

# Report 2006-2007



International Federation  
of Red Cross and Red Crescent Societies

## Bosnia and Herzegovina

Appeal No. MAABA001

3 April 2008

This report covers the period of 01/01/2006 to 31/12/2007 of a two-year planning and appeal process 2006-2007.



The Red Cross Society of Bosnia and Herzegovina's mobile technical team making a home-visit in Bosansko Grahovo. Photo: International Federation

### In brief

**Programme Summary:** In 2006 and 2007 the National Society, with support from the International Federation of Red Cross and Red Crescent Societies, proceeded, as part of its health and care programme, with the promotion of healthy lifestyles among the general public by conducting various health education campaigns. An evaluation of the ongoing home care programme, which provides support to elderly vulnerable people, was carried out in autumn 2006 and this will serve as the basis for guiding future work and support. The findings and recommendations are also useful for the population movement programme, notably in terms of beneficiary selection. This latter programme continues to be a priority area of the Red Cross Society's work, supporting minority returnees in their social integration, and also addressing the issue of discrimination and intolerance.

The National Society's disaster response capacity was further enhanced by having representatives attend several disaster management trainings. Their knowledge and skills proved to be essential during the emergency relief operation responding to the drought in the summer 2007.

One of the major developments during the course of 2006 was the Red Cross Society of Bosnia and Herzegovina making **substantial changes to its statutes**. Implementation has been, however, postponed to the beginning of 2008 to accommodate internal adjustments.

In 2006 the Red Cross Society was awarded the right to be the **only provider of first-aid training** at the state level to learner drivers. This led the society to finalize the curriculum for a standardized training course for learner drivers and adopt the proposed changes to the first-aid rulebook for new drivers. Through this exclusive right the National Society has a new source of income that could well prove to be

substantial, and could be used in the future to provide support to other programme areas of the society's work, for instance to its home care programme.

The overall financial situation of the two-year appeal was reasonably good. This is especially so given the general downward trend, primarily in disaster management and health activities, of international donor interest in the country. The major donors were the Norwegian and Swedish Red Cross Societies. During 2006 and 2007 the Italian Red Cross also provided considerable support to the home care programme of the Red Cross Society of Bosnia and Herzegovina.

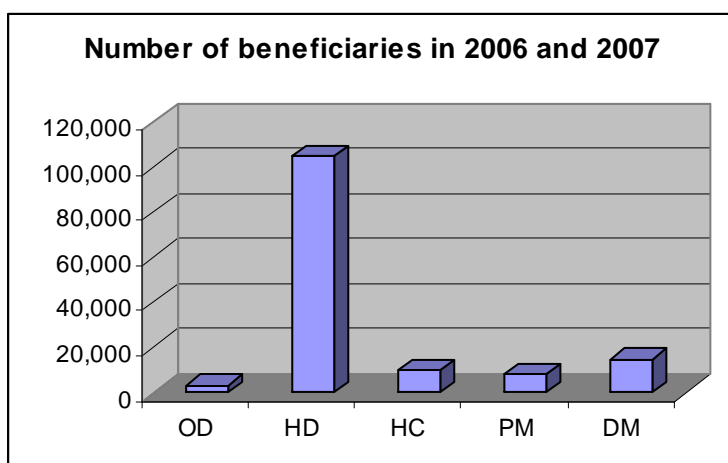
Following the drought caused by the heat wave in late summer 2007, an amount of 45,615 Swiss francs was allocated from the International Federation's Disaster Relief Emergency Fund (DREF) in August to support the Red Cross Society in delivering assistance in the form of drinking water to 14,616 beneficiaries in the southern part of the country.

**Goal:** To improve the quality of life for the people in need in Bosnia and Herzegovina.

**Needs:** Total 2006-2007 budget was 2,473,260 Swiss francs (USD 2,212,218 or EUR 1,498,945), out of which was 78 per cent covered. Click here to go directly to the attached financial reports: [Report 2006](#); [Report 2007](#); and [Report 2006-2007](#).

**No. of people we help:**

Programme	Number of people we helped in 2006 and 2007
Organizational Development	3,200
Health Development	105,000
Home Care	10,000
Population Movement	8,000
Disaster Management	14,616
Total	140,816



**Our Partners:** The International Federation's country representation worked with a total number of 10 community-based, 20 national, 3 government-based, 5 international organizations, 5 United Nations developmental agencies and partners. Within the International Red Cross and Red Crescent Movement the National Society and the International Federation's representation worked with five partners.

## Current context

Bosnia and Herzegovina (BiH) has made progress in moving from dependency on international aid to sustainable development. However, although the economy is continuing to grow, the unemployment rate is 30 per cent, the proportion of the population living below the poverty line is 20 per cent whilst an additional 30 per cent of the population is hovering around it according to UNDP's Human

Development Report for 2007. The government authorities are trying to develop and implement a poverty reduction strategy and improve the existing health and care system which has been rendered largely inefficient because of the lack of focus on individual beneficiary needs, insufficient capacities and lack of common standards and criteria at state level. There is broad consensus that European Union integration presents the best possible development strategy for the country. However, despite the expectations that the Stabilization and Association Agreement (SAA) would be signed with the EU in 2007, it was only partially achieved, with initialling of the document taking place at the end of 2007.

The UNDP Human Development Report for 2007 reports that more than 12,000 people returned to their homes during 2006 and 2007, making a total number of 1,023,965 returnees who have come back to their homes in the post war period. However, there are still many challenges in securing the lasting reintegration of the returnees into the society, as the report claims that over 50 per cent of the population in Bosnia and Herzegovina is socially excluded in some way.

In 2007, the rise in the global fuel prices, as well as the drought that hit the country in summer, contributed to an increase in the prices for basic food commodities like bread, milk and oil, thus making the situation for the poorest people even worse. All of these socio-economic factors affected the work of the Red Cross Society, as more vulnerable people approached it for support.

## Progress towards objectives

### Health and Care

**Health Development objective:** The capacity of the Red Cross Society of Bosnia and Herzegovina to provide public health education campaigns is increased.

**Achievements:**

The Red Cross Society organized various **campaigns to promote healthy lifestyles**, to raise awareness regarding reproductive health among the young population and to respond to Tuberculosis (TB) and HIV. During the two years, some 60,000 people (direct beneficiaries) were trained and educated in 1,000 courses that were run. Most of the activities were carried out by committed youth members of the Red Cross. The National Society involved itself as a partner of the Ministry of Health and UNDP in an application submitted to the Global Fund to Fight AIDS, Tuberculosis and Malaria (GFATM). It is expected that it will receive financial support from this fund for its activities related to the measures against TB in 2008.

The most traditional activity of the Red Cross Society, besides home care, is its blood donor programme. The National Society did not receive any international funding through the Appeal 2006-2007 for this programme but managed to carry out many activities in order to attract blood donors, especially at the branch level. **Two thousand blood units were collected**, and in that way the level of awareness on the importance of voluntary blood donation among the public was increased. The programme was carried out in cooperation with the blood transfusion institutes and respective ministries of health.

In 2006 the Red Cross was awarded the exclusive right to be the only provider of first-aid training at state level to learner drivers in the country. As a result, it finalized the curriculum for a standardized first-aid training course and adopted the proposals related to the first-aid rulebook for new drivers. It was agreed that each entity organization would allocate 5 per cent of their income from this activity to the National Society headquarters, and the Red Cross Brcko district organization would allocate 10 per cent.<sup>1</sup>

---

<sup>1</sup> The Red Cross Society of Bosnia and Herzegovina is composed of two entity Red Cross organizations: Republika Srpska Red Cross and the Red Cross of the Federation of Bosnia and Herzegovina. The Red Cross

First-aid competitions were organized at all levels of the society and the majority of the participants were drawn from the youth sections. Some **45,000 young people** were **educated on community-based first aid** through different seminars. The Red Cross Society's first-aid team participated at the European First Aid Competition held between 5 and 8 July 2007 in Limerick, Ireland.

**Home Care objective:** The Red Cross Society of Bosnia and Herzegovina provides quality home care services.

The home care programme is the most visible of the Red Cross Society's programmes, providing quality home care services to vulnerable elderly people, reaching more than **10,000 beneficiaries per year**. They receive support in the form of food, hygiene parcels and incontinence pants donated by the Italian Red Cross through the International Federation.

An evaluation of the programme was carried out between October and November 2006. A follow-up meeting to that evaluation with participants from both entities and the headquarters was held at the end of March 2007 to focus on implementing the recommendations in the short and longer term in regard to identifying the right target groups and the quality of the support. Additional discussions about the evaluation took place with the representatives from the Red Cross Society of Bosnia and Herzegovina, the International Federation, the Swedish Red Cross and the Italian Red Cross in April 2007. Building on the above recommendations, the Red Cross will look at the current practice of using the food parcels to bring something to the beneficiaries rather than focussing on their actual food requirements as this is not having the desired impact on the nutritional needs of the beneficiaries.

Funds from the Swedish Red Cross to support the Red Cross Society of Bosnia and Herzegovina's revision of its beneficiaries' database for the programme were received. The implementation of this activity will go on into 2008. To develop the programme and build an effective fund-raising strategy it is important to have uniform and verified data. If some donors have special requirements, these could easily be added to the basic questionnaire.

The programme works in close collaboration with the population movement programme and makes use of the same mobile technical teams for distributing relief items to the beneficiaries.

#### **Constraints or challenges:**

Unlike the home care programme which saw an expansion during 2006 and 2007 due to the Italian Red Cross supporting the programme through the International Federation, the health development programme faced difficulties attracting funding and only received very small funding through the regional representation for some promotional activities related to TB, HIV and blood donor activities. As a result, the Red Cross Society of Bosnia and Herzegovina carried out around 20 per cent of the planned activities. For the first-aid activities the National Society received some funding from the Red Crescent Society of the United Arab Emirates through the International Federation in spring 2007. As for the home care programme, the biggest challenge is how to successfully restructure this programme in line with the main recommendations from the evaluation.

## **Disaster Management including Population Movement**

**Disaster Management Objective:** The National Society's capacity to respond quickly and efficiently to natural and man-made disasters in Bosnia and Herzegovina is enhanced.

---

Brcko district organization does not belong to either entity organizations, but has a special status within the Red Cross Society of Bosnia and Herzegovina, for instance it reflects the political structure of the state.

### **Achievements:**

The Red Cross Society of Bosnia and Herzegovina has over the past five years developed quite a substantial capacity to respond to disasters that strike the country. This has been achieved in full cooperation with the civil protection authorities in both entities and at state level. This was confirmed in practice once more during the emergency operation carried out in summer 2007, when the National Society's disaster management staff and volunteers reacted quickly and provided assistance to the people living in the areas severely affected by drought. The International Federation reacted promptly and allocated 45,615 Swiss francs from the International Federation's Disaster Relief Emergency Fund (DREF) to support the National Society in delivering drinking water to 14,616 beneficiaries in 8 municipalities. The actual distribution was carried out by the fire brigades in cooperation with the civil protection, together with the Red Cross. [Click here to read more about the Red Cross assistance to the people affected.](#)

In 2006, members of the regional disaster response team (RDRT) from the Red Cross Society of Bosnia and Herzegovina were deployed to Romania and Pakistan. There were several disaster management trainings attended by the National Society representatives which contributed to the enhanced capacity of the National Society, especially in terms of relief and logistics procedures. The knowledge and skills gained were already visible during the emergency relief operation responding to the drought in the summer 2007.

**Population Movement Objective:** The vulnerability of communities in four priority regions of minority return is reduced.

### **Achievements:**

Minority returnees belong to the social group that is not only at the highest risk of poverty, but also have serious difficulties in accessing public services and participating in the social and political life of their pre-war community. In light of this, the Red Cross assistance in the form of food and hygiene parcels, as well as educational and social activities, information and referrals in a community-based manner not only strengthens social inclusion, but also promotes reconciliation and tolerance between the minority and majority populations.

During the two years the Red Cross Society supported more than **8,000 beneficiaries**. The programme is focusing on assisting the returnees with the help of four mobile social integration teams on legal issues, information-networks for volunteers in priority areas of return and positioning the Red Cross Society in the civil society vis-à-vis the government.

Due to many of the returnees being vulnerable elderly, single mothers or children in rural areas, one of the big challenges is how to better integrate this project into ongoing Red Cross programmes; i.e., ensuring a cross-cutting element between the health and care and humanitarian values programmes. Taking into account a recent re-registration exercise undertaken by the Ministry for Human Rights which indicated that there are still 130,000 displaced persons who aim to return to their homes, it is evident that population movement inside Bosnia and Herzegovina will continue to be high up on the agenda for many years to come. The Red Cross will continue to be a major actor in this important field. To secure better funding for this programme, following decreasing donor contributions in 2006 and 2007, a project proposal was submitted to the German Red Cross, which was approved and it is expected that in the beginning of 2008 funds will be available.

### **Constraints or challenges:**

The major constraint in the disaster management programme has been the lack of funding that has led to constant delays in providing equipment necessary for the disaster management network. In spite of the strong need for refresher trainings for the response teams as well as simulations in the country it was not possible to carry them out. Most of those activities were cancelled or postponed waiting for new funding possibilities. Following the revision of the budget towards the end of 2006 the amount of the monthly support to the mobile teams was decreased. The financial situation further

deteriorated during 2007 and the Red Cross was not able to carry out all activities planned within the programme.

In addition to the difficulties related to funding, the National Society was under constant pressure to cover the needs of the newly arrived vulnerable returnees among the 6,532 recorded to have arrived during 2007. The main reason for such pressure was the closure of the UNHCR's field offices in June 2007. Together with other local agencies and NGOs dealing with refugee issues, the Red Cross, with its branches in all municipalities, had to take on more responsibility for providing various types of assistance. The National Society is cooperating with the Ministry for Refugees and Displaced Persons.

## Organizational Development

**Objective:** The quality of services provided to the vulnerable population is increased through reinforced organizational capacity of the Red Cross Society, including improved legal base and definition of strategic priorities, increased local funding and membership.

### **Achievements:**

Following the merger of the pre-war Red Cross Society of Bosnia and Herzegovina, called Presidency 91, with the Red Cross Society of Bosnia and Herzegovina in 2005, the National Society has become the lawful owner of all Red Cross properties. In 2006, a special commission was established to deal with property issues and in 2007 it completed all the necessary paperwork related to the old Red Cross headquarters in Sarajevo, carried out an assessment of the current state of the building and started exploring the possibilities of holding a donor conference to raise funds for the reconstruction. This event may be held in 2008, with one of the municipalities in Sarajevo and the Tobacco Factory Sarajevo promising to provide financial support.

The Red Cross's general assembly held in May 2006 finally approved the new statutes for the society. This means that the National Society will have one president and two vice-presidents elected for four years and also a secretary general. Another change is that the new statutes open up better funding possibilities within the society meaning that the entity Red Cross organizations will have to support their national headquarters. The statutes were supposed to be implemented by the end of 2006 but there were no significant developments then or during the course of 2007. The vacancy for the position of secretary general was published in the Official Gazette on 14 July and closed on 30 July. The three selected candidates were interviewed during September by a panel of representatives from the International Committee of the Red Cross (ICRC), the International Federation and the Red Cross Society of Bosnia and Herzegovina. The commission came up with a proposal on the most suitable candidate for the position, which should have been approved or rejected by the presidency board and general assembly by the end of 2007. However, they decided to postpone the decision until March 2008, when the general assembly is to take place.

The Red Cross Society benefited from the International Federation's support in applying to the Capacity Building Fund (CBF) in 2007. The National Society prepared a project proposal for the CBF mainly focused on developing a fund-raising and communication strategy to ensure that work is on the basis of clear and well-defined roles and responsibilities, managerial procedures and regulations for all organizational levels.

The financial situation for the National Society is still a challenge. The Republica Srpska Red Cross entity is somewhat better off given the support from the local government, whereas the Red Cross of the Federation of Bosnia and Herzegovina entity receives no such support. The headquarters in Sarajevo remain dependant on international funding through the International Federation and ICRC. In order to tackle this problem the Red Cross Society of Bosnia and Herzegovina has, with support from the Norwegian Red Cross, started to implement a fund-raising project. The Norwegian Red

Cross fund-raiser together with the International Federation's finance development manager organized meetings with the staff from the headquarters and entity level, and held a workshop attended by the Red Cross secretaries and programme coordinators. They had been discussing the possible fund-raising strategies for the Red Cross Society, directed both towards the corporate and private sector. Following a SWOT analysis and an assessment of the current funding situation a plan of activities to be implemented in 2008 was designed. However, matters were not assisted by the National Society's finance manager resigning in April 2007. The workshop will be followed up in 2008, and more training/ support by the Norwegian Red Cross is expected. The society's new role as provider of first-aid training as part of getting a driving licence may turn out to be a healthy source.

The Red Cross Society of Bosnia and Herzegovina joined the regional participatory and community development (PCD) project in 2006, with a micro project in Bijeljina, targeting indirectly 9,000 people (returnees of Roma nationality). The branch in Bijeljina established a community centre together with a Roma NGO, so that they have a place for community activities and a medical component including medical check-ups and the promotion of healthy lifestyles. The premises were opened in November 2007. Due to the fact that many Roma children do not attend school and the rate of illiteracy among the adults is high, one of the first activities will be to organize courses to enhance literacy.

#### **Constraints or challenges:**

One of the biggest obstacles that seriously hamper the efficiency of the programme is the delay in fully implementing the new statutes. It is evident that it will take another year, or even more, until it is achieved. Only after that the society will meet a precondition to becoming a self-sustainable and well-functioning National Society. The society is totally reliant upon support from the International Federation and ICRC, as it does not receive any significant financial support from the government, despite the provisions from the Red Cross law.

## Working in partnership

The International Federation's representation in Bosnia and Herzegovina works with many organizations both within and outside the Movement. Regular meetings are held with the ICRC delegation to coordinate activities and support to the National Society. In addition, a joint workshop in April 2007 on the Seville Agreement and Supplementary Measures was held for the staff and volunteers, with International Federation, ICRC and partner National Society's representatives also in attendance. There are regular contacts with the Swiss Red Cross office and the Red Crescent Society of United Arab Emirates' office in Bosnia and Herzegovina, and the Spanish Red Cross to share information regarding current activities of the Movement components in the country. The International Federation's country representation facilitates visits and provides all necessary assistance and feedback on programme implementation to the main donors- the Swedish, Norwegian, Italian, and German Red Cross Societies. Outside the Movement, the International Federation has worked with UNDP, the International Organization of Migration, UNHCR, the Stability Pact Disaster Preparedness and Prevention Initiative (DPPI) and the Civil Society Development Foundation.

The Red Cross Society of Bosnia and Herzegovina was encouraged to work closely with other National Societies from the region, and partnerships were established through various programmes like disaster management and health as well as through branch twinning. In the country, the society works with the Ministry of Health and Social Welfare when implementing its HIV and TB prevention activities, the Ministry for Human Rights and Refugees for the population movement programme and with the civil protection authorities both at entity and state level.

## Contributing to longer-term impact

Almost a fifth of the population of Bosnia and Herzegovina currently finds itself below the poverty line.

Minority groups such as the Roma, returnees and the elderly people are among those that suffer the most from poverty and social exclusion. Under these circumstances the Red Cross programmes to alleviate this suffering is extremely important.

By implementing its core programmes and achieving the set goals, the Red Cross Society contributes to the fulfilment of all four of the International Federation's Global Agenda Goals, which further contribute to achieving the Millennium Development Goals. Moreover, the programmes are also compatible with the Decade of Roma Inclusion as the activities within the PCD project contribute to empowering Roma communities so they can exercise their basic right to be involved in decisions directly affecting their lives.

The Red Cross Society of Bosnia and Herzegovina is a good example of how gender equality is promoted and applied, as both men and women equally benefit from the Red Cross programmes in line with their specific needs, and they have equal rights and opportunities for participation at all levels.

A delegation from the Red Cross Society of Bosnia and Herzegovina took part in the 7<sup>th</sup> European Red Cross Red Crescent Conference held in Istanbul, Turkey. The conference's focus on health and care in the community and migration, meet the areas of work that the Red Cross Society of Bosnia and Herzegovina has committed itself to. Additional attention will be given to fighting stigma and involving the beneficiaries in the implementation of the programmes, as well as promoting humanitarian values. Working closely with the respective ministries on these issues, the Red Cross will also put an emphasis on advocacy.

## Looking Ahead

Since its creation in an ethnically divided and badly damaged country, the Red Cross Society of Bosnia and Herzegovina has made progress with significant assistance from all the components of the Movement. However, it is not yet a self-sustainable organization and will in the coming years face major challenges, both financial and organizational, which it can not tackle without support from the International Federation including its sister National Societies, and ICRC. In line with the International Federation Secretariat Support Strategy for Central Europe 2006-2009 and the Red Cross Society of Bosnia and Herzegovina Strategy 2006-2010, the International Federation's representation in Sarajevo will continue to support the National Society in the following core programme areas: health and care, disaster management, population movement, organizational development, PCD and the promotion of humanitarian values. Through this support the structure and capacity of the National Society will be strengthened and the quality of its programmes upgraded.

The regional representation in Budapest and the country representation will focus on assisting the National Society to strengthen its capacities to better contribute to the Global Agenda Goals and to take forward the *Istanbul Commitments* of the 7th European Regional Red Cross and Red Crescent Conference, as well as to follow up on International Conference, General Assembly, Council of Delegates decisions, declarations and pledges.

### How we work

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 \(Sphere\)](#) in delivering quality and accountable assistance to the most vulnerable. For support to or for further information concerning Federation programmes or operations in this or other countries, or for a full description of the national society profile, please access the Federation's website at <http://www.ifrc.org>

The International Federation's activities are aligned with its Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".

**Global Agenda Goals:**

- Reduce the numbers of deaths, injuries and impact from disasters.
- Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.
- Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.
- Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

**Contact information**

**For further information on this Appeal, contact:**

- **Bosnia and Herzegovina Country Office**, Samra Campara, Head of Office, Sarajevo, phone: +387 33 666 009, fax: +387 33 666 010, e-mail: [samra.campara@ifrc.org](mailto:samra.campara@ifrc.org)
- **Country Representation in Belgrade**: Olav Ofstad, Country Representative, phone: +381 63325895, fax: +381 11 3281 791, e-mail: [olav.ofstad@ifrc.org](mailto:olav.ofstad@ifrc.org)
- **Central Europe and Southern Caucasus Regional Representation**: Elias Ghanem, Regional Representative, Budapest, phone: + 36 1 248 3300, fax: +36 1 248 3322, email: [elias.ghanem@ifrc.org](mailto:elias.ghanem@ifrc.org)
- **Europe Zone Office**: Leon Prop, Deputy Head of Zone, Budapest, phone: + 36 1 248 3300, fax: +36 1 248 3322, email: [leon.prop@ifrc.org](mailto:leon.prop@ifrc.org)