- The identification of technical or non-technical models to improve communication:
 - Internet connection at all branch offices;
 - E-mail as a standard communication tool;
 - Website as a showcase for all Red Cross activities;
 - Internal mail box system as an improvement over physical distribution of documents when possible
- The implementation of the new technologies
- Provision of appropriate training for the new technology (including Win XP, MS Word, MS Excel and Internet training)
- Capacity building in order to increase the sustainability of the project

The Federation has supported the installation of telephone and computer network for Serbia & Montenegro Red Cross Society secretariat, Red Cross of Serbia secretariat and Belgrade City branch, which share the same building. The second phase of the project, which aims to connect all 180 branches to Internet and provide them with e-mail has started, based on an IT strategy proposed by the consultants working in the finance development project. The second phase would benefit greatly from co-operation with PTT, the national telecommunications company, and the negotiations with them are to be revitalised. These should be based on a partnership to bring together effective communications and disaster preparedness (PTT has a significant role in the Civil Protection system). So far, sixty branches have been connected. Total number of branches able to access Internet and communicate through e-mail is now 100.

In this phase, the activities related to the integrated accounting software set-up from the finance development project were closely linked with the activities within IT&C project. This is especially true for Montenegro where these two projects will be implemented simultaneously.

At the beginning of December, the joint tender for purchase of Integrated Financial Software and hardware and Internet Access Equipment for the Red Cross of Montenegro was started.

The Federation provided 165 sets of manuals for PC user training to be used at training for branches of the Red Cross of Serbia and the Red Cross of Montenegro. This training will be organized by IT technicians and skilled members of the national society.

The Federation has assisted the Red Cross of Montenegro to establish contacts with "Internet Montenegro" (a local Internet Service Provider) and obtain a significant discount for Internet access as well as free of charge web presentation hosting.

At the moment, the national society headquarters and the Red Cross of Serbia headquarters are without an IT officer and clear IT regulations. The Federation had an active role in the selection process for hiring the new IT technician in the Red Cross of Serbia to address these issues. The new person started on 1 February 2005.

The project will continue in the first half of 2005 for the Red Cross of Serbia (mainly aimed at rolling out e-mail accounts to remaining branches and assisting with the redesign of the website) and until the end of year for the Red Cross of Montenegro (equipping and establishing Internet connections and e-mail, the redesign of the website). Donors are sought for the final roll-out of this project to include branches and project completion in 2005.

Impact

The national society, particularly in Serbia, has moved a long way towards openness and accountability. It seems that finally the development processes will not be merely a reaction to the external events but that there is evidence of internal forces striving towards organisational change. This is apparent in daily practice: external audits are now accepted as necessary and normal, procurement is competitive and open according to stringent local legislation, more transparent competitive project proposal selection is accepted, open staff positions are routinely advertised, and agreements are signed between different levels of Red Cross organizations in the country that stipulate individual roles and responsibilities in project implementation. All this will contribute to greater Red Cross self confidence and trust among local and international donors. The national society's relationship with government and local partners has significantly improved – a particularly bad public image that the national society had at the turn of the decade has been amended and the organisation now has noticeably better chances of partnerships with different levels of government. Internally, communications and particularly information and document sharing have improved dramatically, and this is expected to rapidly improve further as more branches get e-mail and Internet access. It is important to stress that all these positive things are happening at the time of the biggest financial crisis and uncertainty that the Red Cross in this country has faced since the beginning of the Nineties.

Constraints

Much of the sustainability and progress for change is based upon foundations of good governance and good human resources. These are the two areas where there has been little change. The national society has however now agreed on a proposal to change its statutes. The proposals for change indicate that there are still too many staff on the governing boards, governance is complex and focused on operational rather than strategic matters. Legal ownership of the society and ultimate responsibility for performance and accountability between staff and governance remain unclear. The new Red Cross law will clarify the role and significantly improve the funding situation for the headquarters and branches, and the present government — with its heavy emphasis on law as the solution to most problems — is committed to helping the national society in this area. But the unstable political situation does not make this process certain. The possible break-up of the state union in 2006, or sooner, would result in splitting the national society into two Red Cross organizations.

There has been little progress in addressing the issue of human resources, though this has now been identified as a priority for OD 2005-2007. Reducing salaries at the Red Cross of Serbia headquarters, in an effort to save funds, also reduced motivation. A strong staff association is seen to resist change, while senior managers' attention is focused on other important issues such as the new law and funding problems. Dealing with human resources issues would be stressful and difficult in the short-term, but rewarding in the long term and would need strong board support. The results of the future OD planning process performed this autumn show that this issue remains of the highest priority for the national society.

Humanitarian values

Goal: Civil society in post-conflict Yugoslavia has become more tolerant and respectful of humanitarian values; the needs of the internally displaced, refugees and the socially vulnerable are recognised and met as far as is possible.

Objective: SMRCS is publicly recognised as a neutral and impartial promoter of humanitarian values and a key provider of volunteer-based services to the vulnerable at community level.

Expected results :

- **SMRCS, with support from the Federation, has developed a communications strategy and operational plan to strengthen its image in the media and elsewhere as both an effective deliverer of relief assistance and an organisation that delivers essential volunteer-based community-level services especially in health and care**
- **Humanitarian values are effectively disseminated in training courses, web sites, the media and publications, in order to promote tolerance and diversity and foster conflict resolution.**

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The national society, together with the Federation and Danish Red Cross, has undertaken extensive research and consultation on the issue of assistance to the Roma population. Roma people face significant stigma, social exclusion and discrimination, as well as adverse conditions in terms of social welfare, housing, health care and education. These issues are being addressed through the International Decade of Roma Inclusion, of which the health and education sectors are of specific interest to the Red Cross, and extensive discussions have taken place with government and with partners in the Poverty Reduction Strategy and the Roma strategy of the government supported by donors. The rights and conditions of failed asylum seekers, returning to Serbia Montenegro from Western Europe, have been the subject of detailed research and advocacy.

The promotion of humanitarian values, human dignity and the fight against discrimination are integrated into the programmes of home care, social welfare for handicapped children, Roma open kindergartens, youth and volunteer training through the unified training system. Regular press releases, press conferences and interventions advocating for the needs of refugees and the socially vulnerable have raised the positive profile of the national society and its position as auxiliary to government at central and local level. The negative media reports of 2001-2002 have largely been replaced by positive reports of the national society, in particular regarding relief assistance to Kosovo during the recent ethnic violence. National society service delivery in home care, social welfare and disaster preparedness is widely known and respected. Humanitarian values have been included as a key element in the Volunteer Training System which is being designed. Efforts continue to foster relations between ethnic communities in the post-conflict environments of southern Serbia and Kosovo.

The OD planning process in autumn 2004 has identified the affirmation of the national society's public image as one of the five key priorities, and an action plan is being prepared to address this issue

Impact

The national society's image with government has substantially strengthened in the second half of 2004, and its position as auxiliary and partner both to government and in civil society has been enhanced. For example, the Red Cross-NGO home care advocacy network is earning government recognition, and home care is looking increasingly likely to attract government funding. The national society's press coverage is almost all positive, compared to almost all negative two years ago. International donors have increasing confidence in the national society and are willing to enter into direct programming contracts.

Discrimination against Roma and other marginalised groups is well publicized and the need for action is increasingly supported.

Constraints

There has been no specific funding for the Federation's Promotion of Humanitarian Values programme appeal

The national society's mandate and position as auxiliary depends to a large extent on passing new Red Cross laws. There have been many positive discussions with government, leading to final drafts of these laws, which should go to parliament in early 2005.

Co-ordination, Co-operation and Strategic Partnerships

Goal: In partnership with civil society and the Red Cross Movement, the national society is able to deliver appropriate, needs-led, volunteer-delivered assistance to persons in need, in a cost-effective and transparent manner.

Objective: To develop a set of clearly defined national society operational priorities that accurately reflect national society capacity and added value, which are understood, respected and supported by a diverse range of partner organisations

The period from mid-2001 to mid-2004 marked a three-year programming phase which was intended to help the national society move from relief distribution to sustainable needs-led programming in health, care and disaster preparedness delivered by volunteers through branches. The move from relief has largely been

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achieved, though soup kitchens continue to be required as a final safety net following the end of bulk food distribution; and relief distribution to isolated communities in Kosovo continues. Service delivery in health, care and disaster preparedness has been effectively developed. However, political uncertainty, changing governments and the poor performance of the economy have meant that the financial sustainability of these activities is still questionable. The lack of a revised Red Cross law and poor prospects for local funding mean that continued external assistance will be needed to ensure that essential service delivery continues, while focussing on the underlying need to broker partnerships and obtain funding from local sources to ensure sustainability. A more active Federation presence than had been anticipated will still therefore be needed in future; a Head of Delegation and an active team will be maintained during 2005, to broker and co-ordinate external funding, partnerships and technical assistance as well as taking the lead on advocacy with government, international organisations and assisting the national society with strategic planning, and the adoption of improved statutes and laws.

Co-ordination and dialogue with sister national societies remain strong priorities, though the production of a Cooperation and Agreement Strategy (CAS) document has been abandoned in favour of a Europe-wide CAS process. The Belgrade delegation has co-ordinated closely with the development of the Regional Strategy for Central Europe and discussions continue about working in future more as a regional team particularly in areas of common concern such as Roma programming.

Impact

Programme focus and co-ordination was a key priority identified during the OD planning process for 2005-2007, and an action plan is being prepared accordingly. This process marked a much more strategic approach to planning, which will lead into the review of the national society's Development Plan 2002-2005 during the coming months.

Red Cross laws at republican level in Serbia and Montenegro have been prepared together with government, and should be presented to parliament in early 2005; support to the role of the Red Cross as auxiliary to government has been enhanced significantly following intensive advocacy. The new laws will clarify the Red Cross role in key strategic initiatives such as the Poverty Reduction Strategy, and in donor government and international agency strategies. The Lottery Law in Serbia was passed, providing significant funding to RCS; advocacy for other laws and tax exemptions related to the Red Cross work continues.

The national society has agreed the final draft of its new statutes, which are ready to be approved by the governing bodies.

Valuable discussions have taken place with Swiss Development Co-operation, the European Agency for Reconstruction, the World Bank and the government, which have resulted in new funding, the submission of a range of new project proposals, improved coherence of programming and good prospects for continued positive developments

Constraints

Local funding has been slow to materialise, due to the continued poor performance of the economy. Gaining recognition from government for the national society's role has been slow, and progress on the Red Cross laws has also been slow - though recent political stability has been a positive factor.

Population Movement

Introduced in the last couple of years at the headquarters level of Serbia and Montenegro Red Cross Society, the Population Movement Programme has become recognized as an important humanitarian tool for Red Cross activities covering migrants in and to the country. This has been accepted by partners and stakeholders, namely the Ministry of Foreign Affairs, Ministry of Human and Minority Rights, NGO sector, and also by Red Cross volunteers. Red Cross presence at the Centre for Detained Asylum-Seekers, which was completely impossible five years ago, is regular practice now. Networking at international and domestic levels has brought the national society into the position to be a pro-active player in the field of international refugee law and a disseminator of the latest standards vis-à-vis migrants in Europe.

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Goal: Asylum-seekers detention period in Serbia and Montenegro has been alleviated thanks to the visits of national Red Cross and the provision of its humanitarian assistance.

Objective: A working relationship with the government is established, regarding the issue of detained asylum-seekers; the visibility of the programme is enhanced and the awareness of the vulnerable population raised; international position of the national society is improved.

SMRCS has conducted regular visits to the shelter/centre for detained asylum-seekers in Padinska Skela, near Belgrade, every three weeks since March 2004. During the visits, representatives of the national society are entitled to speak with the occupants of shelter in privacy and find out their needs. As a result, Red Cross now provides relief assistance to detained asylum-seekers in Padinska Skela, namely bed sheets, mattresses and phone cards (important for restoring the links with their families).

On February 24th, the national society signed a Memorandum of Understanding with Serbian Ministry of Interior on Red Cross visits to detained asylum-seekers. A practice of mutual briefings has been established. In this process, Red Cross has taken the opportunity to inform the authorities on recent developments in terms of international refugee law and contemporary trends in practice of the Council of Europe towards migrants in Europe. Serbia and Montenegro Red Cross became a member of the Working Group producing a draft of a National Law of Asylum in March 2004. The Group is chaired by the Ministry of Foreign Affairs of Serbia and Montenegro and its objective was to finalize the draft by the end of 2004, however, the process is still ongoing

Mass media was involved in the promotion of the Memorandum of Understanding with Ministry of Interior. Preparations for the marking of June 20th (International Refugee Day) started with the presentation on Red Cross detention visits in the web-site of Red Cross of Serbia. Additionally, the national society has worked with UNHCR on preparation of the event marking the International Refugee Day.

Since last year, SMRCS has been a member of the European Council on Refugees and Exile (ECRE). A representative of the national society attended ECRE's Biannual Meeting, held in the Netherlands in March. In addition, the national society was present as an observer during the meeting of the Platform of European Red Cross Societies on Refugees (PERCO) in Croatia in April.

The Federation and SMRCS raised the question of the return of rejected asylum-seekers from the EU countries to Serbia and Montenegro in accordance with readmission agreements signed in the last two years. It seems that, due to their vulnerability, they might become potential Red Cross beneficiaries. Therefore, a coordination meeting was organized at SMRCS in April, attended by UNHCR, International Organisation of Migration (IOM), United Nations High Commissioner for Human Rights (UNHCHR), United Nations Children's Fund (UNICEF), International Committee of the Red Cross (ICRC) and several European Embassies and national authorities (Ministry of Foreign Affairs, Ministry of Interior). Participants shared information and experiences on their latest engagements with rejected asylum-seekers, and the matter was also raised at recent PERCO meetings. Further research will be carried out regarding the return of failed asylum seekers which may lead to a project of advocacy and assistance. Partner national societies in Western Europe are urged to share information on this subject with the Federation and SMRCS.

The main coordination in terms of the programme is accomplished through contacts and briefings with national stakeholders (Ministry of Foreign Affairs, Ministry of Human and Minority Rights), through advocating for detainees and promoting Red Cross activities. Also, within the ECRE structure, Group 484 (NGO from Belgrade) has been assigned to be a focal point in the country for coordination of other ECRE members in Serbia and Montenegro. This channel has been used widely by the national society to obtain more information on international refugee law and legal practice in Europe.

Impact

The principal beneficiaries of the population movement programme are detained asylum-seekers. Due to the commitments about confidentiality of its activities at the detention place agreed with the Ministry of Interior, the Red Cross is not allowed to speak publicly on reflections resulting from its visits and activities with

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asylum-seekers. Nevertheless, it can be said, for instance, that enabling the access of the asylum-seekers to phone communication (through the provision of phone cards) decreased a lot of personal frustration among them. In addition, advocating for their rights and promoting humanitarian standards for detained asylum-seekers within the Working Group on the draft of Law of Asylum, the national society has invested into future improvements of treatment and status of those beneficiaries.

Skills Training for Refugees

Local community development (LCD) was a part of the population movement programme of the Serbia and Montenegro Red Cross Society, but implemented exclusively within Red Cross of Serbia. In the beginning, both levels were involved in all population movement activities, but very soon, SMRCS started to focus on assisting detained asylum seekers and international networking, while the Red Cross of Serbia started with operational implementation of programmes for refugees and IDPs. In this way, both SMRCS and RCS have kept pro-active roles in assistance to all kinds of migrants.

Local Community Development programme was focusing on refugees who had chosen local integration, attempting to increase their capacities for self-reliance, in a community-oriented approach. Specifically, the programme provided vocational training to the beneficiaries, in order to improve their chances of finding a job. Over the course of one year, 534 beneficiaries in five municipalities have received training in different areas of knowledge. The exceptionally high unemployment and the complementary grey-area economy mean that a lot of these beneficiaries have been able to find work after receiving training, yet almost none have found official employment.

The decision to streamline the LCD programme came as a logical step in trying to increase the impact of Federation-supported activities while at the same time encouraging Red Cross branches to take over ownership of the projects being implemented. The skills training programme for refugees is a better-focused, more ambitious version of the same activity.

The objective of the skills training programme is to provide, through a process involving local planning and implementation, direct services to refugees. This population is helped to reach economic self-sufficiency and reduced welfare dependency through vocational training to help them find a job. Recognising the strengths but also the limits of the Red Cross in this regard, the programme team made sure that important actors such as local authorities and the National Employment Service are part of the programme. Vocational training schemes depend on the background of refugees and on their skills and wishes.

By December 2004, the five implementing branches finished the beneficiary selection for the first cycle of the skills training programme. The selection of training courses in each municipality was made together with Government Employment Centres to ensure availability of work for the selected trades.

The training providers are, for the most part, Adult Education Centres, chosen on the basis of three offers where applicable and the first cycle of training starts in January 2005. Vocational training will result in a certificate/degree, depending on the objectives of each individual training program. The process will result in 150 beneficiaries trained during the three training cycles over the one year period. After the training is concluded, these people will own the officially recognised certificates in vocational training and assisted by Red Cross branches to get a job. The beneficiaries will be further assisted through Employment centres and should be able to get the jobs. By the end of the first round of training courses, 64 beneficiaries will get vocational training in the form of driving courses for C/D category (bus and truck driver), computer trainings, construction-worker training and in other areas according to their skills and the local needs of local employers.

KOSOVO

Programme assessment

At the end of 2003, the Federation Office in Kosovo handed over the Social Welfare, First Aid, Disaster Management and Youth programmes to the Red Cross of Kosova (RCK), and First Aid, Disaster Management and Youth programmes to the Red Cross of Kosovo and Metohija (RCKM). Additionally, the Federation reduced its local staff at the end of 2003. Out of 17 national staff members, one programme officer along with finance/administration and logistics staff members remained from 1 January 2004. In addition, the number of Federation delegates was reduced from four in 2003 (Head of Office, Social Welfare, Youth and Disaster Management Delegate) to only one, the Head of Office, from January 2004.

The ethnic tensions which escalated into violence in March 2004 resulted in over twenty dead, hundreds of wounded, and several thousand people displaced. Both the RCK and the RCKM have responded immediately to the crisis with their First Aid personnel and volunteers and distribution of relief items. Funds from the Federation's Disaster Relief Emergency Fund (DREF) were allocated to support the delivery of immediate assistance. The support to the both Red Cross organizations was coordinated by the Federation and the International Committee of the Red Cross (ICRC).

The violence affected the Federation work with the both Red Cross organizations in Kosovo. It also highlighted the fact that the creation of One Red Cross organization in Kosovo can be achieved only when the final status of Kosovo is determined. Although this will no longer be a priority, it will remain a goal for the Federation and the ICRC in Kosovo.

Following these challenges, the Federation Office in Kosovo, after consultations with the Federation's Regional Delegation, decided to revise its Appeal to include service delivery activities for the most vulnerable through the organizational development programme. In addition, two more national staff (one organization development/youth manager based in Prishtina and one half-time programme assistant based in North Mitrovica) has been hired to support the implementation of the activities planned in the revised Appeal. The decision to revise the appeal was positively welcomed by the RCK and the RCKM and further increased the trust between the Red Cross organizations and the Federation.

Throughout 2004, the Federation Office supported capacity building of the RCK in organizational development. The support to the RCKM was limited, as they are directly supported by the Red Cross of Serbia (RCS) and the Serbia and Montenegro Red Cross (SMRC). Support was also provided to both Red Cross organizations in carrying out their traditional activities.

In September, for the first time, the Federation carried out and completed the assessment of the capacities of the both Red Cross organizations. Capacity assessment report was prepared containing findings and recommendations for each topic for all levels of the organisations. The report was shared with Budapest Regional Delegation, Europe Department at the Secretariat, the ICRC and several donor national societies.

The Federation assisted the RCK in amendment of the current Statutes. Several meetings were held with the RCK working group in order to ensure that the new Statutes are following the Federation guidelines. It is expected that the new Statutes will be approved in the new General Assembly to be convened early in 2005.

Additionally, the Federation implemented two activities through Red Cross organizations that were not planned in the Appeal. The activities include:

- **Psycho-Social Support programme** (DREF funded), for the persons affected by the ethnic violence, and
- **Winterization programme** for the lonely elderly persons in the remote areas

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The RCK held second branch elections since the conflict ended in 1999. The election of youth in the branch presidencies was encouraged, aiming that each presidency has at least one to two youth members. Different ethnic groups will compose the branch presidencies with Serbian members elected for the first time.

During 2004, several donor national societies have visited the Federation Office in Kosovo and the two Red Cross organisations. During their visit, they were briefed on current activities, future plans and possible cooperation. The visits include: Norwegian Red Cross, Swedish Red Cross, German Red Cross, Danish Red Cross and British Red Cross. Additionally, the Senior Officer from the Norwegian Ministry of Foreign Affairs was briefed by the Federation Office.

Organisational Development

Goal: To continue to support the capacities of Red Cross organisations in order to establish a well-functioning Red Cross, valuing volunteer commitment to the delivery of quality services to the most vulnerable.

Objectives

Objective 1: To support the governance and the management of the Red Cross organisations in their pursuit of stronger leadership throughout the structure.

Objective 2: To strengthen the capacities of headquarters and local branches in designing and implementing priority programmes/projects by mobilizing volunteers in line with the new updated strategy.

Expected result: Needs and capacity assessment completed based on which the development plan is developed.

This expected result has been accomplished very successfully. Initially, the Federation designed a questionnaire and introduced the main purpose of the assessment to the both Red Cross organisations. This was accepted and the Federation Office started its preparations to conduct the assessment in both Red Cross organisations in Kosovo. One staff from the RCK headquarters was appointed to coordinate this activity with the branches. The assessment in RCKM branches was conducted by the Federation Head of Office and Programme Assistant.

The assessment of the capacities was carried out in 26 branches of the RCK and 6 branches of the RCKM. The both headquarters were included in the assessment. The main goal of the assessment was to collect information on present capacities of both Red Cross organisations and create a comprehensive database of all branches of the RCK and the RCKM. The report contains findings and recommendations about all governance and management levels of the Red Cross organizations.

The report was translated into Albanian and distributed to the members of the RCK Presidency and all branches for comments. RCKM assessment report does not intend to make any recommendations for change, as they are considered as part of the Red Cross of Serbia.

Impact

This was the first time this kind of broad assessment was carried out. The capacity assessment has given a clear overview of different topics related to capacities of the RCK and the RCKM branches. The assessment report will be used as an internal management tool for the RCK and RCKM, but also as a data base for the International Federation and the ICRC in Kosovo.

Constraints

No other major difficulties occurred during the implementation of this activity.

Expected result: Amendment of the current RCK statutes will have been completed which should include internal and external auditing, diversity in governing structure including youth, financial management and establishment of regional branches.

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Actual result

The Federation Office supported the RCK in the amendment process of their current Statutes. Supportive documents such as the Federation Guidelines for National Society Statutes and other related materials were shared with the working group. Several meetings were held with the RCK Statutes working group in order to discuss:

- ✓ The diversity in governing structure, new structure of the organisation, which includes the establishment of the regional level (division of roles and responsibilities in different levels of organisation including job description of all staff members),
- ✓ The role of youth within the new Red Cross structure

The new draft Statutes of the RCK has been reviewed by the Federation Office in Kosovo and all comments have been incorporated. The draft Statutes will be send to Budapest Regional Delegation for review.

Impact

Decision of RCK to make changes within their current organisational structure is a positive step towards a better functioning Red Cross organisation and ability to respond more efficiently to local vulnerabilities. Another encouragement step is the willingness to include youth in the governance as respected members.

Expected result: A 3 -year Strategic plan will be updated to include primary programmes (i.e. Health and Care, Youth and Disaster Management), and related implementation and funding plan.

Constraints

Other activities, such as work on Statutes, youth activities and RCK elections, has postponed the accomplishment of this expected result.

Expected result: The capacities of both Red Cross organisations ensuring development and capacity building of the both entities is increased

In July, a one day workshop was organised by the Federation on project planning process, reporting and appeal process. The workshop was facilitated by the Federation's Head of Regional Reporting Unit in Ankara. The workshop was attended by all Federation staff and all RCK Programme Coordinators including the Secretary General.

Following the workshop, the Federation and the RCK worked together in preparing the Appeal for 2005. For the first time, the Secretary General and all Programme Coordinators from RCK headquarters were actively involved in the appeal process. This was a good way for the RCK to not only to be more familiar with the appeal process, but also to develop their skills in appeal writing.

In November, a three day workshop was organized with RCK headquarters staff members to define the roles and responsibilities of different levels of organisation for the new structure as defined in the new draft statutes. This was reviewed by the RCK Presidency members and accepted with minor changes.

The on-job training continues on regular basis with the Programme Coordinators at headquarters level, including the Secretary General.

Impact

The participatory work with the RCK counterparts contributed to a satisfactory progress and thus, strengthened the skill base of the RCK. It gives to the local Red Cross the feeling of ownership of every produced document.

Expected result: Capacity to recruit, retain and maximise the participation of volunteers (including youth) in Red Cross governance and programme activities is increased and improved.

The Federation has provided support to both Red Cross organisations for new youth volunteers. RCK organised three summer camps where 73 new youth volunteers and 11 youth trainers participated. Additionally, the RCK organized youth leadership training for 17 new leaders.

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One summer camp was organized by RCKM in Zubin Potok. Thirty five youth volunteers and six trainers participated in a ten day camp.



With the support of the Federation, the Regional delegation and other partners, the RCK youth organised a HIV/AIDS candle march

For the first time, the RCK youth, supported by the Federation Office and Budapest Regional Delegation, organized Kosovo wide HIV/AIDS Candle March. The activity was done in cooperation and support with other partners such as Kosovo AIDS Committee, United Nations Development Programme (UNDP) and Institute for Public Health. More than 350 youth volunteers marched through the main street of Mitrovica South. The youth was identified carrying red candles, white shirts and red ribbon scarf.



More than 350 youth volunteers marched through the main street and was identified carrying red candles, white shirts and red ribbon scarf

Expected result: The Social Welfare, First Aid, Youth and Disaster Management Programmes are revived and carried out successfully in both Red Cross entities.

The Federation re-started its financial support to the earlier handed-over programmes to the RCK. The support is given for the activities of the social welfare, volunteer first aid and disaster response programmes. The purchase of materials for the social welfare programme, first aid material for volunteer first aid courses was completed and was distributed to the branches in time.

The sewing classes remain very popular in the branches. The branches have identified women to participate in the sewing courses led by a volunteer instructor.

The sewing materials were also provided to a Roma NGO after the request submitted to the RCK and the Federation office. Twenty young Roma women will attend the sewing classes.

Several meetings have been held with the RCK headquarters in order to support their efforts in defining the RCK role in Disaster Management (DM) within the Government Disaster Management Team (DMT).

Expected result: Selected programme activities and support to the most vulnerable members of society is jointly implemented when possible, with the aim of taking forward the work to create one Red Cross organisation in the territory.

No major progress has been achieved, due to the March events. The joint project of mobile clinic has been also postponed, due to the above mentioned events.

Both, the Federation and the ICRC, will support any activities implemented by the Joint Working Group.

Activities outside the appeal

Psycho-Social Support Programme

This operation was supported by the Federation's Disaster Relief Emergency Fund (DREF)

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Objective: To assist displaced persons, individuals and families affected from ethnic violence by developing coping mechanism through psychological support services

Ethnic tension in Kosovo suddenly escalated into violence on 17 March, 2004, resulting in protests which turned into violent demonstrations, affecting several cities and villages in Kosovo. More than twenty people were dead, hundreds wounded, and several thousand people were displaced. Both Red Cross organizations have responded in the spot with their First Aid teams.

The International Federation responded very quickly to the event, taking the lead role in providing psychological support to the people affected directly from the violence. One of the previous RCK Psycho-Social Counsellor was hired as Psycho-Social Support Programme (PSP) Team Leader to coordinate the activities of the volunteers and provide counselling to those in need for psycho-social treatment. The PSP support was focused primarily in the areas with human casualties and displaced persons located temporarily in United Nations and Kosovo Force (KFOR) camps. All activities were coordinated between the RCK headquarters and the Federation staff in charge.

The following actions were taken for the implementation of the programme:

- ✓ Identify individuals and families affected by the violence through Red Cross volunteers
- ✓ Provide psychological assessment and short-trauma counselling to these people and displaced persons
- ✓ Develop social and educational activities for children in the transit centres
- ✓ Coordinate all actions with the International organizations responsible for the people staying in the transit centres (KFOR, UN, UNHCR)
- ✓ Work with the mental health institutions to ensure good coordination with other services being provided.

Although it was planned, the RCKM did not show interest to implement psycho-social support, due to their heavy involvement in relief activities.

The Federation also purchased and distributed 6000 baby food cans and 500 packs of diapers.

Impact

The previous experience of the Federation and the RCK in psycho-social programme has lead to the activity being implemented in a very professional way, through strengthening self-confidence among volunteers in providing counselling and improving psycho-social services from the lessons learned in future operations.

All services were provided in an effective manner, helping affected people to overcome the pain through counselling offered by the psycho-social programme and other coping mechanisms.

In addition, the programme has increased the RCK's image and capability to respond to similar crisis.

Constraints

Both the Federation and ICRC in Kosovo have continuously faced difficulties in getting detailed information about the supplies donated to the RCKM by the Serbian Red Cross or other donors. The distribution of the donated material is not reported either. In addition, the constant use of armed escorts of the KFOR troops for the RCKM trucks is considered as a security hazard for both the Federation and ICRC.

Winterisation programme

The funds for this operation were provided from the British Red Cross and the Swedish Red Cross. The total budget for this activity was CHF 70,000.

There are no provisions of any kind of services for lonely elderly people after 1999. The local authorities are not able to provide even minimum services for lonely elderly, due to the limited resources and capacities. Only one elderly home institution exists in Kosovo, which can not provide proper care for all elderly in need.

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Objective: To support the Red Cross organisations in providing home care services for lonely elderly without family support to survive the coming winter in Kosovo.

The RCKM has identified 75 elderly people at risk in areas covered by their branches. After the final individual assessment, 21 beneficiaries were assisted through the winterisation assistance following strict selection criteria to focus on the most vulnerable. The Red Cross remains the only organisation providing this kind of service to these beneficiaries.

In the RCK area of responsibility, 651 lonely elderly persons were identified for assistance. As many of the cases were referred by the Centre for Social Work, and did not meet the criteria as set in the Plan of Action, the RCK carried out a re-assessment and identified 31 cases to be assisted. The work on winter assistance to these beneficiaries was mainly completed by the end of 2004.

The Federation supported the above initiative of the RCKM - as well as the work of the RCK - as both organizations began their winterization/home care service programme for lonely elderly people without family support to survive this winter.

The Red Cross provided the elderly with:

- ✓ Small winterisation repairs of the houses (plastic cover for windows, etc.)
- ✓ Provision of firewood and stoves if needed
- ✓ Distribution of food and non-food items available through other programmes
- ✓ Assistance in domestic tasks

Impact

The assisted lonely elderly people were able to better cope with harsh winter in the remote areas of Kosovo. The project implementation raised the image of both Red Cross organisations among the population. The project was the only same project implemented by both Red Cross organizations in Kosovo.

Constraints

Due to the very strict criteria, many vulnerable cases remained without any assistance through this activity.

The financial report is attached below. Please click here to go to the title page and contact information

International Federation of Red Cross and Red Crescent Societies

01.74/2004 SERBIA, MONTENEGRO, KOSOV

Selected Parameters	
Year/Period	2004/1-2004/12
Appeal	M04AA074
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Response to Appeal

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
Budget (A)	862'409	566'581		1'702'791	239'743	3'371'524
Opening Balance (B)	148'705	230'073		660'270	0	1'039'048
Income						
Cash contributions						
Austrian Red Cross		2'353				2'353
Belgian Red Cross				63'900		63'900
British Red Cross	365'000	5'746		238'229	239'508	848'483
Danish Red Cross				62'041		62'041
Finnish Red Cross	53'760			82'962		136'722
Irish Red Cross Society		11'334		11'334		22'668
Netherlands Red Cross				5'395		5'395
Norwegian Red Cross	258'037	271'882		266'308		796'227
Swedish Red Cross				136'450		136'450
Swiss Government	250'000					250'000
Cash contributions (C1)	926'797	291'315		866'619	239'508	2'324'239
Reallocations (within appeal or from/to another appeal)						
Austrian Red Cross		0				0
British Red Cross		0		13'102		13'102
Danish Red Cross				4'480		4'480
Finnish Government		0				0
Finnish Red Cross				984		984
Netherlands Red Cross				21'694		21'694
Norwegian Government				0		0
Norwegian Red Cross	18'734	30'000		-22'745		25'989
Reallocations (C2)	18'734	30'000		17'515		66'249
Inkind Personnel						
British Red Cross				50'220		50'220
Finnish Red Cross				91'233		91'233
Netherlands Red Cross				12'400		12'400
Inkind Personnel (C4)				153'853		153'853
Other Income						
Miscellaneous Income		15'062				15'062
Service Agreements					35'376	35'376
Other Income (C5)		15'062			35'376	50'438
Total Income (C) = SUM(C1..C5)	945'531	336'377		1'037'987	274'884	2'594'779
Total Funding (B + C)	1'094'235	566'450		1'698'257	274'884	3'633'827

II. Balance of Funds

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
Opening Balance (B)	148'705	230'073		660'270	0	1'039'048
Income (C)	945'531	336'377		1'037'987	274'884	2'594'779
Expenditure (D)	-882'552	-399'397		-1'239'360	-181'465	-2'702'773
Closing Balance (B + C + D)	211'684	167'054		458'897	93'419	931'054

International Federation of Red Cross and Red Crescent Societies

01.74/2004 SERBIA, MONTENEGRO, KOSOV

Selected Parameters	
Year/Period	2004/1-2004/12
Appeal	M04AA074
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation		
A		B					A - B	
BUDGET (C)		862'409	566'581		1'702'791	239'743	3'371'524	
Supplies								
Shelter	2'950							2'950
Construction		524				524		-524
Clothing & textiles			14'390		2'021	16'412		-16'412
Food	90'000	47'060	199			47'259		42'741
Medical & First Aid	13'500	1'993	8'993			10'986		2'514
Teaching Materials	24'150	70'199				70'199		-46'049
Utensils & Tools	37'381	8'640				8'640		28'741
Other Supplies & Services	66'500	115'683			2'236	117'919		-51'419
Total Supplies	234'481	244'100	23'583		4'257	271'939		-37'458
Capital Expenditure								
Land & Buildings	17'360							17'360
Computers & Telecom	263'225	14'039			152'963	167'002		96'223
Total Capital Expenditure	280'585	14'039			152'963	167'002		113'583
Transport & Storage								
Storage	3'840				1'855	1'855		1'985
Distribution & Monitoring			6'500		50	6'550		-6'550
Transport & Vehicle Costs	196'421	73'650	23'311		40'366	137'328		59'093
Total Transport & Storage	200'261	73'650	29'811		42'271	145'732		54'529
Personnel Expenditures								
Delegates Payroll	544'930	6'946	6'385		7'158	144'476	164'965	379'965
Delegate Benefits		8'249	16'512		217'321	41'009	283'090	-283'090
Regionally Deployed Staff	661'070							661'070
National & National Society Staff		298'374	73'765		288'102	-19'815	640'426	-640'426
Consultants	292'770	9'967	8'763		115'582		134'312	158'458
Total Personnel Expenditures	1'498'770	323'535	105'424		628'163	165'670	1'222'793	275'977
Workshops & Training								
Workshops & Training	399'425	29'781	173'731		105'245	1'505	310'261	89'164
Total Workshops & Training	399'425	29'781	173'731		105'245	1'505	310'261	89'164
General Expenditure								
Travel	106'319	7'211	7'377		34'755	2'214	51'556	54'763
Information & Public Relation	137'936	20'510	1'288		11'736	122	33'656	104'280
Office Costs	204'748	5'843			41'503	81'216	128'563	76'185
Communications	51'068	1'171	1'115		22'324	28'274	52'884	-1'816
Professional Fees	18'350	48'435	12'136		49'066	9'852	119'489	-101'139
Financial Charges	20'432	15'469	-2'816		6'119	469	19'242	1'190
Other General Expenses		41'442	21'787		61'050	-119'653	4'626	-4'626
Total General Expenditure	538'853	140'081	40'887		226'553	2'495	410'015	128'838
Program Support								
Program Support	219'149	57'366	25'961		79'908	11'795	175'030	44'119
Total Program Support	219'149	57'366	25'961		79'908	11'795	175'030	44'119
TOTAL EXPENDITURE (D)	3'371'524	882'552	399'397		1'239'360	181'465	2'702'773	668'751
VARIANCE (C - D)		-20'143	167'184		463'431	58'278	668'751	