

Annual report

 International Federation
of Red Cross and Red Crescent Societies

Kazakhstan

Appeal No. MAAKZ001

30 April 2010

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



The Red Crescent officer cautions migrant workers in Astana against the risk of HIV.

In brief

Programme purpose: The Kazakhstan Red Crescent programmes are aligned with the Global Agenda goals to reduce the number of deaths, injuries, and impact from disasters; to reduce the number of deaths, illnesses and impact from diseases and public health emergencies; to increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability; and to reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

Programmes summary: The disaster management programme has strengthened the coping capacities of the populations living in disaster prone areas by increasing community awareness of actions to take in case of a disaster and reduced their vulnerability by implementing small-scale mitigation projects. Besides, the Kazakhstan Red Crescent built its own capacities to respond to emergencies by improving the staff and volunteers' knowledge and skills in disaster management, building emergency stocks, strengthening partnerships with public authorities and other stakeholders and establishing effective mechanisms for emergency response and recovery assistance. The Kazakhstan Red Crescent provided assistance to people affected by small-scale disasters, namely domestic fires, earthquake, floods and mudslides. Two trained members of the regional disaster response team from the Kazakhstan Red Crescent participated in the emergency relief operation of the Tajikistan Red Crescent, assisting people affected by mudslides and floods. As a member of the Red Cross Red Crescent Global Alliance on Disaster Risk Reduction (DRR) the National Society conducted a capacity self-assessment and baseline analysis and proceeded to the development of the DRR programme and capacity-building.

Within the HIV prevention programme, the Kazakhstan Red Crescent Society disseminated information about HIV among youth, key populations at higher risk and the general public. The

tuberculosis (TB) prevention programme targeted people with TB, multi-drug resistant TB and TB/HIV co-infection on the continuation phase of treatment, their family members and the general population. The services included direct observation of treatment, social, psychological and legal support to sick people and raising awareness of the disease. The community-based health and first aid (CBHFA) programme remained focused on health education and first-aid sessions for repatriates living in rural areas. The selected staff of the health and care programme was trained in the new *CBHFA in Action* approach following the regional CBHFA master-facilitators training.

In terms of organizational development the National Society identified major needs in the area of human resources (HR) management and developed a concept for HR management improvement. With support from the Empress Shoken Fund the National Society underwent its first finance audit. Following the feedback from the Joint Statutes Commission received in July 2009, the Red Crescent Society worked on amendments to the statute. The public hearings devoted to the Red Cross Red Crescent anniversaries were a step towards the development of the Red Crescent law and strengthening of the society's auxiliary role.

The position of the information officer, who covers the principles and values programme, was vacant in the National Society since the beginning of 2009. As a result, there was no proper coordination and many planned activities were not implemented. Lack of funds (except for the migration project) also hampered the implementation. However, some activities aimed at the promotion of tolerance, respect for diversity and the need to oppose xenophobia, discrimination and social exclusion were carried out through public campaigns, information materials, publications in media sources, and round tables for partners and the general public. Within the new migration component three information and education centres have been established by the Red Crescent to render social assistance to migrants and their families that served 1,570 irregular migrants.

Financial situation: The total 2009 budget was CHF 1,930,233, of which 76 per cent covered. The budget was increased (from the initial budget of CHF 1,514,128) to accommodate extra contributions of used clothing to the disaster management programme. Besides, following the move to country-based plans the income meant for the regional level expenses were absorbed in the Kazakhstan plan. Expenditure overall was 83 per cent (CHF 1,210,706) versus received funding, with some funds carried over to 2010 following the donor pledge timeframe.

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

No. Of people we help: In total 180,950 people benefited from the secretariat-supported programmes with the funds provided by the donors.

Annual report 2009 – Kazakhstan					
Programme	Target groups	People reached	% of women	% of men	% of children under 18
Disaster Management	Members of communities in disaster-prone areas	67,850			
Health and Care	TB	People with TB	1,098	35	65
		Family members	3,350		
		General population	36,875		
Health and Care	HIV	Key populations at higher risk of HIV	14,209	53.5	46.5
		Youth	12,255		
Health and Care	Community-based health and first aid	Rural communities of repatriates	20,316	50	20
					30

Organizational Development	National Society staff*	1,200*			
	Board members*	108*			
	Volunteers*	60*			
Principles and Values	State officials, migrants and the general public	25,000			
Total number of people reached		180,953			

* National Society staff, members and volunteers are not counted as people reached.

Our partners: The donors supporting the programmes multilaterally through the International Federation of Red Cross and Red Crescent Societies (IFRC) are the British, Finnish, Japanese, Norwegian and Swedish Red Cross Societies, the US Agency for International Development, Elly Lilly and the European Commission (EC). Also, the UK's Department for International Development covers some regional level expenditures of the disaster management programme, mostly born in Kazakhstan.

The total number of partnerships between the Federation regional representation, the National Society and community-based, national, government-based, international organizations, UN and developmental agencies exceeded 15.

Context

The year 2009 saw the national currency weakening, the incomes falling and the unemployment rate growing. The impact of the global financial and economic crisis on Kazakhstan was evident, with retail sales and industrial production decreasing. The country's export revenues also weakened as oil prices fell.

Rising prices increased operational costs, which negatively affected the programme budgets and also meant stretched resources for the National Society core costs. With businesses doing everything possible to reduce expenses while surviving the negative effects of the global economic and financial crisis and low oil prices, the fund-raising opportunities for the Kazakhstan Red Crescent at the country level diminished dramatically. The National Society was unable to locally raise enough funds to sustain the staff at the headquarters and branch levels and had to send people to unpaid leaves for a few months. This mainly affected those people who were not involved in the internationally-supported programmes; branch leaders in some regions also resigned. Inflation processes also reduce real wages and lead to a turnover of staff in the National Society.

During 2009 the Kazakhstan Red Crescent responded to 72 small-scale emergencies. These were operations in response to domestic fires, earthquake (Tekeli town of Almaty region), floods (Almaty city, South-Kazakhstan region) and mudslides (South-Kazakhstan region), as well as severe winter conditions. More than 1,500 disaster affected people (about 300 families) received humanitarian aid from the pre-positioned emergency stocks.

Progress towards outcomes

Disaster management

Outcome/Expected result: Improved ability to predict and plan for disasters to mitigate their impact on vulnerable communities, and to respond to and effectively cope with their consequences.

Achievements:

By the end of 2009 the National Society updated the national disaster preparedness and response plan with the standard operational procedures and emergency alert scheme in case of a conflict situation. However the expected revision of the national disaster preparedness and response and existing contingency plans did not happen. As for the contingency plans of the eastern and central zone (sub-national) disaster response centres of the Kazakhstan Red Crescent, only principal issues and the content of the plans were discussed with stakeholders during working meetings at the regional level.

The planned work with UN OCHA on country and regional inter-agency disaster preparedness and response plans was postponed until 2010, also because preparatory work on the National Society disaster preparedness and response plans was not done.

Outcome/Expected result: Strengthened capacity of the National Society in disaster preparedness and response through increased skills and knowledge of Red Crescent staff and volunteers, strengthened financial and technical resources, effective mechanisms for emergency response and recovery assistance.

Achievements:

The disaster management programme continued reinforcing the National Society's disaster response teams (DRTs). Following the harmonized regional disaster response team (RDRT) training in Macedonia disaster management staff from the headquarters shared their knowledge with colleagues during the training events and field exercises in the country. The Red Crescent Society conducted 3 trainings at national level targeting more than 50 staff and members of their DRTs from 14 regional branches (out of 16) to improve their skills and knowledge on first aid and first psychological aid in cooperation with the health programme. Also, the National Society conducted two sub-national field trainings, where 3 zone and 60 members of the national DRT participated. The theoretical part included several new topics such as first psychological support, safer access and early recovery; participants also practised first aid and assessments.

Over the period the National Society disaster management staff (mainly from the headquarters) participated in workshops organized by partners inside and outside the International Red Cross and Red Crescent Movement at international, regional and national levels. The former targeted safer access issues (ICRC) and first-aid training of trainers (the Netherlands Red Cross); the latter – humanitarian response (UNHCR), the Hyogo Framework for Action and disaster risk reduction in education (UNICEF), and project planning process according to ECHO criteria (the German Red Cross and Turkish Red Crescent).

The national DRT members demonstrated skills in providing shelter, emergency relief, first aid, first psychological aid, tracing in emergency during the international simulation exercise "Zhetysu-2009" that followed the scenario of a catastrophic earthquake in Kazakhstan. The team received high appraisal of their performance from international facilitators of the exercise and the government of Kazakhstan.

The National Society, with support of an external consultant, prepared a draft disaster risk reduction (DRR) baseline and a case study to serve for the development of long-term initiatives in disaster risk reduction. The society was involved in the establishment of the national DRR platform that was officially launched in July 2009. In November 2009 the regional disaster management coordinator presented the achievements of the Kazakhstan Red Crescent in the field of DRR at the European DRR meeting in Serbia.

The Kazakhstan Red Crescent replenished the emergency stocks of 12 of its regional branches (out of 16) and partially equipped the national and sub-national teams with field work supplies. The 12 regional branches received 360 tonnes of second-hand clothes from the Swedish Red Cross. By the

end of the year about 150 tonnes of the second-hand clothes were distributed among more than 35,000 people and 26 tonnes got reserved for emergency stocks.

Outcome/Expected result: Improved understanding and application by the National Society of the International Federation's standardized guidelines for effective response.

Achievements:

The Red Crescent disaster management staff from the headquarters participated in regional disaster management meetings that built better understanding of the shelter cluster approach and inter-agency cooperation in response to a major disaster, discussed shelter issues, clarified the links of the disaster risk reduction programme with climate change and made an introduction to vulnerability and capacity assessment.

During another regional seminar the Kazakhstan Red Crescent participants conducted a detailed analysis of the National Society's disaster management capacity, needs of the disaster management programme, human resources management including the deployment of the regional DRT, contingency planning, financial management and accounting and reporting. The analysis was done in line with the *Guidelines on National Disaster Preparedness and Disaster Response Mechanisms* and a well-prepared National Society questionnaire. The seminar and the following regional meeting resulted in the elaboration of the National Society's development steps for 2010 and the coming five years.

The regional workshop on international disaster response law (IDRL) in October 2009 brought together representatives of the Central Asian governments, parliaments and the Red Crescent Societies, the Federation secretariat and UN OCHA. It was a good opportunity for the Kazakhstan Red Crescent to become familiar with the *Guidelines for the Domestic Facilitation and Regulation of International Disaster Relief and Initial Recovery Assistance*, the *Manual for National Societies on Legislative Advocacy concerning Disaster Management and Health Emergencies*, and other relevant norms. The workshop also provided space for discussions between governmental and non-governmental actors on solving regulatory issues of disaster response in the region. The National Society recognized the necessity to further raise the issues related to the regulation of international disaster response in front of its government. A plan was made for the Kazakhstan Red Crescent to pilot a promotion project with funds from the Geneva secretariat that would include a national review of the legal environment and a national workshop on applying international norms in disaster response in Kazakhstan.

Outcome/Expected result: Strengthened capacities of communities in disaster-prone areas to respond to future disasters through community-based disaster preparedness.

Achievements

The community-based disaster preparedness projects of the Kazakhstan Red Crescent Society targeted 24 rural communities in Almaty, Akmola, Karaganda, South-Kazakhstan and Pavlodar regions and 8 urban communities in Aktobe, Almaty and Karaganda cities. The projects included the establishment of local disaster committees (LDC), education sessions and trainings on participatory rapid assessment, basic first-aid skills and rules of behaviour in case of a disaster, response plans for their communities, distribution of information materials and basic equipment to support their possible response actions as well as simulation exercises of the population. In total, 32 LDCs were established. After relevant training for the committees and community members (480 people) all communities developed risk maps, 30 of them worked out response plans for their communities and 26 conducted simulation exercises that reached more than 1,500 people. The trained people further shared information on disaster preparedness among 40,000 community members.

Over the year four disaster awareness campaigns dedicated to the World Civil Defence Day, the World Red Cross Red Crescent Day, the IFRC's World Disasters Report presentation and the Disaster Risk Reduction Day were arranged by the National Society for broader communities in eight

regions and in the capital city of Astana. They included television and radio broadcasts, round tables with local authorities and relevant government bodies in the regions, contests on disaster preparedness and photo exhibitions. The actions were used to spread messages on disaster risks and to promote risk reduction and National Society activities. The information was also published on the National Society's newly designed website. It is estimated that the disaster awareness campaigns reached around 170,000 people. The community work was supported by 170 volunteers.

Outcome/Expected result: Strengthened capacities of secondary school students and teachers to respond to future disasters through integrated disaster preparedness and first-aid trainings.

Achievements

The planned activities for schoolchildren were implemented from September in five schools of Almaty regional centre of Taldykorgan city. Education sessions and distribution of information materials on behaviour during the most dangerous disasters in the region as well as basic first-aid trainings reached 250 schoolchildren who then provided peer information sessions to 1,000 schoolchildren. Other actions to spread messages on disaster risks and to promote risk reduction and Red Crescent activities among schoolchildren included special information sessions, drawing and poster competitions and radio quizzes.

Outcome/Expected result: Reduced vulnerability of communities in disaster-prone areas through the implementation of mitigation projects.

Achievements

The six projects implemented by the National Society in 2009 reduced the risks of forest fires, traumas, floods and water accidents for communities in Akmola, Karaganda, Semey regions and Aktobe and Karaganda cities. In total, around 26,800 people benefited from these projects implemented by local communities with strong support from the Red Crescent branches.

The two forest fire mitigation projects in Akmola region involved the communities of 14 villages in the creation of a 200-kilometer mineralized belt (in each project) around the forest that benefited about 7,200 people. Another two mitigation projects on water accidents prevention at public beaches of Aktobe and Karaganda region reservoirs run in the summer period. The Red Crescent water rescue teams served more than 15,000 people. In the beginning of the year the Karaganda regional branch mobilized a team of volunteers to clean the roofs of residential buildings and a school from icicles thus protecting from trauma around 2,500 people. The renovation of a river dam in Semey region protected more than 2,000 people from spring floods.

Outcome/Expected result: Increased capacity of the National Society to restore or to improve pre-disaster living conditions and to reduce the risk of future disasters.

Achievements:

A three-day regional workshop on recovery was arranged by the Federation regional representation for the programme staff of all five Central Asian National Societies in April. As a follow-up the Kazakhstan Red Crescent adapted the standard presentation on early recovery and included it in the obligatory DRT training course. The early recovery session was presented to 70 members of the DRT teams during the field trainings in June and August.

Constraints or Challenges

There is a lack of disaster management staff in disaster prone regions, as currently, there are only our staff supported by the programme at the branch level.

Health and care

Outcomes/Expected results:

- Vulnerability to HIV and its impact reduced through preventing further infection and reducing stigma and discrimination.
- Vulnerability of people living with HIV reduced through rendering psychosocial support, advocacy, developing safe behaviour skills and integrating people living with HIV as peer educators.
- The capacity of the National Society to deliver and sustain scaled-up HIV programmes strengthened.

Achievements:

The National Society HIV prevention programme provided peer to peer education, awareness-raising sessions and harm reduction services to young people, military men, migrants, truck drivers, sex workers (SWs), injecting drug users (IDUs), and people living with HIV (PLHIV). The programme initially run in eight sites – Almaty, Aktobe, Astana, Karaganda, Kokshetau, Semei, Taldykorgan and Ust-Kamenogorsk cities. However, later in the year it was closed in Karaganda, Kokshetau and Semei because of low funding.

The two Red Crescent harm reduction points in Almaty and Ust-Kamenogorsk exchanged syringes, distributed condoms, disseminated information materials, and provided consultations; outreach services were also available for SWs and IDUs. The points had 93 permanent clients; out of them, 42 per cent returned the provided syringes. The Red Crescent also referred 175 people to voluntary counselling and testing. The points operated in the first half of the year, later the activities minimized and then ceased as a result of limited funding.

Peer education was provided to beneficiaries through training, education and information sessions by 480 peer educators working in the programme. The education sessions reached 2,010 SWs, 3,100 IDUs, 12,255 young people, 8,765 military men, 289 migrants and 45 PLHIV. Around 79 per cent of the targeted population aged 15-49 correctly identified ways of preventing the sexual transmission of HIV and rejected major misconceptions about HIV transmission. Besides, 84 per cent of targeted SWs, IDUs, and military men who have sexual contacts with more than one partner or with irregular partners reported that they had always used condoms. In addition, the National Society targeted 32,235 people from the general population through public actions and information campaigns.

The National Society is a member of the Red Cross Red Crescent Global Alliance on HIV and TB. The Global Alliance programme was launched in the end of 2008 but the level of resources raised through the secretariat plan and bilaterally in 2009 was not enough to ensure the planned scale-up. For the same reason, with only 43 per cent of the annual secretariat plan's HIV budget covered, the National Society provided limited services to PLHIV (second outcome) and did not carry out any specific capacity-building activities towards the third outcome.

Outcomes/Expected results:

- Vulnerability to TB and its impact reduced through preventing further infection and reducing stigma and discrimination.
- Vulnerability of people living with TB, MDR-TB and HIV/TB co-infection reduced through rendering psychosocial support, advocacy, and reducing stigma.

Achievements:

The National Society TB prevention programme targeted clients with TB in Kokshetau, Semipalatinsk and Ust-Kamenogorsk, clients with MDR-TB in Almaty, Kyzylorda and Taldykorgan and clients with TB/HIV co-infection in Almaty, Karaganda and Temirtau.

The programme aimed at improving treatment outcomes by encouraging treatment adherence among people with TB on the continuation phase of treatment and predisposed to interruption. To achieve this, the National Society provided direct observation of treatment (DOT), social, psychological support and counselling to beneficiaries with TB and MDR-TB. The National Society reached 604 clients with TB with social support and only 1.2 per cent of the clients interrupted the treatment. The treatment success rate among the beneficiaries under DOT provided by the Red Crescent nurses was 91.3 per cent. Out of 177 clients with MDR-TB 65 completed the treatment.

The National Society's eight multi-disciplinary teams ensured social, psychological, and legal support to 318 people with HIV/TB co-infection. Also, 172 PLHIV under the preventive therapy were supported. The default rate among Red Crescent clients with HIV/TB co-infection was 6.5 per cent. The number of peer support groups composed of volunteers from SWs, IDUs and PLHIV grew to 11 and then reduced to 5 by the end of the year when the demand for such service decreased. The total number of community members who volunteered in the Red Crescent TB services over the year was 84.

The Red Crescent visiting nurses and volunteers delivered information and education sessions to the population in secondary schools and organizations to raise awareness about the disease and preventive measures. The National Society reached 36,875 people and 87 per cent of the targeted people were aware of the signs of TB, measures to prevent it and that TB is curable.

Outcome/Expected result: Communities empowered through skills to prevent the most frequent diseases, to provide care to new-borns and basic first aid.

Achievements:

The community-based health and first-aid programme targeted rural communities in Karaganda, Pavlodar regions and in the second half of the year also in Aktau region. The beneficiaries received education sessions and information materials on new-born health and care (including immunization), most common diseases, hygiene and sanitation practices and basic first-aid trainings among beneficiaries with support of 244 volunteers.

The programme focused on women of reproductive age, pregnant women and women with new-born children from the community of repatriates who come from other countries and settle in the countryside. Families with many children, people with disabilities, teenagers, underprivileged and troubled families were also targeted.

Over the year the National Society targeted 10,231 women, 6,058 children and 4,027 men. About 85 per cent of the targeted population knew symptoms of the most common diseases and prevention measures, and 42 per cent had basic first-aid skills. According to the data from the primary healthcare facilities 99 per cent of children aged 0-12 months at the programme sites had been immunized.

In December 2009 three Red Crescent staff and one volunteer took part in the regional *CBHFA in Action* master-facilitators workshop held in Bishkek, Kyrgyzstan. Following the regional workshop, the National Society filtered down the knowledge through the *CBHFA in Action* training for 10 staff of the HIV and TB prevention programmes.

Public action and media health promotion campaigns marking the World TB Day, the World Red Cross Red Crescent Day, the World AIDS Day on the national television and radio reached an estimate of 500,000 people.

Constraints or Challenges

The TB prevention project was underfunded and the spending on social support, staff training, monitoring, transport and delivery within the HIV/TB co-infection project decreased.

Over the year, TB, HIV and CBHFA coordinators from the National Society headquarters left the programme. Besides, four programme staff in Astana and Ust-Kamenogorsk branches also changed. The reasons for the turn-over varied but it leads to a loss of institutional memory. The new staff requires further guidance in programme management (including planning, monitoring and reporting) from the Federation regional representation. A plan of trainings for the National Society staff will be developed following the analysis of opportunities to provide the training.

Organizational development

Outcome/Expected result: Effective governance and management structures.

Achievements:

Throughout the year the National Society held meetings in the branches to explore issues and to share the experience they obtained in governance and management division. These resulted in a set of recommendations to be scrutinized by the Red Crescent executive council (national level governing board) in the first half of 2010 and further disseminated among the National Society structures.

In July 2009, the Kazakhstan Red Crescent received feedback from the Joint Statutes Commission on the National Society statute adopted in 2007. The comments were later discussed by the National Society governing bodies in the branches and the executive council should complete the amendments to the statute and endorse the changes in 2010. Afterwards the revised statute will be submitted to the Ministry of Justice for approval.

In February 2009, the Kazakhstan Red Crescent, with support from the Federation regional representation and the ICRC, hosted the Central Asian National Societies' leadership forum. The major issues raised at the forum concerned the National Societies' capacity-building, including legal base development, human resources, finance development, partnerships, strengthening the Red Crescent role in their countries and fund-raising.

Outcome/Expected result: Effective and transparent human resources management systems.

Achievements:

The National Society assigned a focal point who will be leading the human resources management systems development process within the society and jointly with the Federation regional representation determined major needs in the area. The focal person attended the HR workshop hosted by the Europe zone office in September 2009. Following a consultation from the regional representation the National Society produced a concept paper on the human resources management systems improvement process. The concept includes a study of the current National Society systems and development of an action plan; further consultancy support in the study and plan development will be required.

Outcome/Expected result: Proper and effective financial management in line with clear procedures, guidelines and leadership commitments.

Achievements:

The National Society was supported in attracting resources from the Empress Shoken Fund in support of its plan of action to improve financial management by April 2010. Besides the audit, the plan included the procurement of the accounting system and its adaptation to the needs of the National Society with support of a consultant, as well as finance management procedures development, also with possible expert assistance.

The first external financial audit of the National Society was carried out in August 2009 by PricewaterhouseCoopers (PWC) and the audit recommendations will be used to improve the finance management.

Outcome/Expected result: Red Crescent Law developed and promoted for adoption.

Achievements:

In November 2009 the Kazakhstan Red Crescent organized public hearings to increase the awareness of the International Red Cross and Red Crescent Movement in general, and the National Society in particular, as well as to highlight the anniversary dates¹. The IFRC, ICRC, international organizations, state agencies, parliamentarians, NGOs and mass media attended the event. This event was also a step towards the development of the Kazakhstan Red Crescent Law and served as a ground for further smooth cooperation with government bodies and the parliament over the Red Crescent law adoption. The National Society is currently working on the draft that will also include the emblem law.

Outcome/Expected result: Expanded range and improved quality of youth services.

Achievements:

In 2009 there was no separate funding received for the youth programme. Based on the agreement with the National Society only major youth activities were supported from the organizational development programme budget.

Thus, three representatives of the Kazakhstan Red Crescent youth participated in Solferino Youth Camp (Italy) and Geneva-based events dedicated to the three anniversaries. Actions dedicated to the World Red Cross Red Crescent Day, carried out by all branches, helped to disseminate information on the Red Crescent activities and to highlight the role of the youth volunteers in service delivery. The most active volunteers received volunteer kits – T-shirts and caps with the Red Crescent logo – and other visibility materials.

The National Society engaged young people in the Red Crescent activities through youth centres and clubs. Over the year the National Society involved up to 1,200 new volunteers and trained them in the history of the Movement and basics of the international humanitarian law.

Constraints or Challenges

The National Society is behind the schedule with the implementation of the statute: no elections have been held so far to establish the governing boards at all levels. This means that the National Society current structure does not comply with that provisioned by the statute adopted already in 2007. The delay was partly due to late response from the Joint Statutes Commission that was received only in July 2009.

Because of no specific youth funding the majority of youth activities were cancelled.

Principles and values

Outcome/Expected result: The Fundamental Principles and humanitarian values of the Movement promoted.

Achievements:

In 2009 the Kazakhstan Red Crescent trained 60 hired staff and 80 volunteers in principles and values at the headquarters and branch levels through sessions within the thematic training of other core programmes and round tables for partners. The Red Crescent staff and volunteers further established links with the local population, businesses, public organizations and state authorities

¹ In 2009 the world marked 150 years since the Solferino battle, 90 years of the International Federation of Red Cross and Red Crescent Societies, and 60 years of the Geneva Conventions.

through public campaigns, meetings and round tables advocating for non-discrimination, respect for diversity and anti-xenophobia.

The National Society's Almaty and Astana branches promoted the principles and values among 320 students and teachers during the celebrations on the World Red Cross Red Crescent Day.

The Kazakhstan Red Crescent Society experienced an improvement in the image and profile of the organization. At branch levels the number of referrals for support – both initial and consecutive – increased, as did the number of volunteers, including those from vulnerable groups. The National Society estimates that 20 per cent of all people served over the year reported improved or stabilized relationships in the community due to the Red Crescent programming. The information was collected through daily work of the Red Crescent staff and volunteers, interviews and verbal and written letters of gratitude addressed to the National Society.

Outcome/Expected result: Fundamental principles are integrated into National Society operational programmes.

Achievements:

All staff of the National Society got knowledge on principles and values, and understands the necessity to involve vulnerable people in Red Crescent activities. The Red Crescent services, including the distribution of humanitarian assistance, were rendered without discrimination on gender or any other base.

The National Society held discussions with migrants to identify their needs while developing the list of services under the migration project. To reach more people 20 volunteers, mainly from labour migrants, have been trained on principles and values and how to distribute information about the Red Crescent services and to reach migrants as peers at their work places.

Outcomes/Expected results:

Ability of communities to combat discrimination, intolerance and violence and to promote respect for diversity enhanced.

Understanding of the necessity to prevent and fight sexual and gender-based violence within communities increased.

Achievements:

Three information and education centres were established by the Kazakhstan Red Crescent under the European Commission supported project in the capital city of Astana, Almaty city and Taldykorgan town (Almaty region) to render social assistance to migrants and their families. All three centres have been providing the following services: legal consultancy, psychological support, education on TB, HIV and other diseases prevention and first aid, tracing and humanitarian support for the most vulnerable migrants (women, families with children, sick people and newcomers). In Almaty and Taldykorgan humanitarian support included food parcels and hot meals, bedding, clothes and first-aid kits. In Astana the Red Crescent centre distributed used clothes and provided other support depending on the needs of beneficiaries, for instance diapers for migrant families with babies, medicines or a free telephone call home. Also, the Taldykorgan centre has been providing emergency dentist service.

The Red Crescent served beneficiaries in the centres and through outreach work. The outreach work implied visits to migrants' work places, i.e. construction sites and markets, where the staff and volunteers established links with employers and taskmasters, met migrants, disseminated information and printed materials. Over the period the centres served 1,573 irregular migrants from Kyrgyzstan, Tajikistan and Uzbekistan.

The National Society presented its activities and promoted anti-discrimination and social inclusion of vulnerable groups in autumn when the Red Crescent organized public hearings in Astana for state

agencies, parliamentarians, international organizations, mass media, and NGOs under the aegis of the global campaign “Our World. Your move”.

In 2009 in total 15 actions (round tables, seminars and meetings) and 8 information campaigns with the participation of communities’ leaders, state agencies, commercial and public organizations have been held by the Kazakhstan Red Crescent at headquarters and branch levels to tackle discrimination, xenophobia and social exclusion and to promote respect for diversity. Mass media has been actively attracted to voice the needs of marginalized groups through articles and television blocks.

Messages on gender-based violence and discrimination have been spread as part of the National Society’s promotion activities. In Almaty, Astana and Taldykorgan cities about 1,000 vulnerable women and men, mainly from refugees and migrants, have been covered with training and other Red Crescent actions directed to prevent sexual and gender-based violence and to protect human rights.

Constraints or Challenges:

The position of the information officer in the National Society, who covers the principles and values programme, was vacant over the year. As a result, there was no proper coordination and many planned activities beyond migration, including gender-based violence training, principles and values training, or information support for the society, were not implemented. Lack of funds (except for the migration project) also hampered the implementation of gender related work.

Because migration issues are still sensitive in the country of destination irregular migrants were often reluctant to contact the Red Crescent for fear of being discovered, detained, deported or returned by state authorities, and because of language barriers. The National Society of Kazakhstan took measures to overcome this problem, for instance the staff visited places where migrants presumably were employed and distributed leaflets about the Red Crescent activities to raise awareness among beneficiaries and partners. In Astana the Red Crescent cooperates with the public association of constructors and with taskmasters from migrants, engaging them as volunteers and peers.

Working in partnership

The Kazakhstan Red Crescent maintains good working relationships with the government bodies, local authorities, international agencies, the diplomatic community, and non-governmental organizations. The Red Crescent Society’s role in disaster response is stipulated by the national plan. Besides, since 2001 the National Society has had an agreement on cooperation with the emergency ministry that was re-signed in 2009. The Red Crescent Society has partners in the disaster management sector among UN agencies and gets involved in UN and inter-agency training events and workshops. The US Agency for International Development (USAID) facilitated the establishment of close links between the National Society and the diplomatic community in Almaty city in the area of disaster preparedness.

The Red Crescent disaster preparedness and first-aid education among schoolchildren in Almaty is also supported bilaterally by the Netherlands Red Cross; projects with a focus on earthquake preparedness in Almaty were also implemented in cooperation with the Japan International Cooperation Agency (JICA) and completed in April 2009 by a joint simulation exercise on earthquake response. Besides, with support from the American Red Cross the Kazakhstan Red Crescent developed a new project to prepare at-risk population centres to survive and thrive following a catastrophic earthquake within the framework of the Central Asia Urban Earthquake Preparedness Initiative that will start in 2010. The Kyrgyzstan and Turkish Red Crescent Societies facilitated education courses on first aid and first psychological aid within the framework of the regional cooperation programme.

Within the framework of cooperation between the IFRC and the Global Road Safety Partnership the vice-president of the Kazakhstan Red Crescent (as a chief delegate) took an active part in the world

forum and presented the IFRC advocacy document “*Road Safety – Call for Action*” at the Global Ministerial Conference on Road Safety, held in Moscow in November.

The National Society is an active participant of the inter-agency meetings conducted in the country to discuss the developments of the national TB programme. The Red Crescent coordinates its health activities with agencies like Project HOPE, KNCV (Royal Dutch Chemical Society), AIDS Foundation East-West, USAID and UNICEF. Besides, it is a sub-recipient of the Global Fund to Fight AIDS, Tuberculosis and Malaria that supports information, education, communication and mobilization activities and social aid within the TB prevention programme. The National Society’s Aktobe regional branch received state social awards for HIV, sexually transmitted infections and drug use prevention projects. The projects trained youth leaders in the peer-to-peer approach to prevention, targeted adolescents in summer camps and the juvenile custody centre, provided consultancy and distributed information, education and communication materials among labour migrants through a “trust compartment” in long-distance trains. The latter project was carried out in cooperation with the migration police, the regional AIDS centre and the Umit crisis centre. The American Red Cross will bi-laterally support the HIV prevention project for migrants in Aktobe and Taldykorgan cities starting in 2010.

As a key partner within organizational development the ICRC is engaged in the process of the Red Crescent law development, mainly by providing expertise. Advocacy support is still essential and needed, especially with the Red Crescent law promotion. The ICRC expertise was also used to incorporate tracing in emergency in the Red Crescent contingency planning and disaster management education, as well as to plan specific activities in time of a conflict. The Empress Shoken Fund contributed bi-laterally to the finance management development by covering audit expenses.

There is a potential that PWC involved in the audit will become a partner of the capacity-building efforts in the area of finance management: PWC agreed to assist the Kazakhstan Red Crescent in the development of finance procedures.

The key partners of the principles and values programme are the media, which plays a great role in changing behaviour towards vulnerable groups served by the National Society. The partnership with IOM strengthened under the migration project, which benefited the project: the network members received access to legal expertise, information about migration players at the country and regional levels.

Contributing to longer-term impact

The Kazakhstan Red Crescent Society carried out routine monitoring of the programmes through field visits, observations, interviews, meetings with local authorities and community leaders, internal staff meetings with branch staff and progress reports. The disaster statistics and their impact on the sites where risk reduction projects have been implemented are followed up with the emergency structures at local level. Regular field visits and monthly reports from the regional branches feed the programme management at national level. Periodical monitoring visits are paid by the Federation regional representation to the sites. The staff of the National Society are advised on how to improve the quality of monitoring. The SPHERE standards and the Code of Conduct for Red Cross Red Crescent staff and volunteers in Emergency Relief guide the Red Crescent disaster response, and the fundamental principles and the value of respect for dignity and equality are at all times promoted in disaster management awareness materials, during training and work with the communities. In disaster response, the distribution of assistance is made on the basis of impartiality. Actions are solely guided by needs, proportional to the degree of suffering and prioritized on the basis of urgency and vulnerability.

In organisational development the Kazakhstan Red Crescent is engaged in the development of a more transparent human resources management, thus contributing towards the involvement of

qualified staff and better systems for staff training and development. Finance development is also one of the factors towards achieving better accountability, transparency and effectiveness.

The Red Crescent law and promotion of the Red Crescent activities among the public, government and parliament make a basis for better understanding of the National Society's auxiliary role, thus enhancing the society's capacities to respond to the needs in the country.

Promoting and respecting the fundamental principles and humanitarian values, including promotion of gender equity, are indispensable if the Red Cross Red Crescent is to be perceived as an impartial, neutral and independent actor, and furthermore to facilitate the Red Cross Red Crescent to carry out its mandate. The National Society does not take sides of diverging population groups and follows the principle of diversity in the composition of staff involved.

The progress and constraints of the programmes were discussed at working meetings at the regional level. Best practices were promoted among colleagues of the Central Asian National Societies to allow learning from experience.

Looking ahead

The work on IDRL promotion will continue in cooperation with the UN OCHA office for Central Asia. The review of the legal environment in the country based on case studies will be carried out by the National Society in cooperation with UN OCHA and in consultation with the regional representation and the Geneva secretariat. Steps to make necessary amendments to the legislation are expected to be developed later on. The inter-agency contingency planning for disaster response in Kazakhstan, initiated by OCHA, is expected to result in a country plan by the end of 2010.

In organizational development the focus will remain on legal base development, strengthening governance and management structures, development of HR and finance management. Consultancy support in these areas will be provided through the regional programme. The National Society will also be supported in approaching resources available in IFRC – knowledge, experience, and funding opportunities like specific organizational development support and intensified capacity building. Chances to move the Kazakhstan Red Crescent to the cash transfer system will also be considered.

Trainings in planning, monitoring and reporting for the staff of the National Society is still in the agenda to improve the quality of programming and to ensure proper accountability. Relevant training opportunities with technical support from the Federation regional representation will be sought in 2010. The Red Crescent will work on tools to retain skilled staff and volunteers, especially from former TB patients. The society also plans to standardize its training programmes for staff and volunteers in the area of disaster management.

The funds to continue and to strengthen the services provided by the Central Asian Red Crescent Labour Migration Network, or to expand it, will be sought at the regional and national levels among stakeholders, who have an interest in supporting migrants in the region. The Turkmenistan Red Crescent is willing to join the network in 2011 and was already included in the IFRC's concept note in response to the European Commission call for proposals 2009-10.

How we work

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

Global Agenda Goals:

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

Contact information

For further information specifically related to this report, please contact:

- **In the Kazakhstan Red Crescent Society:** Vadim Kadyrbayev, Vice President; email: drvadimrc@mail.ru; phone: +7727 291 81 51; fax: +7727 291 81 72
- **In the Regional Representation for Central Asia:** Drina Karahasanovic, Regional Representative; email: drina.karahasanovic@ifrc.org; phone: +7727 291 80 63; fax: +7727 291 42 67
- **In the Europe Zone Office:** Leon Prop, Head of Operations; email: leon.prop@ifrc.org; phone: +36 1 8884 500; fax: +36 1 336 15 16