

Programme Update



International Federation
of Red Cross and Red Crescent Societies

Europe Zone

Appeal No. MAA65001

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This report covers the period 01/01/2009 to 31/12/2009.



The Our World. Your Move campaign in full swing across Europe! Photo: IFRC

In brief

Programme purpose: The Europe zone office is guided in its work with Red Cross and Red Crescent Societies by the Global Agenda goals to mitigate the impact of disasters, including population movement and socio-economic crises; to improve the health status of vulnerable groups; to strengthen the capacity of the Red Cross Red Crescent to respond effectively to the needs of the most vulnerable people; and to promote respect for diversity and human dignity, and reduce intolerance, discrimination and social exclusion.

Programme summary: Coming up to its second anniversary, the Europe zone office team has been further consolidated and is now fully operational. Membership services are being provided to all member National Societies, and several key achievements can be noted. Extensive consultation took place around the new draft Strategy 2020, as well as on the impact of the economic crisis, while the emerging flu pandemic required much attention and support. Response to a number of small and medium-scale disasters was quick and effective, and disaster management training and the development of tools such as the on-line database progressed steadily despite a serious lack of resources. Much effort has been dedicated to developing tailored country-based approaches, leading amongst other to better quality technical plans under the umbrella of the Global Alliance on HIV and TB. However the overall funding situation remained uncertain, and in some cases National Societies had to scale down their HIV and TB activities significantly. Ongoing support has been provided to organizational development and capacity-building initiatives, with an increasing focus on peer-to-peer support. The programme areas of migration and anti-trafficking are fully operational, with the network of the latter hosted in the Europe zone office. The lack of adequate resourcing of these programme areas however remains a key challenge.

Capacity building in resource mobilisation has been identified as a key priority, as National Societies

increasingly recognise the need for better accessing funding opportunities within the country. A round-table consultation with partner National Societies focused on the related funding trends and challenges, and the emerging theme of moving *from donorship to partnership* will be built upon further through the development of peer support mechanisms and capacity building in resource mobilisation.

Financial situation: The initial budget for 2009 was CHF 1,492,335 which has been revised to CHF 1,970,796. Out of the total budget 66 per cent was covered (including an opening balance of CHF 460,569). Expenditure overall was 90 per cent of received funding.

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

No. of people we help: The zone programmes principally support 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. 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. Within the Movement, there has been strong and loyal support from multilateral partners, which include the American Red Cross, Austrian Red Cross, Danish Red Cross, Finnish Red Cross, Hungarian government, Italian Red Cross, Japanese Red Cross, Norwegian Red Cross/Norwegian government, Netherlands Red Cross, Icelandic Red Cross, Swedish Red Cross/Swedish government, the Capacity Building Fund (CBF), and the Disaster Relief Emergency Fund (DREF). Outside of the Movement, the UK's Department for International Development (DfID), UN OCHA (through the Inter Agency Standing Committee), the World Health Organization (WHO) and several UN agencies are important partners.

Context

The global economic turndown is posing a serious threat to the economic growth and poverty reduction gains made in many parts of Europe in recent years. Available statistics in the second quarter of 2009 forecast a decline in gross domestic product and an upsurge in unemployment across the region.

The emerging humanitarian impact is revealed by the World Bank estimate that an additional 35 million people will fall into the poverty and vulnerability trap by 2010. This adds up to almost 40 per cent of the 480 million Europeans still considered poor and vulnerable. This major humanitarian impact is largely going unnoticed in the talk of global financial and economic crisis. Though the crisis has taken an unprecedented negative turn within the region, the level of impact varies and is relative to each country's socio-economic activities and structures.

As a result many European National Societies experienced dramatically increasing demand for assistance combined with decreasing revenue and falling-off of support from their respective governments, at the same time as government welfare programmes began suffering from funding shortages. The combination of increasing needs and stagnation in income resulted in a serious squeeze on Red Cross Red Crescent organizations at all levels.

In 2009, the main challenge of the health community was to protect and promote the health of the population with special attention to vulnerable groups. The impact of the economic recession on the social and economic determinants of health has a number of key dimensions identified by public health experts:

- Crisis and increasing inequities in health
- Labour market changes, increasing unemployment, job insecurity and health

- Crisis and mental health (lost social status and position, depression, harmful habits as escape)
- The differential impact of deteriorating living standards on consumption: changing patterns of nutrition and use of leisure time and their effect on health
- Poor and fragile health of socially excluded groups facing crisis

Following the spread of the new influenza virus type A (H1N1), in April, WHO changed the level of influenza pandemic alert from phase 3 to phase 4, following to phases 5 and 6 in June. In three months, 44 of the 53 countries in the WHO European region reported confirmed cases. Several countries had also confirmed fatal cases.¹ The spreading of the virus in the communities was inevitable, and the main cure was prevention.

In its report *Global Tuberculosis control - epidemiology, strategy, financing*² WHO states that Eastern Europe and Central Asia is one of the two regions that will not achieve the Millenium Development Goals regarding Tuberculosis. The main mode of transmission of HIV in Eastern Europe still remains injecting drug use.

The unfolding economic crisis has had important implications for the migration processes in Europe and their humanitarian dimensions. Although the whole extent and the impact of the economic stagnation on migration is still not known, there has been growing evidence that migrants are among the groups most severely affected by the crisis. Migrants in Europe were the first to lose their jobs or to be pushed into the informal sectors of the economy, where the risk of exploitation and social insecurity was higher; they were disproportionately affected by poverty and destitution, or excluded from access to basic rights and protection. Anti-immigrant sentiments increasingly dominated the political and social discourse in many countries in Europe thereby supporting restrictive immigration policies and fuelling xenophobia. In the longer term this will leave migrants extremely vulnerable to the denial of basic human rights and social exclusion.

A sharp increase in people trafficking has been also noted as people look to migrate for work amid rising unemployment and growing economic hardship. According to the International Organization for Migration (IOM) there is a growing number of men, especially in some of Europe's poorest countries falling victim to traffickers who put them into forced labour, mostly on construction sites.

Progress towards outcomes

Disaster management

A strong earthquake and several disasters related to extreme weather conditions, mainly floods, hit the countries of Europe zone in 2009. Twelve were small or medium-scale disasters, where the needs of affected people were covered by the Disaster Relief Emergency Fund (DREF) while in the case of the floods and mudslides in Tajikistan, an emergency appeal was launched.

In April, a strong earthquake hit central Italy, L'Aquila town in Abruzzo region. Some 290 people were killed, around 1,000 injured and 28,000 made homeless. The Italian Red Cross supported 20,000 affected people with shelter, food and non-food items as well as psychological support to overcome the most urgent needs. The Italian Red Cross received a DREF allocation which was mainly spent on the replenishment of relief items used for the operation from the Italian Red Cross emergency stock.

¹ Source: WHO/EURO, weekly updates, at <http://www.euro.who.int/influenza/ah1n1>

² http://www.who.int/tb/publications/global_report/en/index.html

In late June, floods hit Central Europe with the Czech Republic being worst affected. Thirteen people died and more than 1,500 houses were seriously damaged. The Czech Red Cross made cash distributions from the DREF allocation to the affected 5,000 people to cover the costs of cleaning family drinking water wells.

Outcome/Expected result:

- Comprehensive Europe-wide disaster management strategy adopted in line with the Federation’s disaster management strategy and the Hyogo Framework for Action.

Achievements: At an initial **meeting on the disaster management structure** in Europe, representatives from the disaster management department of the secretariat headquarters in Geneva, the disaster management focal persons from the Finnish and German Red Cross Societies, together with the Europe zone office discussed the disaster management context in Europe, focussing on the capacities of National Societies and key stakeholders as well as the first draft of the disaster management strategy for Europe. Future meetings will involve more National Societies.

At a meeting of the **EU disaster management emergency contact network**, EU National Societies discussed the Red Cross emergency structures in Europe, the strategic direction for EU National Societies in relation to civil protection, the improvement of information sharing, preparedness, working together and raising the Red Cross profile in the EU; as well as ideas and tools to enable better communication and sharing of good practices across the National Societies and the emergency contact network.

Outcome/Expected result:

- Effective disaster response coordination mechanisms in place.

Achievements: The **Europe-wide on-line database** of information on disaster management capacity within the Europe zone now has sections related to the National Societies of Central Europe, Southern Caucasus and Central Asia. The database has been introduced to EU National Societies and the next area of focus will be these countries and Belarus, the Russian Federation, Ukraine and Moldova.

Several regional disaster response team (RDRT) members were deployed in 2009 to emergency operations to support the National Society in assessment, procurement, distribution as well as in conducting a beneficiary satisfaction survey. The deployment of Central Asian RDRT members in Tajikistan was a significant step towards the implementation of the regional contingency plan which aims at establishing a joint response mechanism to disasters in the region.

RDRT deployments in Europe zone in 2009

Deployed from	Deployed to	Date	Mission
Bosnia and Herzegovina	Georgia	Dec 2008-Febr 2009	Manage winterization programme and support procurement and distribution
Bosnia and Herzegovina (four members)	Bosnia and Herzegovina	Jan-March 2009	Support assessment, procurement, distribution and implementation of a beneficiary satisfaction survey
Kyrgyzstan and Kazakhstan (first team); Turkmenistan, Kazakhstan and Uzbekistan (second team)	Tajikistan	June-July 2009	Support assessment, distribution, monitoring, logistics, bidding procedures and the implementation of a beneficiary satisfaction survey
Austria	Czech Republic	July 2009	Provide technical advice on designing and implementing a plan of action for cash distribution

Outcome/Expected result:

- Improved National Societies disaster response capacity

Achievements: A **RDRT training** was held for 31 participants from the National Societies of Armenia, Azerbaijan, Georgia, the Russian Federation, Belarus, Moldova, Ukraine, Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan and Magen David Adom. The sessions were conducted mainly in Russian so participants would feel more confident to actively participate and to express themselves. The training promoted team work and regional cooperation in response to disasters. The Macedonian Red Cross gave tremendous support to the organization of the training and the simulations in the field.

A joint initiative between the Romanian Red Cross, ICRC and the International Federation to work on the capacities in disaster management saw a number of developments. Basic disaster management training was conducted for the newly established national disaster response team and two workshops were organized in Tulcea and Dembovita branches for branch disaster response team members. At a workshop for branch directors and volunteers some 80 people - split evenly between directors and volunteers - learnt about International Federation standard procedures in supporting National Societies during emergency operations.

Two study visits were organized for staff and volunteers to neighbouring branches of the Bulgarian Red Cross. During the visits they exchanged good practice and knowledge, with the result of this being cooperation agreements between branches on the way to being signed. This was a significant achievement regarding the process of strengthening trans-border cooperation in the event of disasters.

An **RDRT training** took place in Austria in October with the participation of six **EU National Societies** (Austrian, Croatian, German, Hungarian, Slovenian and Swiss Red Cross Societies). The training was organized by the Europe zone in close cooperation with the Austrian, Finnish, German and Swiss Red Cross Societies. The training gave participants a better understanding of how the secretariat works in disasters, about IFRC disaster response tools and the roles of Movement actors and non-Red Cross Red Crescent actors in disaster scenarios. The participants expressed their wish to be deployed and to attend similar workshops developing their skills.

A follow-up meeting related to RDRT trainings and deployments was held with the Austrian, Finnish, German and Swiss Red Cross Societies in December. The National Societies expressed their willingness to support Europe zone in the further development of RDRT and in improving cooperation in preparedness and response activities.

Three RDRT members from the Lithuanian, Serbian and Montenegro Red Cross Societies participated in the expanded field school for RDRT/FACT/ERU in Kenya in November. The refresher course mirrored real operations together with all their complexity and hard conditions.

A basic **water and sanitation training** was held in Macedonia in May 2009, with support from the Austrian Red Cross. The training was conducted mainly for Macedonian Red Cross participants; one participant from the Finnish Red Cross also attended.

The Austrian Red Cross international **emergency response unit (ERU) water and sanitation training** was held in Austria in June 2009. Six water and sanitation staff and RDRT members from the Central European National Societies and two RDRT members from Ukrainian Red Cross and Turkmenistan Red Crescent participated in this training.

The Europe zone has 27 members trained in water and sanitation on its RDRT roster, out of which 8 have passed the ERU water and sanitation training. It also supported participation of National Society staff who are not RDRT members but who have technical expertise and interest in water and sanitation. The Europe zone office will continue to support, along with the Austrian Red Cross, the creation and strengthening of the water and sanitation network and capacity of the National Societies.

A meeting with the Austrian Red Cross water and sanitation department discussed the five two-day workshops on water and sanitation that the Austrian Red Cross will organise between October and March 2010. The workshops will be held in various locations in the newly acceded EU member states as well as in (potential) EU candidate countries or in third countries that are recipients of the humanitarian aid of the EU.

Regional shelter cluster meetings were organized for the Red Cross or Red Crescent Societies of Albania, Armenia, Azerbaijan, Bosnia and Herzegovina, Bulgaria, Croatia, Georgia, Macedonia, Montenegro, Romania and Serbia, Malta, Cyprus, the Red Cross of Kosova and Magen David Adom. A similar event was held in Bishkek, Kyrgyzstan, for National Societies from the Central Asian region - Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan.

The meetings gave an opportunity to National Societies to share knowledge and experience in the area of humanitarian reform, cluster approach and shelter. It also gave them a better understanding of the National Society and secretariat roles in the shelter cluster.

Central Asian National Societies participated in a **DIPECHO workshop on vulnerability and capacity assessment (VCA)** in May in Kyrgyzstan. The Europe zone disaster management discussed with Netherlands Red Cross the joint approach to VCA trainings planned to be provided to Central Asian National Societies.

An **inter-agency cash transfer programming training** for emergency programme developers and managers was held in Montenegro in September, gathering 20 participants from European National Societies, the Australian Red Cross, Magen David Adom, the Nepalese and Ethiopian Red Cross Societies, as well as representatives of Mercy corps, Oxfam GB, WFP, HelpAge International and Arbiter Samariter Bund.

A **recovery training** organized jointly by IFRC and MSB (Swedish Civil Contingencies Agency) took place in Amman, Jordan in December 2009, bringing together practitioners to develop key recovery programming skills and competencies. IFRC and MSB work together in order to develop rosters of recovery specialists that can be deployed in emergency operations.

Outcome/Expected result:

- Scale up risk reduction initiatives, improve community level disaster preparedness and promote adaptation for climate change

Achievements: A conference for the **Global Alliance on Disaster Risk Reduction (DRR)** was held in February to promote the framework for community safety and resilience as a guiding framework for all risk reduction work across the International Federation, to establish partnerships and to mobilize resources, involving the World Bank, ECHO and the government of Norway.

In 2009, four National Societies in Europe zone were supported financially by IFRC to start developing risk reduction activities. The National Societies of Albania and Armenia were focus countries of the cooperation with the **World Bank Global Facility for Disaster Reduction and Recovery (GFDRR)**, while Kazakhstan and Tajikistan are members of the Global Alliance on DRR.

In August 2009 the Kazakhstan and Tajikistan Red Crescent Societies completed their baseline studies, assessing the risks, vulnerabilities and capacities in their countries, as well as their proposals for future risk reduction activities.

The Albanian and Armenian Red Cross Societies have conducted vulnerability and capacity assessments together with communities to define local risks, hazards, vulnerabilities and capacities of the communities. A VCA report has been produced for each community as well as

a plan of action on disaster preparedness and prevention and mapping of risks and high-risk areas in the community.

They also organized a basic disaster risk management training for community leaders, the population and representatives of local authorities and NGOs. Seminars on different disasters have been organized in schools to raise children's awareness on disasters. Discussions took place with teachers and school administration on the correct ways of evacuation in case of disaster, followed by simulations.

A **disaster risk reduction meeting** took place in Serbia in November 2009 attended by the National Societies of Albania, Armenia, Kyrgyzstan, Macedonia, Montenegro, Serbia and Tajikistan, American Red Cross, and representatives of different levels of the Federation secretariat. The National Societies shared experiences and presented their wish to have a working group in Europe zone to promote knowledge sharing and exchange of experience in the area of disaster risk reduction.

Funding for risk reduction activities in Europe is a challenge. Although there is interest to support National Societies from the Central Asian and Southern Caucasus region, donor interest is rather low in the countries of Belarus, Moldova, Russia and Ukraine, and particularly in Central Europe and Western Balkan.

UNOCHA, Disaster Preparedness and Prevention Initiative (DPPI), CADRI (a joint UNDP, UNISDR and UNOCHA initiative) and MSB (ex Swedish Rescue Services Agency) have prepared and submitted to SIDA a **DPPI project proposal related to capacity development in disaster risk reduction**. A working group was created out of all agencies and IFRC was invited to join. The training package and confirmation of participants and facilitators for the DRR training in Romania in October 2009 were discussed during working group meetings in Croatia and Macedonia. The Europe zone disaster management coordinator was invited to join the group of facilitators for the meetings in Croatia and Macedonia as well as the risk reduction training in Romania. The training targeted governmental people (from civil protection) of Bosnia and Herzegovina, Bulgaria, Croatia, Macedonia, Moldova, Romania, Serbia, Slovenia and Turkey.

The Montenegro Red Cross, in cooperation with Montenegro government institutions and the Austrian Red Cross, organized a **climate change conference**, supported by the Europe zone office and the Red Cross Red Crescent Climate Change Centre. The aim of the conference was to raise awareness about the humanitarian consequences of climate change and to foster cooperation among participants to be better prepared for future disasters related to climate change. Participants from the Croatian Red Cross, Bosnia and Herzegovina Red Cross, Serbian Red Cross, Montenegro Red Cross, Macedonian Red Cross, Albanian Red Cross, Bulgarian Red Cross, Romanian Red Cross, Armenia Red Cross, Azerbaijan Red Crescent, Georgian Red Cross, Malta Red Cross, Cyprus Red Cross, Red Cross of Kosova and Magen David Adom attended the conference. Several external institutions and international organizations also participated, including the Ministry of Interior and the Ministry of Environment of Montenegro, the Hydro-meteorological Institute of Montenegro, Public Health Institute of Montenegro, UNHCR, UNDP, DPPI and USAID/OFDA.

Constraints or Challenges

Serious underfunding and a lack of disaster management coordinators in Almaty and Moscow regional representations remain the main constraints. Some planned activities and visits had to be cancelled because of lack of funds. Also as a result of receiving earmarked funds, the activities focused on outcomes for which funds had been secured, such as RDRT trainings and risk reduction activities in four countries.

Frequent turn-over of trained staff and volunteers remains a key issue for some National Societies. A poorly defined role in the national disaster response system, competition with other

actors and at times weak coordination during disasters also present considerable challenges which require more support and continued efforts from country, regional and zone offices.

Health and Care

Outcome/Expected result

- HIV and AIDS and TB programmes have been scaled up through a Global Alliance approach

Achievements: The Ukraine Red Cross hosted a **regional meeting of the Global Alliance on HIV and TB**, and launched its own HIV programme plan in front of sister National Societies from Eastern Europe and Central Asia and in-country partners. While during the first phase of the global alliance approach much emphasis has been placed on developing sound technical plans, this meeting focused on the question of how to raise funding for the plans both in-country and internationally. A communication plan was developed to assist National Societies in speaking out on behalf of their target groups and to ensure that HIV is identified as a political priority.

In the second half of 2009, the Europe zone conducted an assessment among 12 National Societies (7 already members of the Global Alliance and another 5 societies interested to join) to assess the training and development needs of health, HIV and resource mobilization staff. Areas for further development and training have been identified, and training modules and key messages have been elaborated. The results will form the basis of national training events. Consequently two workshops were organized to strengthen the capacity of member National Societies to raise in-country funds for HIV projects. During the workshops the participants gained basic conceptual knowledge about the resource mobilisation framework.

The Italian Red Cross through its Villa Mariani Foundation started an **EU-supported project on harm reduction** with sister National Societies from Latvia, France, Portugal, Bulgaria, Croatia and Macedonia. The goal is to prevent drug use and to reduce the harm connected to drug use, with specific objectives to strengthen the capacity of National Societies in this approach and to improve the living conditions of poly-drug users and injecting drug users (IDUs).

The National Societies of Georgia, Kazakhstan, Armenia and Romania are implementing a project on multi-drug resistant TB (MDR-TB), with direct support of around 200 most vulnerable MDR-TB patients. Activities are supported by Elly Lily through the global programme, and with a bilateral agreement in Armenia.

The 13th **annual meeting of the European Red Cross Red Crescent Network on HIV/AIDS** (ERNA) took place in Kyrgyzstan in September with the participation of 20 National Societies and guests³. During the meeting, which focused on the topics of *"Inclusion, communication, respect"*, the network selected a new board and a president, and one of the key tasks of the Federation secretariat in the upcoming period will be to support the new ERNA leadership in increasing the impact of National Society activities in the field of HIV and TB.

Outcomes/Expected results:

- The specific needs and capacities of elderly people are taken into account in the design of health and care programme approaches

Achievements: In gearing up towards the VIII **Europe Conference** in early 2010, the working group on ageing, represented by the National Societies of Ukraine, Austria, Georgia, Spain and Finland, was preparing background materials on different aspects of ageing. The topics

³ Detailed report can be found at <http://www.erna.rs/issykkullake2009.html>

elaborated included the recognition of older people as important resources, building positive images of ageing and older people within society, promoting *Active Ageing*, solidarity between younger and older people, promoting proper living and housing conditions for older people as well as healthcare and nursing for older people, tackling and preventing abuse of older people, intercultural perspective and the cross-cutting issues in the core activities of Red Cross and Red Crescent Societies.

Outcomes/Expected results:

- Avian and human influenza pandemic preparedness has been strengthened in selected priority countries.
- Access to curative and preventive health services in emergency situations has been improved in the target regions of Europe and Central Asia

Achievements: Over 2009 the globally supported **human pandemic preparedness and response programme** was extended to 14 National Societies⁴ in Europe zone from the initial 3 National Societies of Azerbaijan, Ukraine and Belarus. The Europe zone assisted the National Societies in developing their proposals and also provided technical support in project implementation.

Following the WHO increase in the pandemic alert level in April and then in June 2009, the zone office launched its communication strategy with all 52 National Societies in the zone, sending out information from the secretariat in Geneva and partners, as well as collected information on National Society activities.

Support was provided from the Europe zone office to the secretariat training department in developing an online course on pandemic influenza for National Society staff and volunteers. The course was launched in autumn and is available for Red Cross Red Crescent staff and volunteers as well as the general public in both English and Russian languages on the Federation learning platform (www.ifrc.org/learning).

The zone office also played an important role in developing the business continuity planning guidance and model plan, which have been adapted as global Federation tools. This enabled the National Societies to develop systems and processes to ensure the continuation of their core activities during a pandemic situation.

In accordance with the auxiliary role of National Societies vis-à-vis their governments, the National Societies of Azerbaijan, Ukraine and Belarus developed their pandemic preparedness and response plans, which will become part of these countries' national plan for pandemic situations.

The zone office also supported the translation and printing of the "**Best defence is you**" **global campaign** materials. More than 200,000 posters, 4,000 booklets, 200,000 calendars and other materials have been printed within the pandemic preparedness programme. Public awareness campaigns disseminating the five main prevention messages were carried out by Red Cross Red Crescent volunteers in all 14 National Societies.

Outcomes/Expected results:

- Support mechanisms for other health and care priorities – including first aid, road safety and psychological support – have been enhanced.

Achievements: **Health managers** of the National Societies in Europe zone met for the third time to discuss issues around the social determinants of health and how the outcomes of the IFRC statutory meetings affect National Society programmes.

⁴ The National Societies of Georgia, Serbia, Macedonia, Kazakhstan, Kyrgyzstan, Moldova, Armenia, Tajikistan, Bosnia and Herzegovina, Cyprus, Azerbaijan, Ukraine, Belarus, and the Red Cross of Kosova has been part of the programme.

Examples of Red Cross Red Crescent work presented in light of the social determinants of health

National Society	Area of work
Kyrgyzstan RC	Six social centres are offering courses on sewing, computer usage and advice on lifestyle to women, who then pass on the received skills and knowledge.
Italian RC	The biggest refugee camp in Italy with 800 people offers courses on nutrition, accident prevention, vaccination, health promotion and lifestyle advice.
Kazakhstan RC	TB project provides not only physical treatment but also psychological and legal support, which help the TB clients to return to the job market.
Azerbaijan RC	Construction of playgrounds in cooperation with the local government.
Swedish RC	1) Volunteers assisting older people also initiated advocacy efforts in their communities. 2) The Red Cross is running health centres for migrants in Sweden.
Hellenic RC	The refugee camp and health centres for refugees promote vaccination and proper hygiene practices. The Red Cross also pays visits to selected families and provides information on basic health and safety at home.

The meeting of the south-eastern Europe **blood safety project** 'Increasing regional self-sufficiency in safer blood and components', which addresses one of the regional health priorities identified and agreed in 2001, by the ministries of health of participating countries, took place. The second component 'Increasing transnational availability of safe blood and blood components for medical emergencies and special circumstances' was signed in 2006 and initiated in 2008. The project has been continuously supported by the Slovenian government, with additional support from DG SANCO C6/ Health, the TAIEX office of the European Commission, and the Council of Europe.

Supported by the Netherlands Red Cross, the Europe zone office has analysed the current information on psychological support and shared information with the Reference Centre for Psychosocial Support as well as the European Red Cross Red Crescent Societies Network for Psychosocial Support (ENPS); to create a concept of future coordination with National Societies.

Constraints or Challenges: The main constraint remains the low financial resources for the Red Cross Red Crescent HIV activities. The resource mobilization efforts are still too much focused on Movement partners, and not enough targeting external partners. A challenge for the pandemic preparedness and response programme will be to integrate it into other programme areas, and to make sure that the processes initiated within the National Societies and the knowledge gained will be built upon in future pandemic situations.

Capacity building and organizational development

Outcome/Expected result:

- A framework for effective capacity building and peer support has been established.

Achievements: The Europe zone team has identified **peer support** as one of the key tools for supporting National Societies in their organizational development and capacity building efforts. A number of peer-support schemes were established. A prominent example saw the president and secretary general of the Azerbaijan Red Crescent presenting their experiences of developing a Red Crescent Law at a high level conference with the government in Uzbekistan. Another promising example is the cross-border cooperation between Belarus, Latvia and Lithuania in the area of volunteer development in social programmes.

There is increased interest from traditional donor National Societies in taking an active part in the peer-support scheme and in contributing with experience and skilled staff and volunteers from national divisions to the overall development in some other National Societies.

The **Intensified Capacity Building (ICB) modality of support** has continued to be of great interest for European National Societies. Of all the plans submitted, those from Moldova and Uzbekistan were rejected while Montenegro's was granted for three years. The Kyrgyzstan Red Crescent was asked to rework its plan. Furthermore, the Georgia Red Cross is developing its three-year ICB plan under special agreement with the secretariat organizational development department.

The **specific organizational development support (SOS)** as a second modality under the Capacity Building Fund was launched to assist those societies who were not granted ICB grants. All together 11 National Societies from Europe zone applied, with the National Societies of Malta and Armenia, Uzbekistan and Russia being granted support and project implementation having started.

The delivery of relevant humanitarian services in the National Societies needs to be accompanied by **transparent financial management and reporting systems**. An increasing number of National Societies are becoming more aware and conscious of the need to conduct external audits 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 are conducting the audit while some others are seeking support to improve their accounting systems and conduct an external audit (Uzbekistan, Kyrgyzstan, Kazakhstan and Tajikistan Red Crescent Societies). The Kazakhstan Red Crescent Society got a grant from the Empress Shoken Fund for such a purpose while the others are either having funding available for conducting audit or they will fund it from CBF grants (Kyrgyzstan and Uzbekistan). The Federation regional representation in Almaty signed a favourable contract with PricewaterhouseCoopers to work with National Societies on financial development. The National Societies in Central Europe are not only conducting external audit on a yearly basis, but they have also improved their planning and reporting systems. There is a need to build on this positive development in view of the increasing demands for transparency and accountability.

The National Societies in Southern Caucasus, mainly Armenia and Georgia, are still very dependent on external funding, while their respective governments are not contributing with any funding to the Red Cross services. In the case of these two societies the headquarters are relatively strong in terms of competencies and skills of their staff, but the branches are relatively weak. There are other examples of National Societies with weak network of local service delivery units, and thus supporting local capacity development is a key challenge for the Europe zone.

In May 2009, the Russian government committed itself to supporting the capacity-building of the Russian Red Cross and strengthening its national and international role. The process of transforming the Russian Red Cross into a well-functioning and modern Red Cross Society will focus on the revision of statutes, a new strategy for 2010–2019 and the establishment of a new structure of the Russian Red Cross. The Federation regional representation has been providing technical support to the process.

Review of the **statutes and legal base** was also at the centre of secretariat support to the 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. Focus was on societies with very old statutes and some have shown commitment and already requested guidance and technical support like the Irish Red Cross and Hellenic Red Cross. Support was provided also to the National Societies who are willing to start the process of revision/ creation of the Red Cross Red Crescent laws by utilizing positive experiences and added value of having the law that is in line with minimum requirements for the Red Cross Red Crescent law. After a decade of hard work the Red Cross law for the Latvian Red Cross was adopted by their parliament in April 2009.

Outcome/Expected result:

- National Societies' human resource development and volunteer management have been strengthened

Achievements: The Europe zone office has provided support and advice in human resource development. Open positions within the National Societies, including those at management level, are increasingly being advertised externally. However, career development and salary scales still need to be consolidated, particularly as high staff turnover affects several National Societies.

There is a growing understanding among National Societies that developing volunteering is the main way to effective service delivery in local communities and the fulfilment of the mission of the organization. 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 the implementation of the 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 its ICB project implementation the Red Cross Society of the Former Yugoslav Republic of Macedonia developed a volunteering strategy and policy and an overall human resource policy. The Kyrgyzstan Red Crescent reviewed its human resource policy and established a personal development review system supported by the British Red Cross.

A leadership development course was organized by the ICRC in September in Geneva and seven candidates from European National Societies took part- Azerbaijan, Bosnia and Herzegovina, Macedonia, Georgia, Malta, Lithuania, Ireland and Sweden.

The meeting of the European Network on the Development of Volunteering (**ENDOV**) took place in November. Programme coordinators from the zone office also attended the meeting and presented different aspects and inter-linkages between services and volunteering.

Outcome/Expected result:

- Approaches and tools for community programming have been consolidated

Achievements: Support on community programming was provided to the Kyrgyzstan Red Crescent through the regional representation in Almaty. They suggested using the participatory community development (PCD) approach that was developed in Central Europe. Support is being provided by the Central European pool of PCD practitioners to the Tajikistan Red Crescent and the Finnish Red Cross working on a bilateral basis in Tajikistan. The Bulgarian, Romanian and Macedonian Red Cross Societies are using the PCD approach in different programmes.

Outcome/Expected:

- Support for European Red Cross Red Crescent Youth programmes has been scaled up.

Achievements: The Europe zone office supported the European Youth Coordination Committee (ECC) based on its requests and needs. Attendance of the European National Societies in the Solferino "Youth on the Move" event was very high. Representatives from the ECC were included in the working groups for preparing for the European Conference in April 2010.

A great deal of the Red Cross and Red Crescent activities are carried out by young and enthusiastic people today across Europe and Central Asia, activities that are able to assist people in need and that contribute to building a stronger civil society.

In the Belarus Red Cross young people served as key agents of change, they had great influence on the process of changing the strategy and perception of the organization. The Belarus Red Cross proclaimed the development of the volunteer movement as a strategic priority and considers volunteers as valuable colleagues.

Most significant change stories from youth participation in civil society in Belarus

"The visitors of volunteers helped me gain back interest in life. I felt that someone still needed me and I myself can do something as well. Before I spent most of the time in bed, now I prepare dinner for myself, clean the room, go out for a walk and communicate with neighbours." Ekaterina Mihajlovna, 67 years, Grodno

"Volunteer activities of our students are closely connected with their future professional activities. Unfortunately in our educational process little time is devoted to practice, but participation of students in the volunteer movement helps them to compensate for this lack of practice. Students being volunteers acquire skills of professional communication; develop organisational skills and skills in establishing contacts with civil-society organisations. This activity helps them to see the needs of vulnerable people and teaches them how to organize and deliver help. They also acquire the skills of projects development. We even introduced such a course which is called "social project planning" in our University." Nadezhda Aleksandrovna Leonuk, deputy dean, University in Brest

Outcome/Expected:

Strategic engagement with the private sector has been developed, including corporate social responsibility.

Achievements: Support has been provided by the zone office to National Societies in the area of fund-raising, analysis of the present funding situation and establishing of future funding objectives. Resource mobilization was an important component of projects funded by the Capacity Building Fund, for instance in the National Societies of Armenia and Malta.

The IFRC and the Bulgarian Red Cross have submitted an application to the the private Denmark based Velux Foundation with a project related to foster care and safe houses for children in Bulgaria. If granted this will be a four-year project with a total amount of around 1,200,000 euros.

Outcome/Expected:

- Communication and advocacy for vulnerable and/or marginalized populations have been strengthened.

The zone office provided technical support to 24 National Societies in Eastern and Central Europe who received additional funding for their communication activities related to the *Our World. Your Move* campaign. Three public events in Budapest were held in June with the ICRC, the Hungarian Red Cross and the Swiss Embassy in Hungary.

Two workshops embracing 27 National Societies were organized to strengthen the communicators networking in the eastern part of the zone and to widen the opportunities of communication. Planning together with National Societies resulted in a draft communication strategy and a set of guidelines for communicating in emergency operations. A draft communication and fund-raising plan for the Global Alliance on HIV and TB was also drafted.

In April, the meeting of the European Public Support Group (directors of communications and resource mobilization from Western European countries) discussed humanitarian consequences

of the global economic downturn and issues related to humanitarian diplomacy, new social media and National Societies' activities in communication and fund-raising.

Key developments and successful practices were highlighted in the four issues of the Europe zone bimonthly newsletter distributed to all National Societies. With more materials becoming available on humanitarian issues, the newsletter has been also used as an external communication tool.

Nine articles from Europe zone were published on the IFRC's web-site to highlight the plight of refugees, support for TB patients and prevention of TB, human trafficking, consequences of the nuclear explosion at Chernobyl and natural disasters in European countries. Two of these stories were the result of effective cooperation between the zone and regional offices, the British Red Cross, the National Societies of Kyrgyzstan and Kazakhstan and the UK daily *The Guardian*.

The increasingly visible presence of the zone office in Budapest and the region led to more cooperation with Budapest-based external partners, including IOM, which invited the zone office to contribute to their regional newsletter, and the Central European University, where the zone office participated in several events. A meeting took place to discuss further cooperation with the university, which also provided the Europe zone with an intern.

The zone office promoted the ***First Aid Public Report*** prior to the World First Aid Day on 12 September. Along with a press release in English and Russian languages a special letter was sent out to all National Societies with encouragement and advice on how to best use the report in public and governmental relations.

Europe zone also participated in the promotion and better use of the **new public visual materials on influenza A (H1N1)** through the communicators' network.

The Europe zone communications manager provided special support during the visit of the Secretary General of IFRC in Moscow.

While much was accomplished during 2009, it was also a year during which the zone office began reflecting on how the communications/ media function can and should be organized in the future. Given the relatively limited presence of international media in Budapest, the zone office may consider a more dispersed and National Society-based approach over the next years.

Constraints or Challenges: Financial sustainability will depend on many factors including sound programmes, a credible National Society image, financial transparency, diversification of fund-raising and effective resource mobilization. Considerable progress has been made by several National Societies in improving their accounting systems, introducing regular external audit and developing their own fund-raising as international funding becomes less predictable. Many National Societies need to improve their work with in-country partners and donors including international funding mechanisms, the corporate and private sector, and their respective government. There are signs in numerous National Societies that the leadership is willing to embark on conducting regular external audit, but the funding situation does not allow the society to do so. It also seems to be a challenge to receive support from sister National Societies for that purpose.

Some shortcomings in the ICB application process were noticed and suggestions were given to the secretariat's organizational development department. Some aspects of the screening of applications have now been changed and the expert advisory panel has been requested to give more thorough suggestions and comments to the National Society even when no grant is made.

The lack of a common approach within the IFRC to National Society development and capacity-building is still a constraint. There is a need to better define and to develop a common

understanding of what National Society development means. Also, additional efforts are needed to ensure that the bilateral work of sister National Societies contributes to the capacity-building of the targeted National Society.

Migration and trafficking

Outcome/Expected result:

- Migration programmes have been scaled up with appropriate technical support

Achievements: The Europe zone office was one of the first among the secretariat zone offices to establish a dedicated post on migration thereby ensuring that National Societies in the zone have access to more systematic and structured support for their migration related activities. Given the lack of previous institutional involvement, initially the efforts were focused on mapping out the humanitarian issues, Red Cross Red Crescent resources, existing programmes and needs for involvement in the region. The mapping of available Red Cross Red Crescent expertise is still ongoing. Promoting and maintaining a strategic approach to migration issues across the zone was also one of the main priorities.

The Ukrainian, Russian and Hungarian Red Cross Societies were supported in the initial assessment of the humanitarian needs of migrants and in identifying areas for possible involvement. Migration related programmes in Ukraine and the Russia Federation were developed and proposals submitted under one of the EU thematic financial instruments.

The zone office provided support to a number of National Societies in developing migration programmes (in the areas of integration, return and capacity-building), in positioning themselves in the migration field and establishing contacts with relevant national and international stakeholders, as well as approaching sister National Societies from Europe zone and beyond for possible partnerships.

In Central Asia, the Federation regional representation provided continuous technical and operational support for the National Societies' activities targeting labour migrants.

The Europe zone office established institutional relationships with different regional offices of relevant international organizations such as IOM, UNHCR, ICMPD, ILO, and EU Fundamental Rights Agency and raised awareness on the Red Cross Red Crescent mandate and priorities relating to migration. Opportunities for partnership in the area of advocacy, service delivery for vulnerable migrants and capacity building were identified and in several cases this resulted in concrete proposals for cooperation with National Societies in Europe zone.

Contacts with relevant EU institutions were established with a view of positioning IFRC as a stakeholder in the migration field and accessing available funding opportunities.

The zone office provided technical input and support for the preparation of three thematic meetings on migration organized by the National Societies in the zone. One of the meetings did not take place due to lack of funding.

The *IFRC Policy on Migration* was promoted by the zone office at meetings of European networks with a view of facilitating the mainstreaming of the migration perspective into different technical fields and Red Cross Red Crescent activities.

Constraints or Challenges: One of the main constraints for scaling up migration activities, particularly in the region outside the EU is lack of funding, as well as lack of strategic approach to migration programming. The migration agenda is still not sufficiently anchored into the humanitarian mandate of the IFRC. There is need for more advocacy to better understand the

role of the Red Cross Red Crescent in addressing the humanitarian needs of migrants, and to ensure a strategic, sustainable and cross-cutting approach to migration issues.

The lack of dedicated posts on migration in the other zone offices was a constraining factor to effective and comprehensive response to the humanitarian consequences of migration.

The lack of sufficient resourcing for the dedicated post on migration in the Europe zone office resulted in scaling down the activities and the support provided to National Societies.

Outcome/Expected result:

- Anti-trafficking work is scaled up and supported through an active dedicated network

Achievements: The process of revitalising the anti-trafficking network with a dedicated network facilitator in the Europe zone office, as well as repositioning the IFRC within anti-trafficking has progressed well. There is a growing recognition among National Societies that the victims of human trafficking need support and that National Societies can help prevent people becoming victims of trafficking. New National Societies have joined the IFRC anti-trafficking network and have started or are in the process of initiating activities related to anti-trafficking.

More than 20 National Societies in the Europe zone have activities related to anti-trafficking, await funding to continue their work or are in the process of starting activities.

In 2009 four National Societies (of Netherlands, Macedonia, Turkmenistan and the Russian Federation) ran anti-trafficking activities for the first time, while another three National Societies (the British, Swedish and Polish Red Cross Societies) decided to explore how to incorporate anti-trafficking work in their social service portfolio.

A successful anti-trafficking network meeting was hosted by the Europe zone office, where the National Societies confirmed their commitment to work together in preventing and assisting victims of trafficking.

The IFRC built strong partnership with the international organizations and institutions. This includes joining the OSCE Expert Alliance Co-ordination group, participating in the reference group for the *EU development of third country action paper on external relations in relation to trafficking in human being*, as well as being one of three international organizations invited by the Council of Baltic Sea States to assist its process on developing partnerships in the region.

Constraints or Challenges: A key challenge remains the adequate resourcing of anti-trafficking work. A number of EU applications in cooperation with IOM have been submitted.

The focus for the coming years will be on scaling up awareness-raising activities with a particular emphasis on the impact of these activities, as well as developing guidelines on how to identify victims of trafficking especially within the migration activities. Another priority will be to define the Red Cross Red Crescent role in humanitarian diplomacy in the area of human trafficking.

Working in partnership

Promoting better and more effective cooperation within the International Red Cross and Red Crescent Movement and with external organizations remains a key objective of the Europe zone office. There have been a number of initiatives in 2009, with the major one being a round-table meeting attended by representatives of 16 partner National Societies in Budapest in June. The event built upon a series of teleconferences held with partner National Societies to discuss the strategy being taken by the zone office, and how resources, including knowledge and skill-sets, could be made available efficiently for mutual support. It was evident from the interactions that there is a shift in approach which could be labelled as moving *from donorship to partnership*.

This was also the theme for a partnership meeting in Kiev in September, which continued to probe this avenue by encouraging the three “host” National Societies of Ukraine, Moldova and Belarus to think beyond the framework of a traditional donor meeting, and highlight areas in their work where there are opportunities for true partnership. Cross-border partnerships which do not necessarily involve a donor-recipient model, but rather a joint approach to a common problem, a sharing of expertise, and peer support were also explored. The meeting already resulted in the establishment of some new partnerships, and is expected to lead to further examples of mutual support.

A “dialogue platform” was established, consisting of leaders from National Societies across Europe zone to provide feedback to the zone office on strategic issues, major events, and to share experience. The latest one, held in late June requested that the zone office systematically collect information from European National Societies on the **humanitarian impact of the economic crisis**. This work resulted in the publication of a report in October 2009, which is foreseen to be updated in 2010.

European Red Cross Red Crescent Network on HIV/AIDS (ERNA) board meetings took place in Rome in February and Stockholm in April. The network’s 13th annual meeting took place in Kyrgyzstan in September, during which a new board and a president were selected. The Federation secretariat will continue supporting the ERNA leadership in increasing the impact of National Society activities in the field of HIV and TB.

In Central Asia the National Societies of Kyrgyzstan, Kazakhstan, Uzbekistan and Tajikistan established a Central Asian Red Crescent Labour Migration Network to assist labour migrants. The network is a good model for facilitating partnership and a coordinated Red Cross Red Crescent approach to the humanitarian needs of migrants in their countries of origin and destination. The Turkmenistan Red Crescent also expressed its willingness to join the network in 2011.

The first meeting between the Europe zone office and WHO EURO took place in 2009. It paved the way for increased cooperation in the field of HIV and TB, drug abuse, public health in emergencies, road safety as well as voluntary non-remunerated blood donation.

Cooperation in the field of disaster management continued with the ICRC, the Red Cross Red Crescent Climate Change Centre, the Austrian, Finnish and German Red Cross Societies, the Red Cross EU disaster management working group, DPPI and UNOCHA as well as the USAID/OFDA mission in Budapest.

The IFRC strengthened its networking with international organizations dealing with trafficking, including UNODC, ICMPD, IOM, the EU’s Fundamental Rights Agency, Caritas, and the OSCE. It is now represented in the OSCE alliance expert team on trafficking, opening up new opportunities for collaboration and joint funding.

With all of these various networks and collaboration platforms springing up to join the more established ones, the Europe zone team decided to conduct with the support of a consultant a **short review to identify what makes a network effective**, what value does the participation in a network add to the work of a National Society, as well as to identify key challenges, opportunities and best practice models in order to maximize the potential of these networks. The focus was primarily on Europe zone, but the findings are relevant to a wider audience. The report has been drafted and once finalized will be shared with DfID as well as other stakeholders. Some of the preliminary findings indicate that members value the opportunity to share information, good practices and lessons learned and to access peer support from other members. Face-to-face meetings are important for the effectiveness of the networks, however more could be achieved between network meetings, and opportunities offered through internet-enabled technologies could be better exploited. Also connecting different networks could have added value.

Contributing to longer-term impact

The zone office, in close collaboration with the global performance and accountability department, promotes a culture of 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 key role for the zone team.

The Europe zone office piloted new tools and approaches for more effective collaboration and knowledge sharing over 2009, building on a significant increase in the use of new technologies. The **Sharepoint collaboration tool**, which is now supported by the secretariat globally, has been further adapted as a platform for collaboration on a wider range of issues in Europe zone, and secretariat staff are now confident in taking the initiative of customizing it to their own needs. The platform also offers great potential in facilitating collaboration between National Societies and between the members of different Red Cross Red Crescent networks. Sharepoint was effectively used by the working groups of the European Conference in their preparations for Vienna. The positives of drafting documents together across a dispersed geographical team, opening up discussion forums and having a shared reference library were highly appreciated by the two working groups. Another good example where there is interest for the use of this online collaboration tool is in the area of migration. Both PERCO as well as the recently established Central Asian Red Crescent Labour Migration network is interested in using the platform for collaboration between network members.

Besides online collaboration IT solutions were also considered to contribute to more effective learning in Europe zone and also globally. Building upon the pilot on-line course on Federation disaster response tools, which was the very first attempt at the end of 2008 to engage in on-line learning as an alternative to the current traditional approach of face-to-face training, the Europe zone office continued its engagement in the area of **e-learning**. In response to the spread of Influenza A (H1N1) a pandemic preparedness and response course was developed by the Europe zone office in collaboration with the learning and development unit in Geneva, and was placed on the Federation learning platform. It has been available for volunteers, National Society and secretariat staff as well as the general public both in English and in Russian. The zone also extended its capacity and knowledge of online learning by further testing blended solutions to learning. A combined planning, monitoring, evaluation and reporting/ resource mobilization workshop was conducted in the Former Yugoslav Republic of Macedonia in December 2009 for mainly Central European National Societies. The face-to-face workshop was preceded by an online phase which was very much welcome by the participants.

The **survey tool 'Are people reached listened to?'** was used in several DREF operations in 2009 gathering the views of people reached by small-scale emergency operations. This tool helped to put people reached in the centre of attention and made their voices heard. The value of conducting such surveys has been confirmed both by the survey teams as well as through the fact that in some instances the survey led to changes in the ongoing and/or future operations. In Tajikistan for instance, after the survey conducted by RDRT members during the mudslides and floods operation (MDRTJ005) which showed that in some larger families the quantity of the relief items could not cover the needs, it was decided to increase the average number of relief items per family from five to seven for future response operations.

The initiative of Europe zone has contributed to global level discussions around beneficiary satisfaction and the quality of operations. Currently the Europe zone team sees the need to revisit the tool with an emphasis on defining some of the underlying concepts such as what we actually mean by quality and against what standards should we judge the quality of an operation. Meanwhile the tool will be used in ongoing and future emergency operations that the IFRC launches in support of a National Society.

A significant milestone in the process of developing quality programmes was the planning conference held in Budapest in June. During the conference and in the feedback afterwards, a recurrent theme was how the work of the Federation secretariat, largely in supporting the National Societies to deliver services or to strengthen their capacities can be done with quality and how it measures the quality of its support.

Looking ahead

With the adoption of the new strategy for the IFRC - Strategy 2020 – during the statutory meetings in Nairobi, in 2010 the attention will move to how it will guide the work of the National Societies and the Federation secretariat. As the zone team engaged in reviewing its country and zone plans the early drafts of Strategy 2020 inspired a fresh look at the work being done in the four core areas, while striving to be more interlinked and efficient in delivering results.

Preparations for the European Regional Conference, to be held in Vienna in April 2010, intensified during the second part of the year. The two main working groups met several times, and key preparatory documents on the subjects of ageing and multicultural interaction were finalised. Looking back to the previous conference, and particularly the commitments that National Societies agreed in Istanbul, a British Red Cross staff member will support the zone office in reviewing how these commitments have actually been used in the subsequent three years. The resulting report will be presented by the conference planning committee as part of the openings to the conference.

During 2010 the Europe Zone office will coordinate an extensive review process of its overall set-up and approach, with a particular focus on Belarus, Moldova, Russia and Ukraine as well as Central Asia. The main aim is to ensure better alignment with Strategy 2020 and global strategic directions, such as a closer integration with National Society structures and a strong emphasis on capacity building and humanitarian diplomacy.

A Federation-wide reporting system was adopted in principle by the IFRC General Assembly in November 2009, reflecting an increasing commitment to performance and accountability. Data for the system will be collected annually, based on six key proxy indicators, complemented by reports and assessments. The Europe zone will play a role in promoting system, as well as assisting National Societies to provide quality data and crucially helping them where needed in using the findings both at national and global level to strengthen their operations and image as part of the world's largest humanitarian organization.

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>Global Agenda Goals:</p> <ul style="list-style-type: none"> • 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.
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