

# Annual report

 International Federation  
of Red Cross and Red Crescent Societies

## Europe Zone

Appeal No. MAA65001

30 April 2009

This report covers the period 01/01/2008 to 31/12/2008.



A young boy putting his IFRC box to use during the relief operation in Moldova. Photo: International Federation

## In brief

**Programme purpose:** The Europe zone programme priorities are closely aligned with the International Federation's Global Agenda Goals as well as with the outcomes of the Europe Conference held in 2007. The *Istanbul Commitments* formally adopted by all European National Societies highlight the need to scale up work in the areas of health and care – particularly HIV and AIDS, TB, and harm reduction – and migration, including stronger advocacy on behalf of all vulnerable migrants<sup>1</sup> regardless of their legal status. National Societies are supported in their efforts to scale up their work significantly in these areas, as they contribute directly towards the achievement of the Millennium Development Goals (MDGs) and the Hyogo Framework for Action.

**Programme summary:** The Global Alliance on HIV and TB for Europe was launched during the ERNA annual meeting in December 2008. In this first phase of the alliance are the Red Cross and Red Crescent Societies of Russia, Armenia, Kazakhstan, Kyrgyzstan, Uzbekistan and Belarus.

The National Societies of Europe and Central Asia are doing well when it comes to the

<sup>1</sup> The term "migrant" includes, inter alia, asylum seekers, refugees, internally displaced persons, trafficked persons, irregular migrants and economic migrants.

accomplishment of the Strategy for the Movement commitment to revise all statutes by 2010.

**Financial situation:** The total 2008 appeal budget for the Europe zone (MAA65001) was CHF 1,364,036. In total 56 per cent of the budget was covered and overall expenditure was 40 per cent of the received funding.

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

**No. of people we help:** This zone programme principally supports the 52 National Societies of Europe, who, in turn, work with millions of people.

**Our partners:** The Europe zone office works in close partnership with the National Societies of the region at all levels, with the existing technical networks, and relevant government ministries, such as health and disaster management bodies. In line with the Federation's new operating model much emphasis was given to working together more effectively through global and operational alliances. The zone team also worked closely with the International Committee of the Red Cross (ICRC) on issues of Movement cooperation, National Society capacity building and programme development. Outside of the Movement, UN OCHA (through the Inter Agency Standing Committee), WHO and several UN agencies are important partners.

## Context

Towards the end of the year, the National Societies of Europe were reporting the first signs of the impact of the global financial and economic crisis, with increased demand for some services such as social welfare amidst concerns about reduced future income for their programme activities.

Compared to previous years, 2008 has been relatively calm in terms of natural disasters. This enabled the National Societies and the secretariat to focus more on disaster preparedness and the strengthening of regional disaster response team (RDRT) and national disaster response team (NDRT) mechanisms, and to increase the knowledge about vulnerability and capacity assessment (VCA) and risk reduction activities.

Disasters that hit Europe and Central Asia during 2008 were mainly floods but also those related to extreme weather conditions such as winter cold and drought as well as man-made disasters including mine blasts and arms depot explosions. Climate change will increase the vulnerability in Europe by bringing more frequent floods, devastating storms, droughts and heat wave which will further deteriorate the normal way of living and trigger water and food shortages.

Nine of the disasters which needed international assistance were small-scale disasters, where the needs of the affected people were covered by the Disaster Relief Emergency Fund (DREF) while in the case of the cold wave in Tajikistan and the floods in Moldova and Ukraine emergency appeals were launched. The extremely cold weather in Tajikistan during January and February 2008 followed by a locust infestation resulted in worsening the already difficult food security situation in the country. The International Federation provided two months of shelter and non-food items cluster coordination through the deployment of specialist cluster coordinators.

Following the outbreak of the armed conflict in South Ossetia, the International Federation worked in close cooperation with the ICRC as lead agency, and provided significant support to the Georgia Red Cross. Particular attention was given to strengthening the National Society's operational capacity in responding to the needs of the many internally displaced persons.

**Table 1: Disasters in Europe that required international support in 2008:**

Country	Type of disaster	Type of response	Budget (CHF)	Start date/ duration	No. of beneficiaries
Kazakhstan	Mine blast	DREF	43,626	January/ 6 months	800
Kyrgyzstan	Earthquake	DREF	100,000	January/ 3 months	2,500
Moldova	Food insecurity	DREF	249,000	February-March/ 2 months	7,000
Tajikistan	Cold wave	DREF EA <sup>2</sup>	172,061 567,508	February-March/ 6 months	8,000 (2,149 families)
Kazakhstan	Floods	DREF	199,858	March/ 3 months	800 (200 families)
Albania	Explosion	DREF	248,000	March/ 3 months	3,200
Moldova	Floods	DREF	198,952 <sup>3</sup>	July/ 3 months	1,500 families
Ukraine	Floods	DREF	437,942 <sup>4</sup>	July/ 3 months	5,000 families
Ukraine and Moldova	Floods	EA	1,533,543	August/10 months	60,000
Uzbekistan	Explosion	DREF	58,770	July/ 3 months	4,000
Georgia	Reinforcing response capacity	DREF	233,690	August/ 5 months	N/A (focus on National Society)
Russian Federation	Population movement	DREF	250,000	August/ 6 months	10,000
Kyrgyzstan	Earthquake	DREF	220,000	October/ 3 months	866

## Progress towards outcomes

### Disaster management

**Outcome: Comprehensive Europe-wide disaster management strategy adopted in line with the International Federation's disaster management strategy and the Hyogo Framework for Action.**

As part of the efforts towards developing improved disaster management services globally, the Europe zone office established a disaster management team (DMT) reference group consisting of representatives from 14 National Societies- Armenia, Austria, Croatia, Finland, France, Germany, Kyrgyzstan, Macedonia, Norway, Russian Federation, Serbia, Turkey, Ukraine and Uzbekistan. A first meeting was held in Turkey in early July, attended by disaster managers from 11 countries to discuss the initial findings of survey data collected on disaster management service priorities, the present operational model and two possible future models.

At sub-regional level, several regular network meetings took place bringing together disaster managers from Central Asia, Central Europe and Southern Caucasus as well as EU countries. Meetings of the EU disaster management working group took place several times during the year where members of the working group discussed a range of topics including civil protection, Red Cross coordination and concrete opportunities for collaboration between National Societies.

<sup>2</sup> In the case of emergency appeal, the appeal target is indicated, not the actual income.

<sup>3</sup> The DREF allocations to the two National Societies were considered as loans, and will be replenished from the income to the emergency appeal if coverage allows.

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**Outcome: Effective disaster response coordination mechanisms in place.**

During 2007, National Societies from the Balkan countries created a computerised disaster management database that gives information on capacity within the region. This includes general contact details on each National Society, its disaster management department and staff, how many RDRT members they have and their skills, the logistics capacity within the National Society, emergency stocks it holds and the quantity which could be given to neighbouring National Society when needs arise.

What could be termed the “virtual warehouse” was tested successfully in March during the operation in response to an explosion at an arms depot in Albania. An allocation from the Disaster Relief Emergency Fund (DREF) was approved, but, in order to make the response operation more efficient, the Europe zone disaster management department contacted neighbouring countries regarding their emergency stocks and possibility of sending them to Albania. The first National Society to offer assistance was the Montenegro Red Cross. The emergency stock they sent to Albania was later replenished from the DREF. This operation demonstrated good trust and successful cooperation between two neighbouring National Societies and in many ways even strengthened it. Importantly, the relief items quickly reached Albania, making the disaster response more efficient and effective, avoiding the usual delays caused by long tendering procedures for relief items procured locally.

The next stage is to further consolidate and expand to other sub-regions within Europe. Consultation with interested National Societies is underway, and technical meetings are taking place to support the roll-out. The Central Asian part of the database has been completed and installed on computers of the disaster management coordinators of Central Asian National Societies and the International Federation regional representation. A three-day workshop was organized in December to make the coordinators familiar with the database and how to use it.

Several **RDRT deployments** also bear witness to effective coordination mechanisms in place. In April the disaster management coordinator of the Armenia Red Cross spent one month in Moldova supporting the Moldova Red Cross in the relief operation responding to the drought. In December, two deployments took place. A RDRT member from Bosnia and Herzegovina was deployed for a three-month mission in Georgia to manage the winterization programme and to support the Georgia Red Cross in the procurement and distribution of relief items. In Ukraine, a RDRT member from the Armenia Red Cross was deployed for nine days to support the Ukraine Red Cross and the International Federation office in Kiev to conduct a survey among beneficiaries in order to find out what they thought about the goods and services received.

**Outcome: Improved National Societies disaster response capacity.**

Several trainings have been held to improve the response capacity of National Societies. Regional disaster response team trainings were conducted for new members in Estonia and Bosnia and Herzegovina. The trainings were conducted in close co-operation with the Finnish Red Cross, the Austrian Red Cross and ICRC. The Europe zone has more than 150 RDRT members on its roster, ready to be deployed in Central Europe and Southern Caucasus, the Baltic Sea area and Central Asia. Besides RDRT members representing regional disaster response capacity, they are also a great support and resource to their own National Societies.

Basic water and sanitation training for the Central Europe region was conducted in Macedonia in May, with support from the Austrian Red Cross. Austrian Red Cross emergency response unit (ERU) water and sanitation training was held in Austria for Central European National Societies. The Europe zone office now has on its RDRT roster 21 members trained in this specialization, out of which 6 passed the ERU water and sanitation training. It also supported the participation of National Society staff who are not RDRT members but who have technical expertise and interest. One RDRT member from the Macedonian Red Cross attended an ERU health training held by the German Red Cross in April.

A specialised IT training for 15 RDRT members and IT staff of National Societies from Central Europe, Southern Caucasus, Belarus, Moldova, Russia and Ukraine and Central Asia regions was conducted to create a group of IT persons whose skills could be used in emergencies.

**Outcome: Risk reduction initiatives scaled up, community-level disaster preparedness improved and adaptation for climate change promoted.**

A meeting on the Global Alliance for Disaster Risk Reduction was hosted by the Norwegian Red Cross in Oslo in August to discuss the framework and its implementation in 2009.

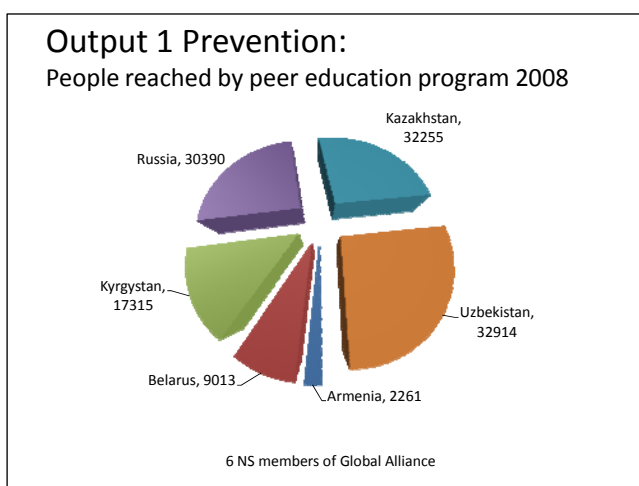
The Europe zone office proposed two National Societies from Europe- the Albanian and Armenian Red Cross Societies- for the World Bank’s global programme “Global Facility for Disaster Reduction and Recovery”, which supports National Societies in advocacy and capacity building for community-level disaster risk reduction. The applications were approved and they focused on researching and developing implementation plans and budgets for the work they wish to do over the coming three years.

**Constraints or Challenges:** Underfunding and non-filled positions of disaster management coordinators in the regional representations in Almaty and Moscow remain the main constraints. Some planned activities, and most of the visits, had to be cancelled because of lack of funds.

Frequent turn-over of trained National Society staff and volunteers combined with unclear roles of National Societies in the national disaster response system remain a concern that require more support and continued efforts from country, regional and zone offices. In a few National Societies the development of a disaster management programme is not seen as a high priority, and the subject has not been discussed at strategic level at recent European conferences.

The zone office will also scale up efforts on the dissemination and development of risk reduction and community-based disaster preparedness and climate change activities, as well as International Disaster Response Law, Rules and Principles (IDRL).

## Health and care



**Outcome: Scale up programming in HIV and AIDS, TB and harm reduction.**

Support to the National Societies in Eastern Europe and Central Asia to develop their programmes on HIV and TB progressed well, culminating in the launch of the Global Alliance on HIV and TB for Europe during the ERNA annual meeting in December. In this first phase of the alliance are the Red Cross and Red Crescent Societies of Russia, Armenia, Kazakhstan, Kyrgyzstan, Uzbekistan and Belarus.

Leading up to this launch, a series of technical meetings was organised by the

Europe zone office. In Tashkent, those National Societies that had expressed an interest in joining the alliance recognized that greater focused action from them would contribute to halting the epidemic or at least limit its effects. It was agreed that given the high incidence of co-infection of tuberculosis and HIV it is essential to incorporate TB into the alliance approach. A further meeting in Kiev saw the creation of a coordination body to decrease the HIV burden among TB patients and the TB burden among people living with HIV (PLHIV).

The International Federation recognizes that HIV is on the rise among people younger than 30 years of age. The epidemic has not been generalized, and is affecting key populations like injecting drug users (IDUs), sex workers and their clients, inmates of penitentiary institutions and socially marginalized groups. The main mode of transmission is through sharing non-sterile injecting equipment and unprotected sexual intercourse. As such, the Red Cross and Red Crescent action is largely in prevention such as information, education and communication (IEC) campaigns, peer education, promotion of voluntary counseling and testing (VCT), prevention of **mother-to-child transmission (MTCT)**, and means for personal protection.

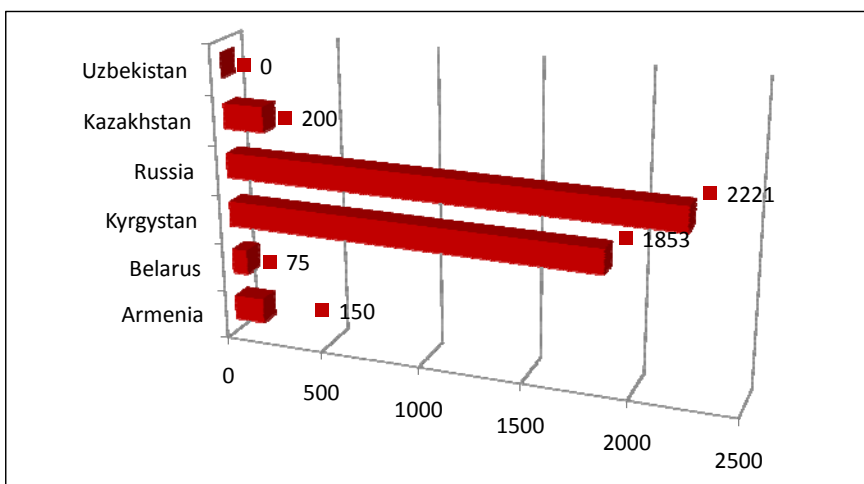
One of the key activities is support for PLHIV, including providing care and support to children born of HIV-positive women, home care and support in treatment for PLHIV, providing information about treating TB infection, peer support and providing food and social support.

The Red Cross and Red Crescent Societies will be increasingly active in the field of anti-stigma and discrimination. They are currently providing information and technical support to local PLHIV networks, disseminating informational materials such as “*The Code of Practice for NGOs (and Red Cross Red Crescent) Responding to HIV*”, and organizing campaigns dedicated to 1

December. Trainings will be organized for staff, prison staff and volunteers on HIV and TB, including stigma, discrimination and infection control issues. In addition anti-stigma peer-to-peer trainings on HIV prevention for peer instructors (volunteers), will be organized.

## Output 2:

HBC or Treatment clients receiving services, 2008



6 NS members of Global Alliance

In line with the International Federation’s strategy on working with networks, the Europe zone has been closely engaged with the ERNA network, supporting its secretariat, hosted by

the Serbia Red Cross since the beginning of 2008.

A two-year campaign to empower communities and individuals to contribute to stopping TB began in 2008. The slogan for World TB Day was, “**I Am Stopping TB**”. National Societies from Central Asian countries, as well as those from Russia, Georgia and Serbia took an active part. Russian Red Cross volunteers were presented on WHO EURO web-site, and the Serbia Red Cross TB project on Global Fund to fight AIDS, TB and Malaria web-site.

More than 50 representatives of state missions and international organizations based in Budapest came to the Europe zone office for the presentation of the World Disasters Report 2008, which focuses on HIV and AIDS. The reception promoted the International Federation’s position of making HIV and AIDS cross-cutting of all humanitarian programming.

**Outcome: Advocate and scale up support for social and home care programmes for vulnerable groups including elderly people.**

In its support to piloting new initiatives for both programming and resource mobilization, the Europe zone is engaged with the European Red Cross Red Crescent health managers' forum, whose steering committee includes the National Societies of Switzerland, Kyrgyzstan, Sweden, Georgia, Bulgaria and the Netherlands. The steering group met once in March to prepare their joint work towards the group's goal of adapting a broader understanding of health, with a well-being perspective and an integrated approach to health and social care in National Societies.

The network organized its annual meeting to share best practices as well to create a better understanding of the social determinants to health and their interconnectivity. Discussion on how to implement existing tools such as the Istanbul commitments, the International Federation's health and care strategy and the health policy in the domestic work also figured prominently. A common vision of the International Federation responding in innovative ways to challenges by basing its work on the social concept of health was agreed. This will mean improving the way the Red Cross Red Crescent works towards an integrated and holistic health and social work approach that reflects the reality of the most vulnerable groups in society. The evaluation of the meeting showed that there is a great need to continue the realization of the initial ideas and to follow up on the recommendations. Therefore, the group will organize annual meetings on a regular basis under the umbrella of the Europe zone office.

**Outcome: Strengthen the support mechanisms for other National Society health and care priorities – including first aid, voluntary blood donor recruitment, mother and child health, health in emergencies, and road safety.**

**First aid**

The French Red Cross will host the European Reference Centre for First Aid Education for a further five years. The board prepared the annual meeting of the European First Aid Education Network (FAEEN), hosted by the Hellenic Red Cross, during October. The meeting reaffirmed that FAEEN and its reference centre have a crucial role in strengthening National Society capacity and the quality of first-aid programmes and that the recommendations generated from previous meetings of the network still need to be considered for implementation by National Societies. The recommendations from this meeting included continuing and monitoring progress in implementing the International Federation's health and care strategy using the revised first-aid policy to reaffirm the crucial role of first aid and to develop their own national first aid-policy and strategy, increase the number of people trained in first aid, make first-aid education more accessible, consider first aid with the vulnerable groups and educate the citizens in first aid and disaster preparedness to be the first chain in emergency.

**Voluntary non-remunerated blood donation (VNRBD)**

The Red Cross of Serbia successfully launched Club 25. With experience over many years, the Croatian Red Cross is a leader in the Europe zone, and on many occasions promoted Club 25 to other National Societies. Youth Red Cross organizations from some EU countries have also expressed an interest of starting Club 25.

To increase regional self-sufficiency in safer blood and blood components, an inception meeting for the SEE blood safety project was held for ministry of health representatives and project coordinators from the ministries of health of Albania, Macedonia, Serbia, Bosnia and Herzegovina, Croatia, Montenegro, Romania and Moldova, WHO Copenhagen representatives, Slovenia Blood Transfusion Centre representatives and the French Blood Transfusion Centre. With the end of the Stability pact initiative, a new secretariat for the blood programme is advertised and regional ownership will be supported. During the meeting the successes of techniques of blood collection, treatment and management were presented. The improvement in quality management leads to greater need of safe blood units. As support to the VNRBD, governments agreed to create national blood donation programmes targeting the youth and patients' families, with the main partner being the Red Cross Red Crescent Societies.

A joint model for VNRBD modular training, created in the last few years in partnership between the International Federation and WHO, was presented by WHO EURO representative. It provoked great interest and was identified as an activity that is needed for the region and should be planned after the launch of the modules in six months.

Next steps include creating a national blood donation programme, opening discussion and partnership with Red Cross Red Crescent Societies, working with other governmental ministries on improved planning and budgeting and exploring possibilities for partnerships at the community level. Possibilities for regional exchange in blood donation should be further explored.

In 2008 the *Celebration of World Blood Donor Day* was under the slogan of *Celebrating the gift of life*. The National Societies of Uzbekistan, Serbia, Albania and Russia engaged with communities to promote VNRBD. The zone office participated in an event organized by the Hungarian Red Cross.

### **European Network on Psychological support (ENPS)**

The annual meeting of the network was hosted by the Swedish Red Cross, attracting more than 20 National Societies. The main conclusions can be grouped around four topics that will inform the approach in the coming years.

The first, on how to end programmes, stressed the importance of meeting people's different needs within the local capacities, while making exit strategies clear from the beginning, but flexible. The second underlined that migration includes a very high risk of traumatisation as needs for safety, dignity and control as well as information are high. Families of the missing need ongoing psychosocial support, often for long periods of time, which staff and volunteers have to be trained to provide. Children's protection and establishing safe environments for them should be high priorities. The third area cautioned against implying that a person has failed for not making more of their experience-growth, as the "journey" not the outcome is equally important. The fourth focussed on psychosocial activity's changing roles according to the phases of an emergency, from sharing experience, giving information, being the voice of the survivors, protecting and coaching the survivors, educating the media.

Psychosocial activity is cross-cutting, enhancing the Red Cross Red Crescent global approach to health. It was clear that many activities have psychosocial elements and all National Societies present had psychosocial programmes and/or related training. Further effort is needed to broaden the scope of these activities, to increase training for the volunteers and to better support the volunteers in their work. This field is evolving and examples of best practices and lessons learnt led to an interesting forum.

### **Human pandemic preparedness**

Preparations for the start of the human pandemic preparedness programme started during the second half of the year. Out of four National Societies selected, the Ukraine Red Cross, the Moldova Red Cross and the Azerbaijan Red Crescent will start the programme in 2009.

## Capacity building and organizational development

**Outcome: A framework for effective capacity building and peer support has been established.**

The Europe zone team has identified **peer support** as one of the key tools for supporting the National Societies in their organizational development and capacity building efforts. A number of peer support schemes were established in 2008:

- A trustee of the British Red Cross as well as the Italian Red Cross headquarters staff were engaged in supporting the Malta Red Cross overcome some of its organizational development issues.
- Norwegian Red Cross staff continued providing consultancy support to the Macedonian Red Cross in resource mobilization.
- The director general of the Bulgarian Red Cross provided support to the Tajikistan Red Crescent, later extended to cover youth issues as well.
- There is a peer support mechanism in place between the Uzbekistan and the Macedonian National Societies in relation to developing an intensified capacity building plan.
- The Serbian Red Cross coordinator for trafficking in human beings visited Lithuania and provided support to the National Society youth to start up a peer education programme.

Besides this the National Societies of Armenia, Azerbaijan and Georgia had a leadership meeting organized in Skopje hosted by the Macedonian Red Cross, which was a unique opportunity for experience exchange and to certain extent peer pressure.

An increasing number of National Societies have shown interest in applying for the **intensified capacity building** (ICB) modality of support. All together in three rounds well over 20 National Societies applied for the ICB support, but only one was granted, the Macedonian Red Cross. More societies from Europe zone were short-listed, but their three-year plans were not granted. The Europe zone office and the regional representations provided significant support especially to the societies who were short-listed. Some shortcomings of the ICB application process were noted and suggestions given to the secretariat's organizational development department to improve this in the future.

The Moldova Red Cross revised its ICB plan, following the comments given by the panel of experts in the second round, and resubmitted it for the final decision together with the National Societies of Montenegro, Kyrgyzstan and Uzbekistan under the third round. The Georgian Red Cross is developing its ICB plan under a special agreement with the organizational development department. It is considered a special case due to the fact that funding is already available for the first year of the implementation of the ICB approach from a number of partners in Georgia, who accepted this approach. The three-year plan will be submitted to the secretariat for technical comments.

The **specific organizational development support** (SOS) as a second modality under the Capacity Building Fund was launched to assist those societies who were not given ICB grants. The scope of this support is limited in terms of time and substance and is expected to address some of the critical aspects of organizational performance. All together 11 National Societies from Europe zone have applied for this modality of support.

Tailor-made support has been provided based on the requests of National Societies on a wide range of issues such as strategic planning, assessment of the situation in the society, legal base, branch development, communication and fund-raising. The most time was allocated to support to the Red Cross Societies of Malta, Cyprus, Bosnia and Herzegovina and Georgia. This support was also provided to the Danish and the British Red Cross along volunteering and to the Swedish Red Cross along the ongoing branch-twinning project with the Baltic National Societies.

The mapping of funding needs in the Europe zone and the mapping of major existing and potential donors at zone level and national level was part of the planning process in 2008. A number of National Societies are becoming more and more aware that dependency on external donations is not a healthy way to sustain the organization and some of them are increasingly looking for sources within the country. The Armenian Red Cross applied for the specific organizational development support with a project to address communication and fund-raising within the country. In the same way the Malta Red Cross prioritized communication and fund-

raising in the country. The Montenegro Red Cross applied for the same modality of support with the idea to generate income by delivering commercial first-aid services.

In the complex political and socio-economic environment the Georgia Red Cross has intensified its efforts to mobilize some resources locally in order to support the internally displaced people in the country in the aftermath of the conflict.

The delivery of relevant humanitarian services in the National Societies needs to be accompanied with transparent financial management and reporting systems. An increasing number of National Societies are becoming more aware and conscious of the need to conduct external audit and recognize it as an accountability tool that can be utilized in communication with partners and stakeholders. Almost all National Societies in Central Europe and Southern Caucasus conduct an audit, while others seek support to improve their accounting systems and conduct an external audit, like the Uzbekistan and Tajikistan Red Crescent Societies.

The Central Asian organizational development programme which initiated the process in 2002 to revise their structures and statutes and to clarify the role of governance and management was evaluated. One of the recommendations was to shift emphasis from division of governance and management to good governance and management allowing governance to also play a key role in strategic development. There is an opportunity for capitalizing on this positive experience and for using it in similar processes in other National Societies. The societies of Europe and Central Asia are doing quite well when it comes to the accomplishment of the Strategy for the Movement commitment to revise all statutes by 2010.

**Outcome: National Societies' human resource development and volunteer management have been strengthened.**

The Europe zone office has provided support and advice in human resource development. Open positions within National Societies, including those at management level, are increasingly being advertised externally. However, certain aspects such as career development and salary scale need to be consolidated more closely in future, particularly as high staff turnover affects several National Societies.

Volunteer management was a focus of the organizational development plans of several National Societies, including Bulgaria, Georgia, Denmark, UK and Macedonia. The Bulgarian Red Cross was awarded during the General Assembly of the International Federation for its efforts in volunteer management and "for taking volunteering seriously". The National Society continues to implement its volunteering policy at branch level and the neighbouring Red Cross Societies recognized these achievements. The Georgia Red Cross as part of the relief operation in the aftermath of the conflict has been focusing its efforts on five branches to establish support to volunteers and to enable them to do their work in a more efficient way.

As a part of the ICB project implementation the Macedonian Red Cross has developed a volunteering strategy and policy and an overall human resource policy. The Kyrgyzstan Red Crescent has reviewed its human resource policy and established a personal development review system supported by the British Red Cross.

As a result of the established partnership with the EUCLID platform (European Network of Third Sector Leaders) colleagues from the Red Cross Societies of Albania and Montenegro and the Red Cross organizations of Kosovo have an opportunity to be part of the project that aims at the professional development of organisations' leaders, programme and project managers through the establishment of coaching and shadowing support between different civil society organizations. Grant for this project was given by the UK Foreign Office to EUCLID platform and the Red Cross colleagues will be subsidised for their participation in the project. In addition, the Europe zone office participated in the event organized by EUCLID in Budapest in April around the theme "*Innovative ways to enhance third sector organizations in Central Europe.*" The event

was focused on the corporate social responsibility potential in Central Europe and the partnership between the third and the corporate sector.

**Development of a platform for on-line and distance education:** The Europe zone office embarked upon a project to engage in on-line learning as an alternative to the current, traditional approach of face-to-face training. The project resulted in a pilot on-line course on Federation disaster response tools, which was run during a period of five weeks with the participation of 12 Federation staff. This undertaking initiated the process of building a local capacity to develop and deliver cost-effective training solutions for a dispersed workforce of paid staff or volunteers.

Besides e-learning other IT solutions were considered to contribute to more effective knowledge sharing within the Europe zone. *SharePoint*, an online collaboration tool has been piloted for planning purposes during 2008 and will be further customized to serve as a platform for collaboration on a wider range of issues.

**Outcome: Approaches and tools for community programming have been consolidated.**

Support and advice was provided to the Kyrgyzstan Red Crescent through the regional representation in Almaty on community programming, following the participatory community development (PCD) approach developed in Central Europe. Support is also provided by the Central European pool of PCD practitioners to the Tajikistan Red Crescent and the Finnish Red Cross who is working on bilateral basis in Tajikistan. The Bulgarian Red Cross continues to use the PCD approach within different programmes, while the Macedonian Red Cross applies it in its community-based health activities.

**Outcome: Support for European Red Cross Red Crescent Youth programmes has been scaled up.**

The Europe zone office provided support to the European Youth Coordination Committee (ECC) during its biannual meeting that was held in Croatia. Discussions on the role of youth in the National Societies focussed on programmatic themes and linkages between service delivery and youth. The new ECC was also elected and its first meeting was in July at the zone office.

**Constraints or Challenges:** While there has been good progress on a range of organisational development initiatives it should also be noted that the needs and demands for support are both very significant and diverse. This is clearly evident for instance in the large number of ICB applications, many of which were deemed of high quality, appropriate and well-justified but ultimately unsuccessful.

In order to provide more effective support to youth programmes and initiatives a dedicated full-time youth officer would be recommended. During 2010 a leadership course will be developed in cooperation with ICRC to complement the already existing course but with more focus on the role as a leader and your staff. Fund-raising will be addressed at several levels. Leaders of National Societies will be introduced to the critical success factors for fund-raising, and the importance of understanding the national donor market. The details of the application procedure for EU funding will be also presented to the National Societies in order to increase their chances of succeeding in applying for EU funds.

## Principles and values

The principles and values programme was slow to take off during 2008, largely due to a lack of funding. The concept has, however been included in, and evident throughout the programmes run from the zone and in the country programmes.

### **Outcome: Scale up advocacy and support for programmes addressing migration including people-trafficking.**

During the first part of the year several discussions took place regarding the most appropriate set-up to support migration programmes across the Europe zone. In spite of significant funding gaps it was decided to go ahead with the recruitment of a coordinator in November for migration activities, one of the two main priority areas under the Istanbul commitments.

At the request of the Danish Red Cross the Europe zone office also agreed to host the anti-trafficking network, which will allow for further synergy with the migration agenda. A coordinator was identified in late 2008 to start work in 2009, and it is expected that this will be an important boost for the re-vitalisation of the anti-trafficking network.

The Europe zone participated in the Mediterranean Conference on Gender and Migration held in Palermo, Italy, and assisted in the drafting group producing the final declaration, which was seen as a very useful tool for advocacy around the critical gender issues within the migration context.

### **Outcome: Improve communication and advocacy for vulnerable and/or marginalized populations.**

Headway has been made, with a new zonal communications structure established and a communications strategy and plan. Regular editions of the new zone newsletter have been issued providing a channel of communication with National Societies on key events and developments.

During the disasters in Albania, the Hungarian Red Cross image crisis and the Moldova drought support was given to National Society communications. As agreed in the global communications forum in Washington, where the zone supported two participants from Eastern European and Central Asian National Societies to attend, boosting communications in all emergency operations is vital in today's humanitarian environment.

## Working in partnership

The new zone team has started building relationships with partner National Societies and ICRC, as well as with external agencies. A first round-table meeting with Movement partners was held in Budapest in April, providing an opportunity to exchange views with the emerging zone team. Over the year technical cooperation has grown stronger particularly in programme areas such as disaster management training, the Global Alliance on HIV and TB, and organisational development and capacity building. The cooperation with ICRC has included participation in RDRT trainings as well as joint work on governance. The difficult but effective collaboration in the challenging aftermath of the conflict in Georgia was partly due to a relationship of mutual trust built up during earlier joint work in preparation for statutory revision and meetings.

The Europe zone team has also started inviting and reaching out to external partners including embassies and international organisations on a more regular basis, and it is expected that this work will be scaled up further during the coming year.

## Contributing to longer-term impact

Since its establishment the Europe zone office has actively promoted a closer dialogue with National Societies across the zone regarding key priorities. It has also sought to increase the engagement of all member societies in global debates, seeking additional support for those facing financial or language challenges.

The zone office promotes a culture of quality, performance and continuous learning, both within the secretariat, but more importantly within and between National Societies. The increasingly

accountability-driven, competitive environment in which the Red Cross and Red Crescent operates, means that many National Societies themselves are requesting support in this area. Identifying where such expertise may be located, and brokering its successful transfer and development, is a role the zone undertakes.

The planning conference held in Budapest in June 2008 was a milestone in the process of developing integrated quality programmes, one that will lead to longer-term impact. This year's event was viewed as a success by participants, with feedback enthusiastic yet challenging the zone to do more in the areas of scaling up quality. The feedback highlights deeper issues in the work of the International Federation, and needs to be acted upon to ensure relevance for the zone office and how it measures the quality of its support.

## Looking ahead

The provision of basic membership services and technical support to National Societies in areas such as disaster management, health and care and organisational development will be consolidated further, where possible in a more integrated approach. In addition, attention will be paid increasingly to areas such as migration, anti-trafficking and humanitarian diplomacy. Good practices will be documented and shared, increasingly using on-line tools and new platforms for collaboration and learning.

The debate on the future Strategy 2020 will feature prominently during the first part of the year, while the preparations for the next Europe Conference in Vienna will require ongoing dialogue and practical support especially during the second half of the year.

Country-level planning will be tailored further to address specific National Society needs and context, and the options for closer integration into National Society structures will be explored where possible.

Building on existing partnerships the zone team will promote a gradual shift in approach from donorship to partnership, assuming largely a brokering role and scaling up cooperation especially also with non-Movement partners.

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