

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 AND MONTENEGRO/KOSOVO

3 May 2006

In Brief

Appeal No. 05AA065; Annual Report; Period covered: January - December 2005

Appeal target: CHF 3,080,400 (USD 2,520,965 or EUR 1,976,900); Appeal coverage: 102 % (*Please click here to go directly to the attached Financial Report*).

Related Emergency or Annual Appeals:

Serbia and Montenegro/Kosovo Annual Appeal 2005. For details please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual05/05AA065.pdf

Serbia and Montenegro/Kosovo Annual Appeal 2005 – Programme Update no.1. For details please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual05/05AA06501.pdf

Serbia and Montenegro/Kosovo Annual Appeal 2005 – Programme Update no.2 (Focus on Kosovo). For details please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual05/05AA06502.pdf

Serbia and Montenegro/Kosovo Annual Appeal 2005 – Programme Update no.3. For details please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual05/05AA06503.pdf

Annual Appeals 2005 for Europe and Central Asia region. For details please see the website at <http://www.ifrc.org/where/europe.asp>

Serbia and Montenegro/Kosovo Annual Appeal 2006-2007. For details please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual06/MAACS001.pdf

For the Kosovo Annual Report, which is part of this appeal, please [click here](#)

Programme Summary:

The Serbia and Montenegro Red Cross Society (SMRCS) is in transition, following the transition the state union is going through. Even though it is as yet unclear whether Montenegro and Serbia will part ways in 2006, there is an obvious separation of policies, finances, markets etc. The National Society is restructuring: the new statutes of SMRCS have been adopted transferring as many operational responsibilities to the republic organisations as possible while retaining policy issues at headquarters level. Recognition of the changing environment resulted in a new Organisational Development plan for the following three years. This document identifies priority areas and general directions of the work, while the detailed plans of action are still being produced. Remaining activities of the previous Organisational Development programme are being finalised ensuring better communications and financial processing/ reporting between the levels of the organisation.

Simultaneously, the ongoing shift in operational priorities means the activities of the Red Cross are increasingly planned for the long term, built around recognised community needs and based on input and contributions from the community. Relief assistance is, sadly still needed with the largest refugee population in Europe (140,000 refugees and 210,000 Internally Displaced People), severe poverty (10per cent of the population below the poverty line of 4 USD per day) and ubiquitous unemployment (30-35 percent). The most vulnerable population is assisted through various programmes which are based on volunteer work and have long term goals. The Home Care Programme, Soup Kitchens Programme, Social Welfare Programme and Vocational Training for Refugees Programme cover some 26,000 beneficiaries assisting them in their daily activities, advocating for their rights, helping them with education or employment and providing food assistance where necessary. All of these activities are well designed to fit Poverty Reduction Strategies now beginning implementation in both republics, with the Red Cross being part of relevant consultative bodies. Work in Disaster Preparedness has moved beyond equipping and training Red Cross teams to networking with other agencies at local level, helping to improve local disaster response coordination and lobbying for the creation of a national disaster preparedness body.

Legislation-wise, long and exhausting work was invested in both republics into ensuring that draft laws on the Red Cross are prepared. These laws recognise the Red Cross as an auxiliary to the government, define its public powers and ensure some steady government funding in future. The law in Serbia was adopted in October and the Montenegro one is still pending parliament discussion. However, the future implementation of these laws promises to provide just as much struggle, as evidenced by the slow implementation of the law in Serbia so far. As the organisation struggles to survive in the current environment of retreating donors, this will hopefully introduce some stable foundation on which the National Society can build. Red Cross activities are also hampered by the introduction of 18 per cent VAT in January which also applies to humanitarian work and donations. During the year the government has loosened the legislation to a certain extent, allowing for a VAT-free import of humanitarian goods, yet retaining the tax on any transaction made in country.

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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 183 countries.

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 (Sphere Project) in delivering assistance to the most vulnerable. For ore information please access the Federation website at: www.ifrc.org

Overall analysis of the programme

Over the past three and a half years the Federation has been supporting a shift in National Society activities, moving from relief-focused towards community-based service delivery programmes. The presumption was that the changed political environment, the end of conflict and the new economic and social climate would mean improved political and economic stability at the end of the three year programming period, 2001-2004. This also coincided with the end of bulk food distribution, supported by UNHCR, covering 60,000 people in its latest phase at the end of 2003.

The end of large scale relief activities and the related steady funding has posed many challenges for the National Society. With Federation support, the National Society has simultaneously worked on restructuring itself and adapting to the new environment as well as on providing support to the still large vulnerable population of domicile people, refugees and internally displaced people. Current official statistics list 140,000 refugees (the largest refugee population in Europe) and 210,000 IDPs (figures provided by the Commissariat for refugees) with 10per cent of the population living beneath the poverty line and the unemployment rate oscillating between 30

and 35 per cent. The National Society continues to be forced to find ways to meet the needs of this population while at the same time seeking durable solutions for its own legal position, funding and structure.

Community based health and care programmes such as Home Care, Social Welfare and Participatory Community Development have all relied on local resources (municipal branches and their volunteers) to recognise specific needs of local population and meet them in an optimal way. An average of 9,000 beneficiaries were assisted in their daily activities in Home Care, an average of 3,000 beneficiaries in Social Welfare programme, and approximately 16,000 beneficiaries in Soup Kitchens programme.

The Disaster Preparedness programme, on the other hand aims to strengthen the communities to be prepared and able to respond to emergencies and disasters, using their own resources. While in the past, the Federation focused on training and equipping Red Cross disaster response teams, the new challenge is integration into existing structures. The focus of the Municipal Disaster Preparedness programme in a three-year span is helping to coordinate work of agencies acting in emergencies, with Red Cross being part of a consolidated effort. Tabletop disaster simulations with participants of all relevant actors at municipal level help share information, identify overlaps, gaps and opportunities for improvement of local disaster response systems. Moreover, the National Society used the close cooperation between different disaster response agencies during simulations to demonstrate the capacity of the Red Cross to contribute to the future integrated national disaster response system. The appropriate legislation is being prepared and the work on shaping the future disaster response agency in Serbia is done involving the Red Cross representatives.

Advocacy and representation are two areas of action that have increasingly gained importance in the National Society's work, be it through local level activities (advocating on behalf of Roma and disabled through Social Welfare programme) or through inter-agency networking (such as Elderly Advocacy Network 'Humanas', part of the Home Care programme activities).

At the same time, the National Society keeps searching for ways to restructure itself internally and reposition itself externally in order to be more efficient and properly recognised as a partner by other actors. Ongoing Organisational Development activities aim to increase the efficiency, reliability and accountability of the National Society, positioning it properly in the wider context of the country, region and world. An understanding of the necessity to change the structure to accommodate to the new funding environment is emerging, but very slowly. The most radical turn of events has been the restructuring of the federal level of the National Society, following the adoption of the new statutes. Recognising the practical implications of the direction to which the state union has been heading for the past three years, the National Society distributed programme-related activities to republic organisations, retaining the international communication and movement-related activities.

Objectives, Achievements, and Constraints

Health and care

Goal: The quality of life of particular vulnerable populations is increased. The general public awareness of at-risk behaviours is raised and as a result, the behaviour is changed.

Objective: The National Society is recognised as a credible, influential actor within the sphere of health and care, delivering sustainable services for vulnerable people, representing and advocating for them and promoting healthy lifestyles.

Home Care

Expected results: Empowered local communities working through Red Cross branches identify and provide services to up to 10,000 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. The sustainability of the programme is increased; branches have more sustainable resources to deliver the service and there is a national framework for support.

Implementation

Running from January 2002, Home care has grown into one of the biggest programmes of the National Society. Currently covering 96 municipalities across the country, the programme continually provides much needed assistance in and around the house for more than 9,000 beneficiaries. The following table contains some essential data:

Month	Beneficiaries	Professionals	Volunteers	Prof. visits	Volunteer visits
January	9,099	149	1,760	6,880	23,441
February	9,032	161	1,659	7,199	22,851
March	9,156	156	1,723	7,131	23,507
April	9,212	151	1,610	7,194	22,872
May	9,148	158	1,660	7,123	22,979
June	9,016	157	1,588	7,593	22,579
July	9,030	157	1,608	6,586	20,030
August	8,965	161	1,587	6,626	22,312
September	8,940	161	1,592	6,721	23,020
October	8,560	141	1,520	6,380	21,402
November	9,206	149	1,583	7,135	21,797
December	9,079	156	1,581	7,530	21,824

The programme continued its usual activities in 2006. Across 96 municipalities approximately 9,000 beneficiaries were routinely visited and assisted by 1,600 volunteers and supported by 160 professional associates. This is now the single largest services-based programme in the National Society – covering more than half of the territory of the state union and the highest number of beneficiaries. The ongoing training of Home Care volunteers continued with 38 branches attending retraining seminars in January and February. These branches have been active in the programme for the last three years so the training covered advanced topics such as help to helpers, techniques for communication with persons suffering chronic illnesses, supporting independence, basics of evaluation and day care centres.

Developments

Currently the main focus of the programme management is to ensure the long term sustainability of the activities and further development of the programme. Two external evaluations of the programme were done, in March and April, supported by and on behalf of British and Spanish Red Cross respectively. Both evaluations confirmed the general direction of the programme and offered a host of recommendations for further development over the next three years. Some of the important recommendations are:

- establishing a more refined assessment mechanism, using the participatory methodology
- refining the categories by which the support to implementing branches is divided to ensure equity
- developing a workable and realistic volunteer strategy, including specific task-based job descriptions for volunteers, schemes to show how volunteers can feed back on either the programme or their volunteering experience
- establishing mechanisms for branches to share experiences and expertise
- establishing a qualitative monitoring system and a pool of experts in the programme

Following the recommendations of the evaluations a plan was devised for the improvement of the programme performance as well as a more equitable approach to branch support. A series of training sessions (covering all the programme branches) was provided in order to support the branches in performing a new, thorough assessment of needs. Based on the participatory methodology, this assessment, done in November and December was used to reach deeper understanding of the needs in the field, as perceived and expressed by the population the programme was created to assist. Moreover, the emphasis was put on the comprehensive approach as to map not only the local needs but capacities and opportunities as well. Involving the representatives of the communities (social welfare centres, health institutions, local government) in certain cases resulted in joint plans of action. Upon finishing the assessment, the branches were invited to apply for additional donor support with projects resulting from the assessment process. The intention is to support new, innovative projects in well developed branches, which will improve and expand on the existing programme and create sustainable activities that will be adopted

by their respective communities. On the other hand, less developed branches are given additional support as a means of helping them bridge the gap and catch up with the rest.

Sustainability

Looking to identify ways for branches to sustain the programme with reduced or no external funding, a market study was done in April. This study looked for the opportunities for branches implementing the Home Care programme to provide such services commercially, to paying customers, as a way of supporting the main activities in it. The results of the study show which type of environment grants most success as well as give a set of guidelines for branches to start their commercially-based projects. It was recognised that commercially-based Home Care projects are only likely to be successful in an urban environment. The decision was made to start pilot-projects in two branches (Kragujevac and Novi Beograd), giving these branches limited initial support and having them set examples and procedures that can later be replicated in other similar branches. The branch of Novi Beograd, however, decided it is too risky to go into this with limited support so the pilot project has been started by Kragujevac branch only. The project team in the branch has completed training for the implementing staff and purchased necessary equipment. Currently their work is focused on media campaign to sensitise the public to the idea of 'commercial' Red Cross activities as well as to advertise its services. The activities and decisions made are to be recorded and later used as blueprint for other branches.

Advocacy

Elderly Advocacy Network, 'Humanas', a network of non-governmental organisations (including the Red Cross of Serbia) dealing with the elderly population, has continued meeting and addressing the government on behalf of their beneficiaries. So far, a representative of the network was accepted into the government Elderly Council, ensuring an influence on subsequent policies. The Serbian National TV Network has launched a programme early in 2006, with participation of the Red Cross of Serbia/Humanas. Humanas members jointly produced promotional material for the marking of the International day of older persons (1 October) and had a joint programme of activities for this period.

Impact

The programme has provided constant care and assistance to more than 9,000 elderly, vulnerable beneficiaries. The pressure on the health and social welfare systems is enormous due to the situation in the country. Red Cross programmes such as this, based on the work of dedicated, trained volunteers, contribute to improved health, social situation and dignity of life of the most vulnerable individuals.

The activities in the reporting period contribute towards two aims: one is the improved sustainability of the programme. The other is the improved performance through better targeting of the beneficiaries, mobilising the resources and capacities of the beneficiaries and local communities and taking an active stance in relation to advocacy and representation. There is increased emphasis on coordination with other actors as well as beneficiary participation. The new assessment of local needs and capacities was done utilising participatory approach (following appropriate training for implementing branches) with close participation of target-group representatives and the relevant actors in the local community. The resulting project proposals demonstrate (to a higher or lower degree) closer cooperation with local community in working with elderly vulnerable population.

Constraints

The political and economic situation in the country is still very difficult. Most branches do not have steady sources of income and are only slowly becoming aware of the need to structure themselves differently/rethink their modus operandi. Most of the branches are good at implementation but need to improve their project design/proposal/reporting skills. Moreover, the federal organisation, as well as the republic ones, has similar problems – staff structure that needs to be improved, constant shortage of funding and a need to update many management skills.

Social Welfare

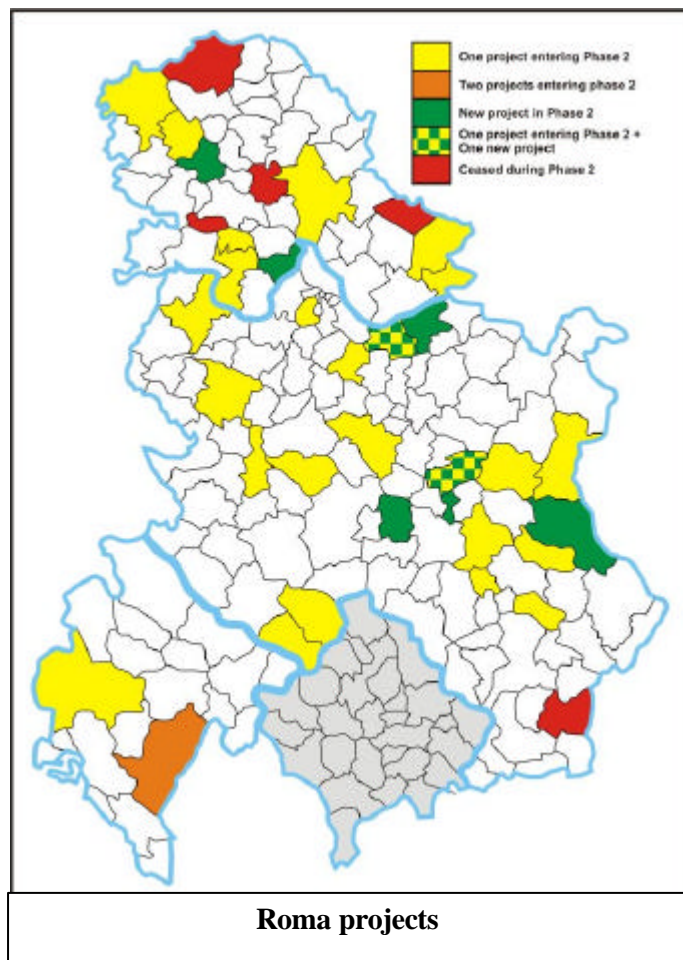
Expected results: The needs and rights of the socially marginalised are represented and advocated for through co-ordinated local community efforts focusing through Red Cross branches. The mental health and quality of life of some 3,000 Roma and disabled children and their families is improved and they become closer to being fully integrated into society.

Implementation

The Social Welfare programme (SWP) entered 2005 with fifty fully operational local projects, its two main project branches targeting Roma preschool children and children with disabilities. By the end of the year it expanded. Now it encompasses 91 local projects in 65 municipalities of Serbia and Montenegro (84 local projects in 59 municipalities of Serbia and seven local projects in six municipalities of Montenegro).

Beneficiaries	Roma project	Support to children with disabilities project	Total
Children	838	1,111	1,949
Parents and siblings	484	724	1,208
Total	1,322	1,835	3,157

In **Roma** project there are 38 local projects, covering 35 municipalities of Serbia and Montenegro (35 local projects in 33 municipalities of Serbia and three local projects in two municipalities of Montenegro) encompassing 734 Roma preschool children, 104 Roma pupils (grade 1 to 4) and 484 parents and siblings. The project seeks to change the attitude of the Roma towards education, prepare children for school and enable them to use their full potential. Red Cross volunteers and professionals worked with children and helped them in preparing for the mainstream school environment, familiarising with using of school accessories, and developing trust and a wish to enter primary education.



Roma children of age three to seven attend Red Cross kindergartens up to 25 hours per week. Older children and non Roma children are included where appropriate. Teachers, supported by the Red Cross volunteers and staff, work within the school preparation educational programme based on the official curricula of the Ministry of Education and Sport that was adapted to fit the target group specifics. Learning activities were designed to support the development of majority population language skills, hygiene related habits, social skills, understanding of basic mathematical concepts, grapho-motoric, artistic and physical skills. Where needed, teachers use individualised approach to children.

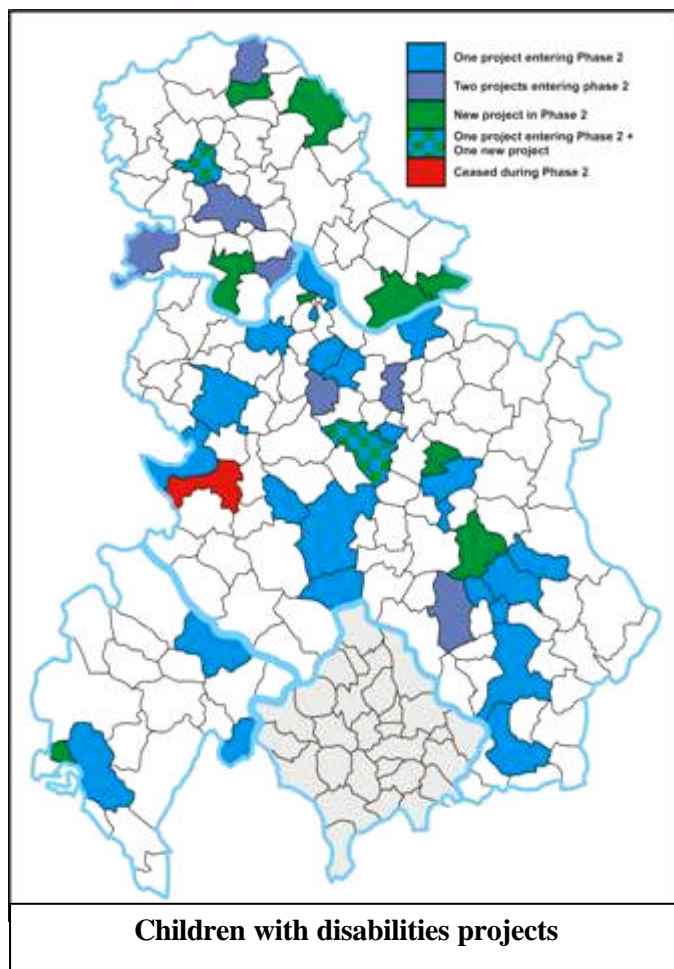
The parents are motivated to understand the importance and potential benefits of their children getting proper (and legally obligatory) education through meetings and communication with volunteers/ teachers.

In **Children with disabilities** project there are 53 local projects in 44 municipalities of Serbia and Montenegro (49 local projects in 40 municipalities of Serbia and four local projects in four municipalities of Montenegro) encompassing 1,111 young people with disabilities and 724 parents and siblings, 1,835 direct beneficiaries in total

The volunteer-based educational programme in this project aims to encourage and facilitate the social integration of disabled children and their daily life skills development, since in many cases family keeps disabled children indoors, out of the public eye and thus excludes them from any kind of ‘proper’ social life.

Young people with disabilities attend the Red Cross support programme up to 25 hours per week. Facilitators, supported by the Red Cross volunteers and staff, conduct various educational and psycho-social support programmes with them, based on the nature of handicap and the group characteristics. These educational programmes were designed to support the development of practical and social skills that led to increased self-confidence. Support programmes have been mainly organised for family members to improve their coping skills and reduce stress. Where needed, facilitators use individualised approach to children.

The parents are supported in care for their children, in engaging in more open communication with those parts of the community that offer support. This kind of support is provided through meetings and workshops with parents.



Development

Manuals for both projects have been published and distributed to the implementing branches to support volunteers in service. In addition, all branches of the National Society were supplied with the ‘303 learning activities’ toolkits to improve the educational programmes in local projects. These toolkits contain 303 different educational games and animation techniques and are made for workshop facilitators. For the purpose of project promotion, the poster on Roma kindergartens has been published and distributed to branches.

The external evaluation of the Social welfare programme encompassing the Roma kindergarten project and Support to children living with disabilities project took place in March. The recommendations of the evaluation include the need to standardise the services across all branches and make them compatible with the official educational curriculum as prescribed by the relevant government ministries, as well as tighter and more comprehensive cooperation with other community stakeholders, especially within the National Roma Action Plan (for Roma projects). These recommendations were the basis for the development of the programme in the rest of the reporting period.

The social welfare programme is funded by various donors. It has been noticed that different requirements in sense of financial and narrative reporting and implementation criteria from the donors’ side have caused certain inconsistency in the overall social welfare programme of the Red Cross in Serbia and Montenegro. Moreover, the impression is that the ownership of the projects rests with donors rather than with the Red Cross in Serbia and Montenegro. This weakened the power of the Red Cross to advocate for its beneficiaries and to demonstrate the overall impact among key stakeholders in the country.

In order to improve the situation regarding this matter the Federation delegation organised several meetings with representatives of partners and donors where this issue was addressed and the following steps were developed and afterwards undertaken to overcome the problem:

- Standardisation of narrative reporting;
- Standardisation of financial reporting and reimbursement rules;
- Definition of minimal local projects implementation requirements for Red Cross branches;

- Agreement on the overall projects log frames – objectives, expected results and indicators;
- Regular communication between all partners.

In December, the Federation delegation commissioned the publishing of the 'Zrnice' calendar – an educational tool for young people, in three languages: English, Serbian and Roma – designed to be appropriate for work with Roma children or children with special needs. The calendar emphasises the role of the Red Cross in civil society activities in Serbia and Montenegro and is designed to improve the visibility of the organisation. It was designed so it can be used in more than one year (including leap years). The Federation holds the copyright and will make the calendar freely available for use for other National Societies. The calendar will be finalised in 2006 and will be available to all Red Cross and Red Crescent societies.



Impact

Up to 85per cent of children who attend Roma kindergartens end up enrolling in primary school which is significantly higher than the usual enrolment among Roma (anywhere between 5per cent and 50per cent depending on the region), but the true test will be the rate of drop outs over the next years. Social Welfare Roma programme has been extended to providing additional classes to children enrolled to primary school (if necessary). The efforts were made (with the assistance of the Ministry of Education and Sport) to ensure as high a compatibility as possible of the Red Cross kindergarten programme with the official kindergarten curriculum as prescribed by the Ministry.

Roma kindergarten project in Paracin, Distribution of school accessories, donated by St. Olaves School, York, England

The implementation of local projects has ensured the access of children with disabilities to community services in 44 municipalities of Serbia and Montenegro. In total, 1,111 children with disabilities have been supported to develop/improve everyday skills resulting in improved self-confidence and reduced impairment. Family members, mainly parents, have acquired knowledge and skills needed to support the family member living with disabilities through participation in psychosocial support workshops.

Constraints

Efforts are continually being made to ensure standardisation of the activities across all implementing branches as well as compliance with the official pre-school education curriculum as provided by the government. The Red Cross as well as the beneficiary groups covered by these activities have to work harder to achieve higher level of discipline in order to reap positive results of these activities (government funding, expanded activities etc.)

Health promotion

Expected results: Public awareness of the benefits of healthy lifestyles is raised through health promotion activities which encourage a more strategic approach and position the National Society as an auxiliary to government.

Branch capacity building fund for HIV/AIDS prevention

In 2004, a Branch capacity building fund was set up to support branches to implement projects on HIV/AIDS prevention. All branches of the National Society were invited to an open competition jointly organized by the National Society and Federation delegation. Strict procedures and a transparent selection process, including sharing guidelines and forms with interested branches, gave a total of eight projects to be supported.

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. This will lead to the development of the National Society strategy on HIV/AIDS, based on best practices. Moreover, the experiences gathered through this process (designed to be as transparent as possible), especially at branch level will serve as a basis for the improvement of the project design cycle in future.



HIV art contest for children

The implementing branches went through detailed planning and budgeting of their projects before starting the actual implementation. At the same time, their work was continually evaluated and analysed with a double aim: to create guidelines about project design/ management/ reporting for other branches, as well as to produce a concept paper on the National Society's HIV/ AIDS strategy. The branch projects have been finished in October and the evaluation of the work, followed by the creation of more strategic documents is in preparation. Another cycle of projects, based on the evaluation of the current round is planned for 2006.

1 December

The discussions with the Youth of JAZAS (leading Serbian NGO in the area of youth peer education on HIV/AIDS) about possible partnership with the Red Cross of Serbia and future work in this field resulted in a joint campaign marking the International HIV/AIDS day, featuring the contribution of a famous

Serbian pop singer Momcilo Bajagic-Bajaga. Bajaga, in his role of the promoter of this year's campaign, organised a media event to promote his music video clip, donated to the HIV/AIDS campaign. The promotion drew attention of the public to the Red Cross of Serbia and the Youth of JAZAS. Alongside condoms and plastic key-chains with condom-holders for the Red Cross branches of the National Society, the delegation supported the production of the promotional poster and a booklet on HIV. These were distributed to all the branches of the Red Cross of Serbia.



DVD with Bajaga's video

December the 1st was marked with the promotion of a video clip produced jointly by JAZAS and the Red Cross of Serbia. The video was broadcast through all nationwide television networks whereas the radio clip was made a part of the Yugoslav Air Transport company presentations on all flights. Following the promotional activities that lasted throughout the month, the video was distributed in DVD format to all interested partner organisations, television stations and other media. Red Cross branches in all municipalities were strongly suggested to liaise with local media and use the available material.



Condom holders

Peer education

The Federation supported seven youth summer camps where 1,100 young volunteers underwent summer health promotion and RC dissemination schools. The emphasis was on peer education and dissemination methods.

Impact

The projects in branches have not yet been evaluated so their individual impact has yet to be measured. The projects in eight municipalities directly covered approximately 1,000 young people (primary and secondary school students as well as other groups). The effects the project had on standardisation of project proposals, management, reporting and other procedures is visible in other programmes and activities and the fact that the practices and procedures tested in this project are becoming official parts of the work for the National Society (at least when dealing with donors).

Refining these procedures through this project and then replicating them at all levels of the National Society is an important activity in its own right.

Constraints

The uncertainty of future funding. The programme needs more time for the best ideas to crystallise and then be replicated/ expanded into a National Society strategy.

Disaster Management

Goal: The country's most vulnerable refugees, 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 continues to provide cost effective relief assistance (food and non-food) to beneficiaries in need, while strengthening its capacity to be prepared for, and respond to emergency situations.

Disaster preparedness

Expected Results: A well-integrated disaster management system is further developed with a network of disaster response teams who receive higher training, are 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. A legal framework for disaster response is continually addressed and reshaped to bring further clarity to roles, commitments and duties within the national disaster preparedness system. 36 municipalities particularly vulnerable to disaster will undergo Municipal Emergency Management Improvement (MEMI) Methodology exercises in order to strengthen co-ordination of preparedness, mitigation and response between agencies at local level.

The Disaster Preparedness programme has been discussed at length in the National Society, in an effort to improve the setup and performance, especially with the possibility of a split between republics in the state union in near future. The workshops planned for 2006 will help analyse this issue as well as address the outstanding training and retraining needs.

Municipal disaster preparedness simulations

In the meantime, the activities in the Municipal Disaster Preparedness programme went as planned. Nine simulations were organised – seven in Serbia and two in Montenegro involving members from each public service/ institution responsible for disaster preparedness/ response: Medical Emergency service, Fire brigade, Police department, Civil protection, local government, and Red Cross. The average number of participants per simulation is 18. Representatives of the interested ministries such as Ministry of Health and Ministry of Interior participate at some of the exercises providing an overview of the progress in their Ministry concerning achievements in disaster response from their end. The project objectives and the previous experience are presented at each simulation as well as the disaster response capacities of the National Society and both Red Cross of Serbia and Red Cross of Montenegro. For each of the simulations a scenario is developed according to risks analysis and disaster history, in order to provide believable and plausible situations and solutions. The majority of participants at every simulation agree that it is essential to establish a municipal Disaster Management team managed by the municipality with representatives from all key services including the Red Cross.

Follow-up meetings

Additionally, there were follow-up meetings in six municipalities where the simulations took place earlier. As the follow-up meetings serve to assess the effects and impact of the simulation in the particular community, a questionnaire was prepared to do the more in-depth analysis and collect comparable data from all the municipalities where the simulations were done. The collected data so far demonstrated improvements in municipal-level coordination between agencies (better defined procedures, response times, separation of duties etc.), as stated by their heads, in about half the communities analysed.

As usual, the simulations were among other things, an opportunity to present the capacities of the Red Cross (local and national) in terms of disaster preparedness/ response. Presence of representatives of appropriate

government bodies (Ministry of Health, Ministry of Interior) served to strengthen the positions of the Red Cross in the future disaster preparedness setup in both republics.

Impact

Red Cross is no longer an isolated disaster preparedness actor. In municipalities where the simulations were completed there is a far deeper understanding of roles and responsibilities of each interested party with a place for and expectation from the Red Cross to make its contribution. Moreover, the republic authorities take an active role in this project, participating in local meetings and simulations. This ensures a good position for the Red Cross in the future republic disaster preparedness bodies and legislation. It is hoped that this pilot project will ultimately serve as blueprint for structuring a government endorsed programme for the improvement of disaster management coordination.

Inter-agency cooperation is the essence of the Municipal Disaster Preparedness project as its objectives are to improve coordination between different actors. At municipal level, representatives of emergency health service, police, fire department and local government all take part in the simulation, while the representatives of Ministry of Health and Ministry of Interior also join as observers. At the moment, in Serbia, preparations for creation of the government-lead disaster preparedness/ response agency are in the works and Red Cross is considered to be one of the key members. This is confirmed by having the National Society participate in the work of the working group drafting the new law on disaster preparedness in Serbia.

Constraints

Besides uncertain future funding, political instability is another potentially dangerous factor. Change of administration often leads to change of many of the key staff in the services relevant for this programme, as well as policies and procedures.

Soup Kitchens

Expected results: The Federation assists the National Society to ensure the effective management, monitoring and reporting for the soup kitchen project, which delivers hot meals to 16,000 soup kitchen beneficiaries per month with support from bilateral National Societies, government and other donors.

This year's Soup Kitchens programme was the continuation of the winter programme started in December 2004. It was successfully completed in May 2005. Covering five regions with the biggest food assistance need (Vojvodina, Sabac, Pozarevac, Kraljevo and Nis), the programme was active in 58 municipalities, providing over 350,000 meals for over 16,000 beneficiaries every month. Beneficiaries received one hot meal per day, five to six days a week (an average of 23 days per month). As an accompaniment, beneficiaries also received half a loaf of bread per day. All meals were prepared either at Red Cross kitchens or in contracted facilities. Municipal level commissions, consisting of Red Cross, local government and Social Welfare Centre representatives, were in charge of beneficiary selection (according to the criteria set by the government) and reviewed the beneficiary lists each month to ensure only the most vulnerable are covered.

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. This was an encouraging gesture and as a result, the need for external assistance was reduced and the sustainability of the programme increased – around 60 per cent of the branches participating in the programme have continued with the programme through summer using the remaining stocks of food and available financial support from the municipal governments and other external donors.

The Red Cross of Serbia encouraged the branches to continue the food assistance activities throughout the year and have made it clear to the Federation that they regard the Soup kitchen programme as a priority for the future. At the end of the year, certain amount of government support was received (five food items for three months) and the new winter programme was started with the additional support provided bilaterally by Norwegian Red Cross.

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, most of them poor Roma families were assisted with one hot meal per day, which alleviated the effect of high winter food prices (compared to their income) and ensured a minimum calorific intake needed for this season. The idea to link the activities in

the Soup Kitchens programme with the activities of Home care and Social Welfare programmes is still valid. However, at the moment the government seems to be keen on supporting the “pure” Soup Kitchen activities. Further discussions will hopefully convey the advantages of crossover between programmes.

Constraints

Significantly lower funding for the 2005/ 2006 winter programme dictates shorter implementations timeframes, which means less support for the population in need.

Vocational Training for Refugees

Expected results: The Federation assists the National Society to provide 150 beneficiaries - unemployed refugees and social cases - with vocational training, as a result increasing their chances of permanent employment. Networking with local partners (Red Cross branches, National Employment Agency, Adult Education College) will ensure the appropriate direction of the training, the proper follow up as well as the proper level of advocacy.

RC branch	Provided vocational training courses	Total participants
Cukarica	Driving courses C/D	7
	Driving courses C/D	3
	Filing officer	10
	Training program for people working with persons with special needs	10
Zvezdara	Driving courses C/D	10
	Filing officer	10
	Training program for people working with persons with special needs	10
Sombor	Mason	10
	Carpenter	10
	Tailor	10
Stara Pazova	Computer training	20
	Accountant	4
	Driving courses D/E	3
	Fiscal cash register servicer	3
Ruma	Computer trainings	10
	Baker/chef/waiter/hair dresser	20
Novi Pazar	Tailor	5
	Baker/chef	15
	Accountants	10
Kragujevac	Driving courses C	7
	Driving courses D	3
	Bakers	9
	Hair dresesr	11
Nis	Computer trainings	30
Grand Total		240

To enable refugees who have opted for local integration to compete on the labour market (increasing their self-sufficiency), the Federation supports the National Society in implementing a programme of vocational training to refugees. The choice of actual skills is made in co-operation with National Employment Agency branches, based on their statistics of skills currently sought on the labour market. The Red Cross is co-ordinating the training, the selection of beneficiaries and, most important of all, the follow-up. The training courses started in January 2005. The first round was finished in April and the second one in October. So far, the programme has been run in five municipalities and the results have been good with more than 50 per cent of the beneficiaries managing to get employment within three months after finishing the course. Since October, the project has been expanded to three more municipalities and the current cycle of training is coming to an end at the time of writing this report. At the moment, with eight municipalities running the programme, there are around 120 beneficiaries involved per training cycle, in all parts of the country.

The table on the left shows the range of provided courses and the number of participants across eight municipalities.

Impact

So far the success has been encouraging, taking into account the general level of unemployment in the country. Over 50 per cent of all the trained beneficiaries have been able to find employment within ninety days of completing training.

Constraints

The situation with employment in general is not improving, which naturally means difficulties for the beneficiaries of this project as well.

Asylum seekers

Expected results: The Federation assists the National Society in providing assistance to and advocating for asylum seekers in the country, integrating with European initiatives and co-operating closely with the authorities on a legal framework.

Asylum seekers

The National Society has conducted regular visits to the 'Shelter for Aliens', namely, the Centre for irregular foreign migrants in Padinska Skela, near Belgrade, once a month since March 2004 when the Memorandum of Understanding was signed with the Serbian Ministry of Interior. During these visits, representatives of the National Society have been able to speak with the occupants of the shelter in privacy in order to find out their needs and review their treatment by detention authorities. In terms of direct assistance the National Society provided hygiene packages (toothpaste, tooth brushes and shampoos), as well as phone cards (to help restore family links) for approximately 50 detainees in the detention centre for asylum seekers near Belgrade, through visits each month.

The National Society continued being an active member of the working group producing a law on asylum in Serbia. At the same time, the National Society has been active internationally (participation at the European Council on Refugees and Exiles-ECRE- meeting in London) and nationally with media activities related to the up and coming law on asylum seekers.

Failed Asylum seekers

In cooperation with the Ministry of Human and Minority Rights of Serbia and Montenegro, the National Society organized a Conference on Readmission addressing the issue of rejected asylum seekers/ returnees from European countries. Participants were from diplomatic, NGO and political circles in Belgrade and Podgorica. Coordination of activities with responsible authorities has been conducted through SMRCS Working Group on Migrations, consisting of representatives of the Red Cross of Serbia, the Red Cross of Montenegro, Ministry of Foreign Affairs of Serbia and Montenegro and Ministry of Human and Minority Rights of Serbia and Montenegro. After the invitation of the Serbian Ministry of Interior, SMRCS became a member of the national Anti-Trafficking Team, which put together prominent governmental and non-governmental partners involved in the prevention of human trafficking. As an outcome of all this, the National Society is considering the introduction of two more categories of migrants within its plan of action, namely former refugees/ returnees from European countries and victims of human trafficking. Bilateral contacts with Danish and Swedish Red Cross Societies have already started in order to create suitable projects addressing these target groups. Concerns and intentions in this regard have been shared with the ECRE and PERCO- Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants- members during their mid-term meetings held in Hungary and Brussels, respectively.

Trafficking in human beings

Moreover, the National Society organised an international conference dedicated to combating trafficking in human beings. Held in Belgrade, the conference involved numerous participants from National Societies (within and outside the region) along with NGOs and government representatives. A host of recommendations were produced to be implemented between stakeholders. Specifically, the National Societies in the region are encouraged to develop more dynamic bilateral relationships in this area of work, in addition to the existing centrally coordinated activities.

Impact

The difficult period of detention for asylum seekers has been somewhat alleviated. The Red Cross helped decrease psychological tension through reestablishment of family links. Additionally there was successful prevention of diseases spreading among the detainees through provision of hygienic products and clothes.

Mass media have been regularly briefed about the above mentioned activities. The general public, aware of the long-lasting Red Cross activities with refugees from the sub-region (Bosnia-Herzegovina and Croatia), has been gradually introduced to other categories of migrants, including trafficked human beings.

Constraints

All of the enlisted activities have been conducted from the federal level of the National Society. Precisely, it has been done from the International Department by one employee, assisted by another employee from the Red Cross of Serbia and volunteers from the SMRCS Working Group on Migrations. The new Statutes of SMRCS, adopted in June, puts future engagement on migrations issues at the HQ level, too. However, a slight increase of capacities might come as a result of the new intentions to respond to the needs of returnees (readmission procedure) and victims in human trafficking. In general, there have been increasing efforts by the authorities to accelerate the process of harmonization of national legal instruments with the EU legislations, which will affect further Red Cross activities with foreign migrants positively. The possible split of the state union in 2006 will most definitely affect this area of work too.

Humanitarian values

The International Decade of Roma Inclusion (a regional initiative) was officially launched in Belgrade, in April. With a focus on education, corresponding well with the Roma Open Kindergarten programme, the Red Cross is well placed to be a key player in this important initiative. It fits well with the Poverty Reduction Strategy and the Roma Strategy and could be a significant opportunity for the whole region. Looking into the opportunities to expand the activities in this field, the Federation delegation has added another delegate to the staff to develop programmes and activities dealing with Roma population and possibly other minorities. So far, her work has been linked to the coordination of activities with Roma IDPs in Montenegro as well as to the assistance with preparing project proposals to new donors (like Roma Education Fund). The new project proposals use the past and current Red Cross activities with Roma population as the basis to build on.

The Federation participated in two international conferences on combating trafficking in human beings, one in Cavtat, Croatia and other in Belgrade, Serbia and Montenegro. Both have involved numerous participants from National Societies (within and outside the region), NGOs and government representatives and both have produced a host of recommendations to be implemented between stakeholders. Specifically, the National Societies in the region are encouraged to develop more dynamic bilateral relationships in this area of work, in addition to the existing centrally coordinated activities.

Organisational Development

The three-year work in the Organisational development programme of the National Society in Serbia and Montenegro was evaluated in mid-2004. The results of the evaluation, presented through a series of recommendations for the development of the National Society have served as a basis for planning the new cycle of the Organisational development programme. During autumn 2004 Serbia and Montenegro Red Cross Society has, with support of the delegation of the International Federation of Red Cross and Red Crescent Societies, organised a series of workshops devoted to the planning process. Representatives from all levels of the National Society participating in these workshops have, through methodical work, analysed the current position of the organisation, looked over the results of activities so far and identified the priority areas of organisational development in the next three years period.

The five identified priority areas over the next three years are based in these recommendations but they also reflect the ideas of the members of the National Society about the continuing development of the organisation. The five identified priority areas of development are: human resources, legal base, financing, programme focus and public relations. Coordinated work in these five areas should at the end of the three year period bring forth significant, important changes for the National Society. Concentrated efforts of Red Cross people from all levels will bring forth the following results:

- Modern new structure of the organisation
- Staff being more skilled and more motivated
- Well defined role in the society and flawless public image
- Stable financial basis

- Efficiently managed programmes targeting the most vulnerable population with optimal resource utilisation and maximum impact

After identifying five priority areas and setting general goals for each of them the workshop participants have been hard at work finding ways to achieve these goals. The final product of the last workshop was the draft plans of action for each of the priority areas. These drafts were afterwards systematised and formatted and as such presented to the Federal Board of Serbia and Montenegro Red Cross Society. At the moment the planning process is still underway. The uncertainty of the future shape of the National Society (pending the possible dissolution of the state union) is, however slowing everything down.

Meanwhile, the remaining activities from the previous programme cycle have been finalised.

Red Cross of Serbia

The Finance development project was finished in Serbia early in 2005. The unified accounting software package has finally been completed and approved by testers in the Red Cross of Serbia. This tool has been installed and successfully tested at 17 pilot locations by March. The replication to 100 branches is still ongoing. At the same time, financial staff of these hundred branches underwent the training for the use of the new financial procedures as well as the software package, with the final training session in April. This marks a new era in the financial processing and management in the Red Cross of Serbia, ensuring greater levels of transparency and accountability.

The IT and Communications project has also been finished in the Red Cross of Serbia in early 2005 with the equipping and establishment of Internet/ e-mail accounts in more than one hundred branches. The activities in the reporting period were mostly aimed at refining the work of the communications system in the Red Cross of Serbia (LAN revision, recommended software packages and maintenance procedures, hiring the new IT manager for the secretariat, improving LAN security). Also, a Red Cross of Serbia staff member was designated to overhaul, redesign and maintain the RCS website, with training course for him provided for by the Federation. Guidelines for standardisation of business software in all the branches of RCS were produced and distributed.

Red Cross of Montenegro

Finance development and IT & Communication projects have been implemented in parallel in the Red Cross of Montenegro since January 2005. The lessons learned from the implementation of both projects in the Red Cross of Serbia in the past three years helped make the work in Montenegro smoother and quicker.

In order to improve the financial management, accountability and transparency in the Red Cross of Montenegro, and through this the overall performance as well as financial situation, it was necessary to first provide a technological basis and then follow it up with specific tools and training. In practise this meant providing all branches with access to the Internet and providing Red Cross of Montenegro headquarters as well as accounting centres with equipment sufficient to assure handling of appropriate data as well as the necessary level of security. An assessment of the existing system was made and the structure of the future IT/ accounting network adopted. The equipment was procured and distributed.

On the administrative front, a set of standard accounting procedures was produced (adapted from the previously produced set for the Red Cross of Serbia) and adopted by the Red Cross of Montenegro board, in order to bring the organisation to a more modern, more efficient level, compatible with the new legislation and the EU standards. Related training for the appropriate staff in branches, headquarters and accounting centres was also provided.

At the same time, the work on producing a modular software package for financial and business management (HUBIE-erp) went on. The version developed for the Red Cross of Serbia was heavily modified to take into the account the specific needs of the Red Cross of Montenegro as well as differences in legislation/ monetary policies between the two republics. By the end of February 2006 all of the modules were repeatedly tested in Red Cross of Montenegro headquarters and accounting centres and the software is now officially accepted in its final version. The training of staff for use of this package started in October with the representatives of the developing company delivering initial training and continued until today through internal Red Cross of Montenegro training.



Youth volunteers in health promotion activities

The work on the **Modular Training System** for volunteers continued through workshops with branches responsible for individual modules and the consolidated pilot modules are expected to be finished in the first half of 2006.

The **Commercial First Aid** pilot project has been postponed to 2006, with likely bilateral funding by Belgian Red Cross.

Coordination, Cooperation, and Strategic Partnerships. Effective Representation and Advocacy

Goal: In partnership with civil society and the Red Cross and Red Crescent 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 and that are understood, respected and supported by a diverse range of partner organisations.

Expected Result: Restated National Society priorities serve as the platform for improving cooperation within the Red Cross and Red Crescent Movement, with government and with other partners

Red Cross partnerships

The presence of different national societies in the country has diminished over the years after the end of conflicts in the region. However, several long-time partners have remained present and active, namely Spanish Red Cross, working closely with the Federation on the Home care and Social Welfare programmes, implementing both in a number of branches, in parallel with the Federation-supported branches. At the end of the year Spanish Red Cross has officially ended its bilateral support to both Home Care and Social Welfare programmes and currently has no activities in Serbia and Montenegro but yet retains some level of presence. The branches supported by Spanish Red Cross have been handed over to the Federation – all of them in case of Home Care and six out of 24 in case of the Social Welfare. Other branches will have a chance to compete for support again in 2006.

The Luxembourg Red Cross has renewed its service agreement with the Federation and continued its micro-credits programme for failed asylum seekers returned to Serbia and Montenegro. Norwegian Red Cross is still awaiting the confirmation that the government of Serbia will support the IT & communications infrastructure, to continue its First Aid project. Danish Red Cross is a partner with the Red Cross of Montenegro in a project supported by the European Agency for Reconstruction, targeting Roma IDP population in Konik camp. The Federation delegate is helping coordinate this activity and ensure its compatibility with other Red Cross activities with Roma population.

Swiss Agency for Development and Cooperation

The partnership between the National Society, Federation and Swiss Agency for Development and Cooperation in the Roma Kindergarten project has continued in 2005. The contract for a two and a half years programme with SDC's support was signed in summer and the programme has been expanding since (please refer to the Social Welfare section of this document for more details).

Poverty Reduction Strategy

One of the most important events in Serbia has been the official launch of Poverty Reduction Strategy, an initiative taken by the previous government, supported by numerous international partners and kept on hold for a year by the current government. Finally, in February 2005, implementation officially started with the current government taking the responsibility. The actual activities will only be a part of the 2006 government budget, but 2005 is being used for devising detailed plans of activities. The Federation participated in discussions as part of the International Development Partners Advisory Committee, while Red Cross of Serbia is part of the Civil Society Advisory Committee. The Federation also took part in several meetings of the International NGOs group, producing and sharing a set of recommendations with the PRS focal point in the government. Through its work in programmes targeting the poor (Soup Kitchens, Social Welfare, Home Care), Red Cross of Serbia has vast experience and is counted as one of the most reliable partners in future implementation of PRS activities.

Roma kindergartens – Baseline Study

A Baseline study for the Roma kindergarten project was carried out by the International Federation Reference Centre for Psychological Support in Copenhagen in close collaboration with the Federation delegation, the Danish Red Cross, the Red Cross of Serbia and the Red Cross of Montenegro in the last quarter of 2005. The objective was to develop monitoring and evaluation guidelines and revise the existing logical framework matrix of the project according to the findings. Training for the implementing branches will be organised in the first quarter of 2006 to introduce monitoring and evaluation process and record keeping at the branch level. It is expected that, together with new reporting and record keeping system, this will contribute to reliability of the project data.

Guidelines for working with Roma

The process of producing the guidelines on the Red Cross work with Roma in Europe was initiated during a networking meeting held in Belgrade in April 2005. Representatives of the International Federation, European National Societies, non-governmental organisations and institutions working with Roma attended the meeting. The purpose of such guidelines is to assist the National Societies in approaching the Roma issue and in developing initiatives targeting marginalized groups. All this takes into consideration the Red Cross role and capacities, best practises and experiences and links the work with the strategies of the Red Cross movement. More specifically the guidelines should include mapping of the existing activities and capacities as well as the inclusion of the Roma minority in the Red Cross, assessment of the positioning of the Red Cross in relation to the Roma issues both regarding national and international Roma strategies and initiatives as well as the strategies of the Red Cross movement itself. Furthermore it should give recommendations on how to coordinate and cooperate in the field of Roma in the Red Cross movement.

An international consultant was hired to carry out the work needed. The draft report is being commented upon at the moment of writing this report. The work on the guidelines will be followed up by a second networking meeting that will take place when a draft version of the guidelines is produced, enabling the involved partners to give comments before a final version is developed.

Legislation

Significant work was invested by the Federation in both republics on advocating for the laws on Red Cross. In Montenegro, the Federation Head of Delegation was part of the working group producing the draft law documents and in Serbia several meetings with the officials responsible for this document were held. Finally, the law has been adopted and was passed in Serbia in October with the Montenegro law still waiting for the parliamentary debate and expected to be adopted in April 2006. Both laws acknowledge Red Cross as the auxiliary organisation to the government, list its public powers (as obligatory activities that are also granted certain level of funding from the government) and, on paper, improve its funding situation. The implementation of the laws however, is something to be worked on in 2006.

[The Kosovo Annual Report is below. Please click here to return to the title page and contact information](#)

KOSOVO

In Brief

Appeal No. 05AA065; Annual Report; Period covered: January - December 2005

Appeal target for Kosovo (as part of Serbia & Montenegro Appeal): CHF 857,138 (USD 698,120 or EUR 548,980) ([Please click here to go directly to the attached Financial Report](#)).

Programme Summary

The needs and challenges in Kosovo still remain numerous six years after the conflict. A fragile economy, high unemployment, and a wide spectrum of social groups¹ in need of special assistance are just some of the pressing issues for Kosovo's weak institutions. With approximately ten per cent of the resident population receiving small social assistance benefits and many more families not eligible for such assistance due to highly restrictive criteria, the needs in the social sector are still extremely high. The serious nature of the situation was highlighted by a World Bank study on poverty in Kosovo which showed that the percentage of people living under the absolute poverty line is still increasing, and has now reached 15 per cent of the population. Further, the limited data available on the health status in Kosovo suggest that the province ranks among the lowest in Europe on every health indicator. Infant mortality rate, maternal health and the decline in immunization coverage are areas of particular concern. The population is extremely vulnerable in the health sector due to a number of problems including the lack of access to safe drinking water, poor hygiene and different post-conflict psycho-social problems.

The Federation Office in Kosovo is working to strengthen the organizational and operational capacity of the two local Red Cross organizations carry out effective health, social and disaster management programmes to improve the situation of the most vulnerable people. In this work it is important to consider the transitional context and nature of the situation in Kosovo: the still unclear situation with regard to the status of the province following the 1999 conflict and the transition from a socialist system to a western-style democratic system has had a restricting effect on the post-conflict recovery process in terms of institutional stability, economy and social welfare. Consequently, the vulnerability of the population, which is rated amongst the highest in Europe, remains high and requires continued assistance.

After having handed over responsibilities for project implementation to the local Red Cross organizations during the past two years, the major support Federation Office in Kosovo gives is mainly of technical and monetary nature. Despite the financial limitations the Federation continued to successfully support the two local Red Cross organizations in providing direct assistance to beneficiaries through programmes in:

- Health, consisting of family health education, HIV/AIDS awareness and first aid training;
- Social Welfare, including home care and psycho-social assistance; and
- Disaster Management.

Most importantly, the capacity to meet the existing humanitarian needs has been enhanced through training, technical support and capacity building. Particular emphasis was given to the involvement and development of Youth within the Red Cross organizations.

The activities carried out within the different parts of the Federation supported programme in Kosovo have a distinct focus on organizational development and building up the organizational capacity of the local Red Cross organizations. This is perceived as the most important aspect of the work of the Federation in the region as all Red Cross organizations are currently undergoing a significant process of change, requiring substantial support to enable them to respond efficiently and effectively to the shifting needs and new patterns of vulnerability in a changing society and altered social environment. This process is prompted by the transitional developments

¹ Research carried out independently by the Red Cross Movement and other organisations in 2005 showed that the most vulnerable social groups include: single female-headed households, children and youth, elderly, families of the missing, minorities and disabled.

following war, crisis and a re-orientation from a socialist system to a market oriented western style system. Thus the presence of the Federation in Kosovo is determined by the need for assistance in this transitional change process which the local Red Cross organisations are currently undergoing.

It is unfortunate that a number of supported activities had to be reduced towards the end of the year due to a lack of funds. While some parts of the planned programmes had to be limited due to some soft pledges not being followed up by hard pledges (e.g. in the sector of social welfare) and others could not be implemented due to a severe lack of funding (e.g. activities on HIV/Aids and STD awareness), the work of the Federation Office was complemented by the bilateral work conducted by four National Societies, German Red Cross, Saudi Red Crescent, Spanish Red Cross and Swiss Red Cross. Other National Societies and partners in this period who deserve gratitude for their support are: British Red Cross, Finnish Red Cross, German Red Cross, Norwegian Red Cross, and Swedish Red Cross. All Red Cross work in Kosovo is conducted in coordination and cooperation with the ICRC.

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The International Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. The Federation is the world's largest humanitarian organization, and its millions of volunteers are active in over 181 countries.

All international assistance to support vulnerable communities seeks to adhere to the Code of Conduct and the Humanitarian Charter and Minimum Standards in Disaster Response, according to the SPHERE Project. Please access the Federation's website at <http://www.ifrc.org>

Operational developments

The issue of resolving the status of Kosovo has moved forward during the month of October. During the first week of October, the UN Special Envoy Kai Eide submitted his review report on the progress made in Kosovo in the implementation of the standards. The report was to determine whether the conditions are in place to enter into a political process designed to determine Kosovo's future status, in accordance with Security Council Resolution 1244 (1999). From the report, the UN SG Kofi Annan drew the conclusion that, while implementation of the standards has been uneven, the time has come to move to the next phase of the political process. His recommendation was taken up by the meeting of the UN Security Council on October 24, and the decision was made to start talks on the status of Kosovo. Following the appointment of a UN Special Envoy (Martti Ahtisaari, Finland) to facilitate and guide the process, negotiations commenced in November. Diplomatic circles estimate that the difficult process of finding a solution will take between six and 12 months.

While the negotiations to resolve the status of Kosovo represent a major hope for the majority of the population to bring stability and thus change the current trend and improve the overall economic, social and health situation of the province, this is a goal which may only be realised in the distant future. Consequently, Federation support to the local Red Cross organizations in assisting the vulnerable population and effective service delivery needs to remain active and strong in the coming years, in particular since the opportunities for the local Red Cross organizations for income generation are limited and still need to be developed.

The developments with regard to resolving the status of Kosovo also mean that the issue of creating *one* RC Society (or National Society), which is in a position to serve all parts of a multi-ethnic society in accordance with the principles of the Red Cross Movement, is also receiving more importance now. Once it is clear what the status of Kosovo will be, this will have unambiguous consequences for the RC organizations in Kosovo and it is important for the Federation to already now prepare and support the associated processes. With regard to this aim, one has to be realistic and point out that this may only be achieved through a careful and long-term process. In addition, it is not enough to simply create such an organization, but the integrity and stability of such an organization is also essential for two reasons: on one hand, to ensure adequate and unbiased provision of services

to all parts of the multi-ethnic society, and on the other hand, to provide credible advocacy by being a good example of a harmonious integration of various ethnic groups into one stable entity.

One of the most important events during 2005 was second post-war General Assembly of the Red Cross of Kosova (RCK) in March 2005. It was organised with the support of the Federation Office in Kosovo and resulted in a new Presidency being elected for a four-year mandate. The General Assembly also adopted new Statutes, Mission and Vision statements. In addition, a framework was accepted as a basis for finalising a three-year Strategy Plan.

From March through April, the British Red Cross, supported by the International Federation undertook Participatory Action Research (PAR) with the RCK. The research was conducted in two branches, Gjakova and Kacanik, with the full support and participation of RCK headquarters. The purpose of the research was to identify ways to improve the current RCK Social Welfare Programme by listening to vulnerable groups and employing alternative research methods to identify their strengths and capacities. The research targeted the following groups identified by the RCK: social cases, single female-headed households, elderly, families of the missing, youth and disabled. After over three weeks of identifying the strengths, capacities, weaknesses and challenges of these targeted groups, the PAR research team prioritized the following three groups for the social welfare programme, based on a multi-step ranking process over the research period: youth; single female-headed households; and the elderly. Activities will be supported by the British Red Cross over the next three years.

Big emphasis was given in 2005 to supporting the strategic planning capacity of RCK. Thus the Federation supported RCK in having a three-day workshop on Strategy Planning in May. A local external expert was hired to facilitate this process. The session was an excellent capacity building experience for the RCK and was followed by continued work on RCK Strategy for 2006-2009. Joint planning sessions between RCK and the Federation were organized regularly during the rest of the year. The strategy is expected to be finalized in the beginning of 2006.

Both the Federation and RCK key staff worked on a two-year planning programme feeding into the Appeal 2006/07. As part of this process, a planning meeting was held in Red Cross of Macedonia Education Centre in Struga. The planning work was done in a participatory way with the involvement of all RCK programme coordinators.

In 2003, the Joint Working Group (JWG) was initiated to enhance communication and encourage cooperation between the two local Red Cross organizations, with the ultimate aim to support the process of creating one Red Cross organization in Kosovo. Meetings of the JWG, consisting of three volunteers from each Red Cross organization, have been regular throughout the past three years. Following some problems in the past, the meetings had come to a stop in 2004. However, they could be restarted in 2005 and concluded the year with the signing of a proposal on the joint implementation of a mobile clinic project. It is hoped that the project will find some donors soon and can be implemented in 2006.

A severe winter with heavy snowfalls, especially in the remote mountain areas, affected many vulnerable families due to their poor living conditions. One of the most affected groups during this time of the year is the elderly living without any family support. Thus a minor emergency operation was initiated in November with an allocation from the Federation's Disaster Relief Emergency Fund (DREF). Both Red Cross organizations in Kosovo, with the support from the Federation, had identified approximately 1,300 highly vulnerable elderly people in need of emergency assistance including the provision of fire wood and wood stoves, food assistance, medical and psycho-social assistance and support in domestic tasks. The winter assistance was implemented by local RC branch volunteers.

In its work in the Central and Eastern Europe region, the Federation has been opening up opportunities to access, contribute to and benefit from knowledge and experience sharing for Red Cross staff and volunteers and their organisations. In this context the Red Cross of Kosova has been able to develop first co-operation contacts and possibilities in the region, in particular through taking part in a Red Cross Knowledge and Experience Sharing Meeting held in Budapest from 8 to 10 December 2005, where some 13 Red Cross organizations participated.

One important change during the reporting period was the arrival of a new Head of Office. Matti Finnilä, who had been holding the position since March 2004 left in the summer and was replaced by Gunther Pratz at the end of

September. It was unfortunate that there was a management gap of about three months during a crucial time of the year and this may have contributed to several of the problems in achieving some of the expected results.

Health and Care

Goal: The general health and the well-being of the population are improved.

Objective: Red Cross health programmes in Kosovo have contributed to improved general health of the population

Expected Result 1: Red Cross health programme has improved awareness on HIV/AIDS and sexually transmitted diseases as well as danger of various addictions (drug abuse, alcohol and smoking).



Youth volunteers and some branch secretaries marching on World HIV/AIDS Day

Achievements:

The only activity implemented in this expected result is the event to mark the International Day of HIV/AIDS organized by Red Cross youth on 1 December. The main activities took place in the south-eastern town of Gjilan/Gnjilane where youth volunteers, with coordination and support of RCK HQ, organized an information event and a candle march. The Federation health and care programme supported this event with Red Cross aprons and red ribbon stickers, red scarves, brochures and candles. The number of youth participants exceeded all expectations. While it was expected that some 300 youth would be in the march, more than 500 joined the RCK youth volunteers marching through the main streets. There was also an exhibition organized by youth with pictures of the RCK youth activities organized in the 26 branches.

Constraints:

Due to a lack of funds the planned activities on HIV/AIDS and STDs could not be implemented.

Expected Result 2: The branches are organizing health education courses and the awareness of the women and children participating in the courses on health topics is improved significantly.

Achievements:

The refreshment training for Family Health Education (FHE) instructors was completed in the beginning of May. Altogether 87 RCK FHE instructors, including Serbs and Roma, participated in seven trainings facilitated by the National Institute for Public Health and the Ministry of Health.

During the year, five meetings were held with the Permanent Secretary in the Ministry of Health (MoH) to discuss their involvement in the project. In August 2005 the Red Cross of Kosova (RCK) and the Ministry of Health (MoH) signed a Memorandum of Understanding regarding the Family Health Education programme. The signed Memorandum sets the terms of financial programme support for the next two years by the Ministry. The agreement also recognizes the RCK as the sole provider of health education activities in the community. The Kosovo Institute for Public Health (KIPH) is monitoring the courses in order to ensure qualitatively high courses for targeted communities.

From June to December 2005 a total of 5,870 women and men from different ethnic backgrounds participated in 294 family health education courses. The courses are organized in twenty-four out of twenty-six branches of RCK, mainly in rural areas where the knowledge of women is particularly low in health and hygiene issues. The existing training modules for courses include; personal hygiene, family planning, prenatal care, pregnancy and delivery, HIV/AIDS and STDs, nutrition and child care.

Month	Courses held	Participants
June	60	720
July	15	300
August	20	450
September	50	800
October	54	1,300
November	55	1,320
December	40	980
TOTAL	294	5,870

Table: Number of courses and participants in Family Health Education courses for the period June - December 2005. A total of **5,870** women and men participated in **294** health education courses organized by RCK branches.

An ad-hoc working group consisting of six branch secretaries, RCK HQ and the Federation was established in November in order to review the overall implementation of the programme. During the first meeting, successes and challenges of the programme were discussed among the members of the working group and some recommendations were given for the improvement of the programme in 2006. The recommendations of the working group will be further discussed between RCK HQ, Health Commission and the Federation to ensure that the programme will offer qualitative services to the community. The final results will also be shared with the Institute for Public Health as their involvement is crucial particularly in health promotion activities.

Main successes to date:

- Ethnic composition of Health Education instructors reflected the ethnic reality in Kosovo (79 Albanians, four Serbs and four Roma)
- Involvement of all ethnic groups in activities organized by RCK branches
- Participation of 5,870 woman and men in Health Education courses
- MOU for support of health education courses signed between RCK and Ministry of Health
- Strengthened partnerships of RC with MoH, Institute for Public Health and Family Health Centres

Impact:

It is still early to talk about the impact of the health education as the activity has been running only for seven months. Courses are monitored by Red Cross and Institute for Public Health. However, due to the short time there has been no evaluation or half year survey done in order to follow the impact of the activities and the level of awareness on related topics taught during this period. A pre-survey is done with all participants before the course.

Constraints:

- Health education programme can not be executed in the Red Cross of Kosovo and Metohija (RCKM) area as they do not have the trained instructors/volunteers and do not have any institutional relations with Kosovo authorities.
- Health and Care programme within Appeal 2005 was only funded at approximately 55 per cent, resulting in limited programme activities.

Expected Result 3: Branches have offered a better volunteer-based social welfare service that improves the wellbeing of vulnerable communities.

Achievements:

The psycho-social/moral support group for families of missing was implemented in two branches of RCK (Gjakova/ Djakovica and Deçan/Decani). The aim of the moral support groups was to assist the families overcome difficulties they face after the reburial of their loved ones. Participants include families of persons who were killed during the 1999 conflict and whose remains were recently re-buried and families whose members are still missing. The group sessions lasted for six weeks and during this period a local facilitator assisted participants in identifying their strengths and weaknesses. During the courses participants learned some coping mechanisms to come to terms with their grief and their current family situation. In the fifth session of the group, different stakeholders were included in order to find ways of meeting the needs identified during the group sessions.

Due to the last moment cancellation of the local facilitator, the training on psychological support for Red Cross volunteers had to be postponed to 2006. A total of 28 volunteers from 18 branches, who participated in previous two trainings in 2002 and 2003, were selected to attend the third refresher training on psychological support. This

group of volunteers is also considered as the core group in providing psycho-social support activities. The training will be re-scheduled for early 2006.

Traditional activities: Federation provided support to RCK in organizing the 'hygiene month' and celebration of RC/RC Day. The main celebration for the day was organized in Pristina with the participation of volunteers and other guests from all branches.

Impact:

Organization of psychological support groups for the families who reburied their loved ones six years after the conflict, was a challenging task for Red Cross branches, to gather families in one room and talk about the family members they had lost and try to find ways of coping with that situation. Despite the pain and grief, families found the strength to talk and share their feelings with each other in the group. In Gjakova/Djakovica, where the number of missing persons is the highest in Kosovo, the Red Cross branch is continuing to follow-up the situation of these families and at the same time trying to provide moral support to families who still have members missing from the conflict.

Constraints:

Many social welfare activities, including activities for minorities, could not be implemented due to a lack of funding.

Expected Result 4: A defined social welfare policy is developed and implemented.

Constraints:

Policies in RCK are usually drafted by the relevant commission. However, RCK did not set up a Social Welfare Commission to develop a SW policy. This indicates that this expected result (also see Organisational Development, Expected Result 5: Development of a volunteer policy and volunteer database) was/is not a priority for RCK at this moment in time. This should have a number of consequences for the work of the Federation in Kosovo:

- a. the Federation needs to look again at its own (appeal) planning process and how it corresponds to the *real* priorities of the local RC organisations. In the past (i.e. since 1999), RCK's priorities and activities have been very much donor driven and thus, during the joint appeal planning process, they have consented to most of the proposed strategic priorities, even though some of them may not have corresponded to their own perceived priorities. (also see Organisational Development, Expected Result 3: Implementation of a regional structure);
- b. as the development of policies, guidelines and procedures are of crucial importance to the development of an organisation, the Federation needs to pay more attention to the enhancement of the capacity of the local RC organisations in developing these issues. This includes, on the one hand, the development of a vision and understanding for the developmental needs of the organisation, including the willingness to focus on these needs and, on the other hand, the gradual and sustainable building up of the corresponding capacities;
- c. the huge needs in terms of humanitarian assistance to the vulnerable population in Kosovo and organisational development of the local RC organisations (in order to be able this assistance to the needy) have to be better contrasted with the severely limited availability of funds. Thus, the Federation has to revise its setting of strategic priorities, in close cooperation with the local RC organisations, and focus better on the most crucial but achievable results.

Expected Result 5: Red Cross branches have provided first aid courses for children and youth involving all ethnic groups.

Constraints: The planned activities could not be carried out due to a lack of funding.

Organizational Development

Goal:

Better functioning Red Cross organisations that have provided more support to vulnerable communities.

Objective:

Support Red Cross organisations in their organizational and resource development including restructuring process with stronger and younger staff and volunteers.

Expected Result 1: RCK statutes, mission, vision and other legal documents will have been revised and adopted.

Achievements:

Technical support was provided to RCK in amending their Statutes based on the Federation Guidelines. The new revised Statutes together with Mission and Vision statements were adopted by the General Assembly (GA), in Pristina on 12 March 2005. The Federation, ICRC and partner National Societies (PNS) participated in the event at the Grand Hotel in Pristina.

A new Central Presidency of RCK was also elected and is now composed of 15 members including one Kosovar Serb, one Bosnian, one Turkish and one Ashkali. A significant improvement in the new presidency is its diversity as it now has members from a variety of the professions (not only doctors) and an improved gender balance. Thus, the recommendations by the Federation Office on diversity of professions and gender among the presidency members as well as youth participation in branch and central level Presidency (one youth in every branch level Presidency and one youth in Central Level Presidency) were accepted by RCK.

Impact:

RCK has improved its legal base as an organisation in adopting the revised statutes. In addition, the mission and vision statement provide better guidance for the organisation and focus their activities on behalf of the vulnerable people.

Constraints: No constraints.

Expected Result 2: Relevant training has been provided to newly elected board members in governance and management issues.



RCK Presidency members and HQ staff during a training workshop on governance and management

Achievements:

Following the General Assembly in March, Local Governance Trainings were organized for the newly elected board members and branch secretaries by the Federation Office in cooperation with RCK HQ. The training programme included basic knowledge of RC Movement, roles and responsibilities of governance and management at the branch level. The seven training events were organized between 20 and 28 June 2005 in different areas of Kosovo. Out of 26 branches, 24 participated actively with their board members and branch secretaries. The total number of participants was 189. Training of new board members was welcomed by the RCK HQ and participants themselves. The new President of RCK and/or vice-president was present in all trainings.

Following the Local Governance Training for the newly elected board members and branch secretaries on branch level, a training session for RCK Central Presidency members and RCK HQ staff was organized in December. The training workshop was facilitated by the Head of Regional Delegation in Budapest together with Kosovo OD

Manager. By the end of the training the participants had a better knowledge of the different and complementary roles of governance and management within a Red Cross organization. In addition, they were informed about the discussions during the Federation General Assembly in Seoul. All participants received supportive translated and printed materials.

For the first time after the conflict in 1999, such training was organized with RCK. The training needs were identified by the RCK Presidency members themselves. By the end of all the trainings, participants welcomed such an initiative by RCK and support from the Federation and requested more such trainings for them in the near future.

Impact:

Presidency members and staff have better knowledge of the different and complementary roles of governance and management within a Red Cross organization. It will take some time for these concepts, which are different to the previous socialist governance-management structure, to take root in the organization and show its effect in improving the overall work of the organization.

Constraints: No constraints

Expected Result 3: The new regional structure has been designed and is functional.**Achievements:**

Since the beginning of its post-conflict work in Kosovo in 1999, the Federation has been engaged in discussing with RCK the set-up of a regional structure. It was envisaged that such a regional structure would help them to have a leaner overall structure, i.e. a structure that would reduce costs, and would provide more efficient coordination for the organization. Even though the idea was never very popular with RCK, during the planning for the 2005 annual appeal, they accepted to explore the setting up of such a new regional structure (also see Health & Care, Expected Result 4: Constraints).

During the meetings between RCK and the Federation with regard to such a regional structure, the central issues for discussion were the value of a regional structure and whether it would bring the expected administrative benefits or if, in such a small organizational setting, the operational difficulties and resistance from the branches would outweigh such a restructuring. During the course of the discussions, considerable doubts with regard to the usefulness of such a structure materialized and in the end the plans were reassessed and changed. It was decided that instead of a full restructuring and the adding of a new management layer, it would be better to make some structural changes affecting only the reporting and financial system. As the decision came late in the year, the implementation of these changes will happen in 2006.

Impact:

The trust which the Federation Office has gained during these discussions has had a significant positive impact on the overall working relationship between RCK and the Federation. A new feeling of trust towards the Federation has developed in RCK and a stronger sentiment of partnership has evolved in which the open and constructive discussion of critical or core issues, which were considered to be no business for the Federation in the past, is now possible.

Constraints: No constraints

Expected Result 4: An efficient financial management system is implemented at regional and HQ level.**Achievements:**

The enhancement of the financial management system of RCK to improve efficiency was closely associated with the development of a regional structure (also see Organizational Development, Expected Result 3). It envisaged that the regional centres would be staffed with regional finance managers who would oversee all finance issues in their area of responsibility. With the plans for the regional structure still under discussion, activities with regard to this expected result had to wait until a final decision was made. Due to the fact that this decision was only made towards the end of 2005, the process of developing and designing a plan for enhancing the finance management system according to the changed plan for a regional structure of RCK could only be initiated very late. A proposal was developed by RCK, instead of creating a complete new regional administrative layer, to place a number of individual finance managers in strategic locations. Initial plans for training these managers and

their counterparts in the branches were developed but had to wait for implementation until the plan and proposal for allocating RCK funds for salaries are approved by the governance structure. This is expected to take place in quarter one of 2006.

Impact:

Too early to report on impact.

Constraints:

There is a need to boost financial management skills at branch level, within a realistic sustainable structure. At present there is only one paid full time staff in the branch (branch secretary), who does not have the time to manage the financial aspects of the branch as required. Finding a sustainable and effective solution to this will be the focus of work in 2006.

The funding/income situation of RCK is one of the crucial problems related to the improvement of the finance management system. RCK is still extremely dependent on outside financial support for maintaining their structure and operations. Their only income generating programme, the provision of commercial first aid courses to applicants for a drivers licence, is generating less and less income due to a drop in number of drivers licence applicants. Thus there is no solid financial base for guaranteeing the payment of salaries for the new regional finance managers. In addition, RCK is only able to pay very low salaries and, as has been the case many times in the past, as a result it has a high turnover of staff who move on to better paid positions with other organisations as soon as possible.

Expected Result 5: The volunteer policy has been designed and the process of establishing the volunteer management data base is underway.

Constraints: Please see Health & Care, Expected Result 4: Constraints

Expected Result 6: Youth policy and strategy has been designed and adopted.

Achievements:

The Youth Commission, together with RCK HQ and the Federation, met several times to draft a youth policy. The draft was distributed to RCK youth volunteers from all 26 branches during a meeting organized in Pristina by the RCK Youth Coordinator. Feedback was collected by the end of December and the draft finalized. The final step of adopting the policy by the Central Presidency could not be completed in 2005, so is expected early in 2006.

Impact:

Involving youth in preparing such an important document significantly contributed towards them feeling a larger degree of ownership and involvement in youth Red Cross issues on governance level. It is the first policy of RCK that has been drafted with the involvement of youth. In fact, it is the first policy to be almost fully developed by youth themselves as the Youth Commission is 90 per cent comprised of youth members/volunteers.

Constraints:

The fact that this policy was drafted during the reporting period, while the SW and Volunteer Policy were not, may indicate that the issue of youth has a high priority for RCK. However, the fact that the policy was drafted should not be over-interpreted as the development of this policy was, on one hand, a basic requirement from a potential donor for providing funds for the youth development programme of RCK, and, on the other hand, was done with significant 'input' from the Federation Office. Here, the points made under: Health & Care, Expected Result 4: Constraints, apply.

Expected Result 7: Youth training modules have been designed and relevant trainings are organized for current and future youth volunteers.

Achievements:

The Federation, with the support of British RC, assisted RCK youth participate in the First International Youth Centre "Media and Communication: Qualify Yourself!", organized by the Bavarian RC in Munich, from 21 until 29 May 2005. Five RCK youth volunteers and the HQ Youth Programme Coordinator had the possibility to participate and learn new skills. A variety of training workshops were offered including: web design, radio broadcasting, print media, war journalism, violence portrayed in the media, media competence. Unfortunately,

neither the Youth Coordinator nor the participating RCK youth volunteers, upon their return, organized any meetings or workshops to pass on their newly acquired skills, despite the request from the Federation to do so.



Youth participating in a knowledge quiz on HIV/Aids in Kamenicë/Kamenica branch of RCK

During August, three summer camps were organized by the two RC organizations in Kosovo, two by RCK and one by RCKM. RCK Youth organized two five-days camps at Batllava Lake for socially disadvantaged children who are usually selling cigarettes in the streets. There were 60 participants from the 26 branches. RCKM organized a 10-day camp at Gazivode Lake where 30 children participated. All camps also had some formal elements where the children were engaged in workshops on issues like risk behaviour, tobacco, drugs and compromise between children and adults.

In November, the Kamenicë/Kamenica branch, organized a knowledge quiz on HIV/Aids for, and with, youth. This activity, which was supported by the Federation, was an initiative of the youth volunteers themselves and provided information for youth on HIV/AIDS related issues. Three branches participated with their volunteers in this activity: Gjilan/Gnjilane, Viti/Vitina and Kamenicë/Kamenica.

Unfortunately the youth training modules could not be designed due to the lack of expertise in Kosovo to support such an activity. It was decided that external support was required. However, the Federation was unable to solicit such external support.

Impact:

As the development of the youth training manual was crucial for this expected result in the fact that it would have provided guidance for following youth trainings, the Federation will redouble its efforts to find expertise to work on the development of such modules, by looking at current expertise in other National Society youth programmes and existing materials.

Constraints:

It has become visible that despite the possibility to attend trainings, the newly acquired skills of youth are not really passed on and thus permeate into the organization. Often the trainings and activities for youth are simply seen as an interesting personal activity and not as an opportunity to enhance the capacity of the organisation. There are two basic reasons for this:

1. A lack of youth management structure that institutionalizes, supports and manages such capacity development (also see Organisational Development, Expected Result 8)
2. A lack of organisational youth culture in Kosovo. Many years of neglect and conflict has left Kosovo's youth almost without any local organizations offering them a space for activities and meaningful involvement in society. Neither sports nor social clubs, nor any other organizations exist, where youth can spend their time in a useful manner. Thus, the current youth in Kosovo, having been left to their own devices, has developed an attitude of social inertia and coffeehouse mentality. They never had much opportunity to acquire the skills associated with an organisational youth culture and the mutual support linked with a shared development process.

Expected Result 8: Engagement of youth in other programme areas as an important planning and implementing component is increased.

Achievements:

The volunteer base of the local Red Cross organizations in Kosovo reflects Kosovar society: approximately 70 per cent of active volunteers are youth. Thus being the main volunteer base, youth is very actively engaged in

most programme implementation activities. However, there are still a number of programme areas and issues where youth is not yet fully included. These relate mainly to the planning and management of programmes.

While evaluating what is necessary to achieve this expected result, it became clear that the problem with Youth Development in Kosovo is twofold: on one hand, there is no standard ongoing youth programme based on actions made by groups of youth volunteers. Youth activities are mainly carried out as yearly short-term activities (one day activities like manifestations), planned mainly by the staff members from branches and headquarters. On the other hand, neither of the local RC organisations has real groups of youth volunteers who can, in an organized and managed fashion, be engaged in the planning and implementation of programme activities.

Thus it became visible that a number of basic foundations need to be established before the expected result can be achieved. On one hand, there was a need to develop (and implement) a plan to set up a structure to initiate and enable the management and motivation of youth volunteers in the branches as well as lobby an increased involvement of youth over against the organisational leadership. In order to put youth involvement on a solid foundation, it was also necessary to draft a youth policy (also see Organisational Development, Expected Result 6). Another important requirement identified was the need for a strategy for recruiting and retaining new youth volunteers. These things were achieved or initiated in close cooperation with the RCK youth coordinator and youth volunteers. The new youth management structure will be implemented in 2006-2007.

Impact:

The work of the Federation with regard to this expected result was very much focused on analytical activities on what needs to be done to achieve this. Hence, one may criticise the Federation that these issues should have been considered during the appeal planning process rather than during the implementation. As a result, the Federation Office in Kosovo will review its planning process and the related situation analysis and try to ensure better planning. However, the Federation will draw on the results of the analytical work during 2005 to ensure better, more action oriented planning and concrete activities.

Constraints:

The most significant constraint in the engagement of youth in the implementation, and more importantly in the planning of programmes, was the lack of a youth management structure to effectively mobilize, train, and engage youth in all programme activities of the organisation.

Expected Result 9: The process of creating one Red Cross organization in Kosovo is ongoing and joint activities are being implemented when possible.



Signing of the joint project proposal

Achievements:

Although the creation of *one* Red Cross society can not be achieved before the final status of Kosovo has been determined, the Federation and ICRC have been continuing to support the joint working group (JWG). The philosophy behind the support of the JWG is to create a forum where contact between the two organisations, in a moderated environment, is possible and where potential joint activities can be developed and discussed that may, in the long term, contribute to the creation of one RC organization as well as a better provision of services to vulnerable people in all areas of Kosovo.

Following some problems in the past, the meetings had come to stop in 2004. However, through the efforts of the Federation and the ICRC, the JWG meetings could be restarted in 2005 and concluded the year with the signing of a proposal on the joint implementation of a mobile clinic project. The project aims at bringing basic health care to areas where such services are not available. The services will be provided through a multi-ethnic

team using an ambulance vehicle to reach the remote areas. It is hoped that the project will find some donors soon and implementation can start in 2006.

Impact:

Since the beginning of the JWG, the agreement and signature of the joint mobile clinic project is the first incident of the two organizations taking a step towards some form of cooperation. It is hoped that this project will be supported by donors in order to assist the process of engaging the two organizations in a closer process of discussion and possible cooperation.

Constraints:

Both sides made it very clear that the agreement and signature of the joint mobile clinic project does in no way constitute an acceptance on the side of either organization of the other. The project is born out of the humanitarian need for such an intervention and thus it should not be over-interpreted.

Expected Result 10: A Disaster Management Plan has been designed and the role of the Red Cross within the Government is defined.**Achievements:**

During 2005, the Department for Emergency within the Ministry of Public Services defined a role for RCK within the Kosovo-wide disaster management plan. This includes the lead role in water and sanitation as well as an assistance role in first aid (first responder) and shelter. Based on this role, the Federation has provided assistance to RCK in developing a disaster management plan.

Eight meetings were held with the RCK disaster management working group and the ICRC in order to work and define the roles and responsibilities between the RCK and the other partners included in the Kosovo-wide disaster management plan. Various topics were discussed in the meetings: status of RCK within the Kosovo Central Disaster Plan; and future plans for building the capacities of RCK in disaster preparedness and response. Although the RCK role is specified at the central level, this is not the case at the municipal level. Only few branch secretaries are members of the municipal DM committees and participating regularly in the meetings. The reason for this, according to some branch secretaries, is that there is still no Memorandum of Understanding (MoU) signed between the Department for Emergency and RCK. This could be due to the fact that although a law on disaster preparedness and response has been drafted by the Department for Emergency and was sent to the Kosovo parliament commission for review, it still has not been passed.

It is unfortunate that despite the significant assistance of the Federation and the ICRC, RCK's Disaster Management Working Group has been unable to develop a final draft of their disaster management plan. The reason for this must be seen in RCK HQ's significant lack of ability and management capacity in the area of disaster management.

In November, RCKM submitted to the Federation their Disaster Management plan for the years 2006-07. The main goal of the plan is to build the capacities of RCKM in public awareness, disaster prevention and emergency response.

Even though RCK and RCKM are not acknowledged Red Cross Societies, the Federation is consciously supporting their inclusion in the regional disaster management network RDRT (regional disaster response team). The coordinators of both organisations have been participating in regional RDRT meetings to gain more exposure and experience in issues related to disaster management and be better able to guide and manage the process of developing a DM plan for their organisation.

Impact:

The definition of RCK role within the Kosovo-wide DM plan has strengthened the position of RCK within government structures and among other stakeholders. Participation and involvement of RCK in trainings and workshops organized by the Government DM team has contributed to building capacities in preparedness and response activities.

Constraints:

One major constraint remains the non-involvement of RCKM in government DM related activities due to their non-defined status in relation to the Kosovo government. At the same time, RCKM, as a part of the Serbian RC, has a clear orientation towards the Serbian Government structures. While this would provide them with relief and assistance material in case of a disaster, it certainly poses a big problem in terms of coordination of activities, something which has been happening repeatedly in past years.

A further constraint in the area of Disaster Management is the lack of understanding of the Disaster Management Team (DMT) of the Kosovo Government of the humanitarian aspect of a disaster. The DMT is exclusively focussing on security and infrastructure issues and is fully neglecting the humanitarian needs arising from natural disasters like severe winters and floods. The depressing thing about this situation is that this preoccupation is reinforced by the international advisers to the DMT from such organisations like UNDP and others. Thus, there is a strong requirement for advocacy in this area.

There is a particular weakness in management and response dynamics within RCK HQ. This weakness is not only the result of a lack of resources, but also due to a lack of ability and personality. RCK will continue to struggle in improving its DM capacity and expertise unless this issue is resolved.

Expected Result 11: Improved organizational capacity of both Red Cross organizations to coordinate safe access during the time of disasters/conflicts.

Achievements:

Whereas the ICRC provided training to the two local RC organisations on safe access, it was the focus of the Federation to enhance their organisational capacity to respond and coordinate this safe access. While there was some progress on the side of enhancing the response capacity, it has to be pointed out that coordination between the organisations on disaster response is still not taking place and, to a certain degree, still not desired. This was clearly demonstrated during a JWG meeting, when the issue of non-coverage and duplication of relief coverage in some areas of Kosovo was proposed to be discussed by ICRC and the Federation, but was rejected.

With regard to the response capacity, a questionnaire was developed by the Federation to map disaster response resources. However, only the mapping of the RCK disaster response resources was completed. Filled questionnaires were returned to HQ from branches containing all necessary information about human and material resources at branch level. The information will be used as a database of DM for the RCK.

In order to enable both organisations to better function as first aid responders, a number of appropriate First Aid kits were provided for to the Disaster Response Teams of branches with the highest hazard and vulnerability rating.

A draft training plan with DM priorities for 2006 was drafted by the members of the RCK DM Working Group with the assistance of Federation and the ICRC. Ten areas for training were identified and the members decided to focus on the three most important during 2006. Unfortunately, the training plan could not be finalized due to a lack of understanding and engagement of the group leadership.

Impact:

Due to the indicated constraints and limited capacity and willingness of various aspects of the two organisations, the impact of the activities related to this expected result was rather limited.

Constraints:

There is still no coordination or cooperation between the two organisations with regard to disaster response and the coordination of safe access in case of emergencies to ensure full DM coverage of the territory of Kosovo.

It also seems that the organisations are somewhat handicapped by the daunting enormity of the task to be performed in improving their emergency response capacity and a feeling of not being able to achieve what is necessary under their present circumstances. The situation is helped by the fact that the ICRC, who has been very active in the area of disaster response until 2005, has almost completely withdrawn from such support and the Federation is significantly lacking funds to support capacity development in the area of disaster management in Kosovo.

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

International Federation of Red Cross and Red Crescent Societies

SERBIA & MONTENEGRO, KOSOVO

Selected Parameters	
Year/Period	2005/1-2005/9998
Appeal	M05AA065
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
A. Budget	1'590'837	407'111		946'779	135'674	3'080'400
B. Opening Balance	211'684	167'174		388'203	93'419	860'480
Income						
Cash contributions						
British Red Cross	270'000	0		0	0	270'000
Danish Red Cross	537			19'055		19'592
Finnish Red Cross	1'547			2'321		3'868
German Red Cross	729			1'094		1'823
Icelandic Red Cross	31'400					31'400
Norwegian Red Cross	250'906	188'584		184'089	3'757	627'336
Swedish Red Cross	41'750			41'750		83'500
Swiss Government	364'717					364'717
C1. Cash contributions	961'586	188'584		248'308	3'757	1'402'236
Outstanding pledges (Revalued)						
British Red Cross	80'000					80'000
Danish Red Cross	89'185					89'185
German Red Cross	8'021			10'695		18'716
Swiss Government	462'916					462'916
C2. Outstanding pledges (Revalued)	640'122			10'695		650'817
Reallocations (within appeal or from/to another appeal)						
Belgian Red Cross		63'900				63'900
British Red Cross				342		342
Danish Red Cross				3'382		3'382
Finnish Red Cross				0		0
Netherlands Red Cross				0		0
Norwegian Red Cross	787	-23'159		26'571		4'199
Swedish Government					78	78
Swedish Red Cross	51'450			-83'672		-32'222
Swiss Government	0					0
C3. Reallocations (within appeal)	52'237	40'741		-53'377	78	39'680
Inkind Personnel						
Danish Red Cross	8'267					8'267
Finnish Red Cross	17'000			42'500		59'500
German Red Cross	11'220			16'830		28'050
Norwegian Red Cross					57'800	57'800
C5. Inkind Personnel	36'487			59'330	57'800	153'617
Other Income						
Miscellaneous Income					8'895	8'895
Service Agreements	2'769				27'934	30'702
C6. Other Income	2'769				36'828	39'597
C. Total Income = SUM(C1..C6)	1'693'200	229'326		264'956	98'464	2'285'946
D. Total Funding = B + C	1'904'884	396'499		653'159	191'883	3'146'426

International Federation of Red Cross and Red Crescent Societies

SERBIA & MONTENEGRO, KOSOVO

Selected Parameters	
Year/Period	2005/1-2005/9998
Appeal	M05AA065
Budget	APPEAL

All figures are in Swiss Francs (CHF)

II. Balance of Funds

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
B. Opening Balance	211'684	167'174		388'203	93'419	860'480
C. Income	1'693'200	229'326		264'956	98'464	2'285'946
E. Expenditure	-1'131'183	-218'782		-526'193	-105'459	-1'981'616
F. Closing Balance = (B + C + E)	773'701	177'718		126'966	86'424	1'164'810

Selected Parameters	
Year/Period	2005/1-2005/9998
Appeal	M05AA065
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)		1'590'837	407'111		946'779	135'674	3'080'400	
Supplies								
Shelter	15'500							15'500
Construction	5'000	1'803				1'803		3'197
Clothing & textiles	9'996	292	967			1'258		8'738
Food	108'000	42'348				42'348		65'652
Medical & First Aid		32'455				32'455		-32'455
Teaching Materials	15'354	489				489		14'865
Utensils & Tools	146'000	6'882				6'882		139'118
Other Supplies & Services	90'002	41'378	393			41'771		48'231
Total Supplies	389'852	125'646	1'360			127'006		262'846
Land, vehicles & equipment								
Computers & Telecom	20'000				70'192	70'192		-50'192
Total Land, vehicles & equipment	20'000				70'192	70'192		-50'192
Transport & Storage								
Storage	2'400	187	109		463	759		1'641
Distribution & Monitoring		228			2'700	2'928		-2'928
Transport & Vehicle Costs	208'844	85'949	13'525		22'225	121'700		87'144
Total Transport & Storage	211'244	86'365	13'634		25'388	125'387		85'857
Personnel Expenditures								
Delegates Payroll	309'260	9'987	3'300		3'387	36'227	52'900	256'360
Delegate Benefits	42'000	81'688	8'578		90'097	59'678	240'041	-198'041
Regionally Deployed Staff	148'201							148'201
National Staff	559'667	168'528	49'873		143'397	-0	361'798	197'869
National Society Staff		259'415	5'366		14'365		279'146	-279'146
Consultants	92'600	20'210	3'730		5'083		29'023	63'577
Total Personnel Expenditures	1'151'728	539'827	70'846		256'329	95'905	962'908	188'820
Workshops & Training								
Workshops & Training	672'444	122'798	97'029		60'853	355	281'035	391'409
Total Workshops & Training	672'444	122'798	97'029		60'853	355	281'035	391'409
General Expenditure								
Travel	86'956	14'276	5'074		16'214	202	35'765	51'191
Information & Public Relation	56'947	25'318	638		5'312		31'268	25'679
Office Costs	247'474	77'812	-3		27'288	57'189	162'286	85'188
Communications	35'104	6'137	1'112		12'425	18'021	37'695	-2'591
Professional Fees	4'800	1'005				10'009	11'014	-6'214
Financial Charges	1'267	5'874	402		-2'825	128	3'580	-2'313
Other General Expenses	2'358	52'751	14'468		21'065	-82'960	5'324	-2'966
Total General Expenditure	434'906	183'174	21'691		79'479	2'588	286'932	147'974
Program Support								
Program Support	200'226	73'373	14'221		33'952	6'611	128'156	72'070
Total Program Support	200'226	73'373	14'221		33'952	6'611	128'156	72'070
TOTAL EXPENDITURE (D)	3'080'400	1'131'183	218'782		526'193	105'459	1'981'616	1'098'784
VARIANCE (C - D)		459'654	188'329		420'586	30'215	1'098'784	