

Annual report

 International Federation
of Red Cross and Red Crescent Societies

Europe Zone

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This report covers the period from 1st January 2010 to 31st December 2010.



Red Crescent volunteers distributing food items provided by WFP. Photo: Red Crescent Society of Tajikistan

In brief

Programme outcome: The Europe Zone office is guided in its work by the strategic aims of Strategy 2020 to save lives, protect livelihoods, and strengthen recovery from disasters and crises; enable healthy and safe living; and promote social inclusion and culture of non-violence and peace. The capacity-building efforts are in line with Enabling Action One and guided by the Comprehensive Framework of Building Strong National Societies.

Programme(s) summary:

For Strategy 2020 to become an *effective* roadmap for future Red Cross Red Crescent work in Europe it needs to be translated into practical action at the country level – and below. For the International Federation and its Zone Office in Budapest, that required a renewed understanding of what forms of support National Societies wish to receive, and through which channels. As a consequence, throughout 2010 Europe zone developed a focused plan of action to the S2020 roll-out. This consisted of the following points:

- Three dialogue fora with leadership around S2020 implementation, CA, Vienna and Jesolo.
- Two trainings for S2020 facilitators in Budapest and Jesolo, and deployment of these to assist National Societies in the process to update and review their strategic development plans embracing S2020 ambitions.
- A review process at the two regional representations located in Moscow and Almaty, to assess whether any changes in the institutional set-up of Europe Zone Office and its field offices would be required, based on a peer-review approach through a team of senior National Society leaders from several European National Societies. The outcome of the reviews was, very briefly, that National Societies welcome an international presence integrated in their own structures, provided the International Federation preserves its international character. National Societies strongly feel that they have to, or are able to develop, the expertise and capacity to run programmes and services, at the same time they welcome additional support in humanitarian diplomacy, in fostering regional co-operation, adjusting their strategic plans in light of S2020. To some extent the National Societies also expressed a wish to have a somewhat closer contact with Budapest.

In light of these outcomes it was decided to revise the Terms of Reference for the two regional representations (Moscow and Almaty) and make organisational changes in accordance with the outcomes of the new mandates.

On 13 April 2010, 42 National Societies met in Vienna, Austria, in the frame of the 8th European Regional Conference (13-16 April 2010) to discuss two main themes of the Conference - **Ageing Population in Europe, and Multicultural Interaction**. The aim of the Conference was to help setting up a benchmark for the humanitarian challenges that exist in Europe and Central Asia and come up with a four year plan to address these challenges. As an outcome of the conference the National Societies committed themselves to encourage active ageing and promote intercultural dialogue.¹

The recovery from the global financial crisis continued in 2010, but the economic situation of the countries in the region is still fragile. Among developing regions, the Europe and Central Asia region has been the most negatively affected by the global financial crisis, albeit with large variations across the region in the degree of impact.

In 2010, 29 emergency operations were implemented due to natural disasters (floods in Tajikistan, Serbia, Montenegro, Albania, etc.) as well as other emergency situations (Polio outbreaks in Kyrgyzstan, Tajikistan, etc.). Quick and effective response was organised from the zone with four deployments of Regional Disaster Response Team members. The **disaster management** training continued with field-level simulations involving other movement and non-movement partners with the RDRT. International Disaster Response Law (IDRL) was the topic of the regional workshop, “Legal preparedness and legislative advocacy for international disaster response” that took place in May in Vienna, gathering representatives from European Red Cross and Red Crescent National Societies engaged in disaster management activities. The work on risk reduction and climate change activities continued in the selected National Societies.

National Societies in Europe and Central Asia reaffirmed their commitments to **health and social care**, particularly with regard to the scaling-up programmes on HIV and AIDS and Tuberculosis under the umbrella of the Global Alliance. A number of societies were active in providing direct assistance to Multi Drug Resistant Tuberculosis patients (Georgia, Kazakhstan, Armenia...) while trainings on Harm Reduction and HIV/TB advocacy were organised in cooperation with partners outside the movement. During the 8th European Regional Conference in April 2010 one of the issues discussed was Ageing Population in Europe. National Societies defined commitments to their programmes aiming for self-empowerment of older people and encouraging active ageing, strengthening their resilience and allowing them to remain autonomous. The globally supported **human pandemic preparedness and response** accelerated projects (AP) and mini-projects were completed in ten countries in Europe.

In **organisational development**, new approaches to training and development are being introduced, such as the Federation learning platform and the volunteer management training e-learning course organised by the Reference Centre for Volunteering. Aspects of volunteering have been studied in the context of emergency operations in Europe Zone. Peer support is one of the key tools for supporting National Societies in their organizational development and capacity building efforts, as exemplified in cooperation between the Latvian, Lithuanian and Belarus Red Cross Societies in proposing a “Volunteer Recruitment and Volunteer Management with Special Focus on Supporting Visiting Nurses” project to the EU with Lithuanian Red Cross being the main applicant. Following up the full roll-out of Strategy 2020, in Europe zone 25 S2020 facilitators were trained to assist and accompany National Societies’ strategic planning processes by providing advice, facilitation and support in interpretation and application of Strategy 2020. The implementation of the project “From Working Advance to Cash Transfer”, for 11 National Societies, partly funded by the Geneva OD Department, has started with focus on encouraging National Societies to assume responsibilities previously resting with the Federation. Considerable progress has been made by several National Societies in improving their accounting systems, introducing regular external audits, and developing their own fundraising efforts, as external funding is becoming less predictable. The

¹ <https://fednet.ifrc.org/sw180913.asp>

Europe Zone team have developed a strategic approach towards the private sector, exploring in particular how technical expertise in areas such as finance and management can be mobilised through promotion of corporate social responsibility.

A new system has been introduced to National Societies that aims to reliably monitor and report on key data on an annual basis to improve the performance and accountability of the Federation as a leading global actor in the humanitarian field. The Federation-wide Reporting System was piloted and tested through the zone with the active participation of 30 National Societies, who also provided their feedback in order to further improve before the full roll-out.

During the first part of the year the coordinators for **migration and anti-trafficking** focused on providing technical support, developing proposals for resource mobilisation, promoting networking, and strengthening relationships with governments and external actors. Selected national societies were provided with strategic guidance, technical assistance and targeted support for strengthening their role in the migration field. The Zone office hosted the annual meeting of the Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants (PERCO). At the meeting the Strategy 2020 of the International Federation was presented and some priorities on migration to be addressed within Europe in the coming 3 years were discussed. The Zone office facilitated a study visit scheme whereby National Societies from the new EU member states and EU candidate countries in Central Europe could visit other sister National Societies in EU with more extensive experience in the migration field. The anti-trafficking coordinator continued to promote awareness, and a number of National Societies initiated new activities in this field or are actively exploring opportunities to do so. More than twenty European Red Cross and Red Crescent Societies are now active in prevention and assistance measures related to trafficking in human beings, consisting of, primarily, awareness-raising through peer-to-peer education; protection, and the social re-integration of victims.

Unfortunately both coordinator positions had to be discontinued as the required funding could not be secured. As a result, all related activities were scaled down significantly during the second half of the year.

Financial situation: The original appeal budget for 2010 was revised from CHF 1,702,687 to CHF 2,344,719 of which CHF 2,021,315 (86 per cent) was covered during the reporting period (including opening balance). Overall expenditure during the reporting period was CHF 1,466,842 (72 per cent) of the budget.

The Budget revision reflects a new partnership with non-traditional donors e.g Velux Foundation, however, some essential activities were still underfunded as mentioned in the report under Migration and Anti-trafficking. The implementation rate however is lower due the Personnel funding which goes across the calendar year.

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

No. of people we have reached: 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, British 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 Department for International Development (DfID), the German Gesellschaft für Technische Zusammenarbeit (GTZ), the UN OCHA (through the Inter- Agency Standing Committee), Eli Lilly Company, Pricewaterhouse Coopers LLP (PwC), Advocacy Partnership (AP), American USAID, the World Health Organization (WHO) and several UN agencies are important partners.

Context

The recovery from the global financial crisis continued in 2010, but the economic situation of the countries in the region is still fragile. Among developing regions, the Europe and Central Asia region has been most negatively affected by the global financial crisis, albeit with large variations across the region in the degree of impact.

Due to the economic crisis, international support for National Societies in Europe Zone has decreased. In this context it is necessary for the National Societies to develop or scale up their capacity to generate resources from domestic sources. 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.

Ageing population is a reality. It affects nearly all the countries of the world: the number of older people in percentage of the total population will grow rapidly from 7% in 2010 to 20% in 2050. Furthermore, the rate of population ageing is now faster in developing countries. European countries are facing demographic changes even more rapidly than other countries worldwide and this will have major human, social and political consequences. Older people belong to one of the more vulnerable groups and in some countries of the region, social and health support are already insufficient to cover the needs of older people, leading them in social exclusion and poverty. There is also major concern about an active role of older people within society, their quality of life and inter-generational solidarity: how societies can include the value that older people have to offer and promote their active participation.

HIV infection remains a major public health issue in Europe, with a continuous increase in the number of HIV cases diagnosed and reported: more than 50,000 new cases in the WHO European Region were notified in 2009. Eastern Europe and Central Asia present the highest overall HIV rate in the European region (8.5 per 100,000 residents). Nearly two thirds of new infections are now attributed to injecting drug use. Harm reduction programmes should therefore be scaled up as a priority. According to the WHO, the European region has the lowest treatment success rate in the world compared to other regions and the highest levels of Drug Resistant TB. The situation is still alarming in 18 European countries². 95% of Europe Multi Drug Resistant TB cases are in Eastern Europe. The stigma associated with both HIV and TB continues to be a major barrier to more effective prevention, treatment and care.

The Flu A/H1N1 Pandemic in 2009-2010, and its rapid spread, underlined the need for more effective pandemic preparedness, with a clearly defined role for National Societies in the national plans regarding prevention at the community level and specific attention to key issues such as volunteer and staff protection and business continuity planning. Some parts of the region still face urgent needs in ensuring essential health services such as basic access to mother and child care, clean drinking water and adequate sanitation. Europe experienced a polio outbreak in Central Asia since it had been declared polio free region in the year 2002. Several cases of Acute Flaccid Paralysis were reported in Uzbekistan, Tajikistan and Kyrgyzstan triggering the launch of vaccination campaigns by WHO and UNICEF across the sub-region.

In Eastern Europe and Central Asia the economic, political and social transformation created shifting needs and new patterns of vulnerability in changing societies that even today influence the activities of the National Societies. Altered social environments require National Societies to re-define themselves, renew their legal base, define new management and governance systems to fit the new liberal (market-oriented) system, develop new ways of finding resources and funds, and in general, cope with many new challenges. At the same time, many of these National Societies managed to retain their operational capacity to implement programmes, often with substantial external support.

During the period between January and December 2010, more than CHF 4 million has been allocated from the Federation Disaster Relief Emergency Fund (DREF) to support Red Cross

² Countries of the Former Soviet Union, Bulgaria, Romania and Turkey

and Red Crescent National Societies in Europe and Central Asia to respond to 29 disasters in fourteen countries. More than 3 million people were reached through the operations.³

In May 2010, heavy rains caused huge flooding in Czech Republic, Poland, Slovakia, Hungary, Croatia and Serbia. The National Societies, along with Civil Protection, managed to respond to disaster with their own resources and haven't asked any assistance in financial, material or human resources from the Secretariat. In late June and beginning of July again heavy floods hit another four countries in Europe: Bosnia and Herzegovina, Romania, Ukraine and Moldova. All four National Societies requested DREF funds for relief operation and replenishment of emergency stocks.

Civil unrest in Kyrgyzstan in late June and beginning of July forced thousands of people to move towards Uzbekistan.

In August, unusually long heat wave with temperatures over 40 degrees Celsius, caused wild fires in Russian Federation. The fires killed more than 50 people and affected thousands of people in 20 regions who lost their homes and basic livelihoods.

In October, a technological disaster, a toxic chemical spill, hit a couple of settlements in the western part of Hungary. The Hungarian Red Cross mobilised its volunteers to assist the affected population. The Hungarian Red Cross also requested assistance from EZO for technical expertise related to the technological disaster. The Austrian Red Cross responded to the request of Hungarian Red Cross and EZO, by sending a two member team to support the Hungarian Red Cross with ongoing assessment, analysis and strategic planning process focusing on early and medium term recovery needs among chemical mud flood affected populations in Hungary. The recommendations of the team were shared with EZO and Hungarian Red Cross, which were followed up by the National Society.

While most of the countries in Western Europe were struggling with heavy snowfall and low temperatures in December, the southern part of Central Europe was hit again by heavy rainfall which caused tremendous flooding in Albania, Bosnia and Herzegovina, Serbia, Kosovo and Montenegro.

Progress towards outcomes

Disaster Management

Programme component 1: Disaster management planning
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Component outcome 1: Comprehensive Europe-wide disaster management strategy adopted.

Component outcome 2: Regional and zone-level contingency plans developed, fully aligned with country-level plans.
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Achievements: Disaster Management Coordinators from National Societies of Albania, Armenia, Bulgaria, Croatia, Georgia, Kazakhstan, Kyrgyzstan, Macedonia, Montenegro, Serbia and Tajikistan met in Budapest on 27-28 October. The purpose of the meeting was to discuss daily activities in DM, challenges related to cooperation between RC and Civil Protection, Shelter issues as well as further cooperation between NSs in terms of joints workshops and trainings.

The Europe Zone is committed to ensure the institutional capacity in sheltering preparedness for response and recovery, and to provide that support in a timely manner. This significant institutional capability and experience requires further support to enable the scaling-up of sheltering activities, both in quality and quantity, and in their integration with other areas such as risk reduction, recovery and water and sanitation to improve shelter approaches. Europe Zone has started the elaboration of the shelter plan.

Programme component 2: Organisational preparedness

Component outcome 1: Disaster management database scaled up and fully operational in at least 20 National Societies.

Component outcome 2: Regional disaster response teams (RDRT) established and operational in all sub-regions.

³ See Annex 1 for the detailed list for DREF operations

Achievements: RDRT database of EZO has been presented to relevant departments in Geneva and Disaster Management Coordinators (DMCs) from other Zones. DMCs found the database as very practical and useful and expressed their wish to develop the same tool. The first Zone where the same database will be developed with assistance from EZO is MENA zone. Development of database in that zone will be done in the first half of 2011.

A Regional Disaster Response Team (RDRT) simulation exercise took place in Bosnia and Herzegovina in March 2010. 55 RDRT members and 1 Field Assessment and Coordination Team (FACT) member from 16 National Societies took part.⁴ The simulation took place in seven municipalities in the north-eastern part of Bosnia and Herzegovina which is prone to flooding during spring and autumn. The simulation was prepared by disaster management coordinators from the host National Society and participating National Societies, together with local civil protection agencies of Bosnia and Herzegovina and ICRC. Moreover, coordinators from the Federation Europe Zone in Budapest and Belgrade and from ten National Societies facilitated the simulation including field work. The three teams spent two full days (11-12 March) in the field, where they were working along with the local RC branches staff and volunteers, on the assessment, participated in meetings with mayors, Crisis headquarters of Civil protection, health centres, police, fire-brigades, visited the affected areas and discussed the situation with the local population. ICRC joined the teams in the field and supported them and RC branches in issues related to tracing in emergencies, mine awareness and restoring of family links. Respecting security rules was also checked as the simulation took place in an area close to the former frontlines which used to be heavily mined during the recent war in Bosnia and Herzegovina.

RDRT members were deployed to assist several National Societies affected by disasters:

- 1 RDRT member was deployed for 15 days mission in Albania to support the NS with relief activities in flood operation – January 2010
- 1 RDRT member joined FACT team mission in Uzbekistan for Population movement operation – June 2010
- 3 RDRT members were deployed for 15 days mission in Moldova to support the NS with assessment and organisation of relief operation in flood operation – July 2010
- 4 RDRT members were deployed for 7 days mission in Bosnia and Herzegovina to support the NS with assessment in floods operation – December 2010

A regional IDRL workshop “Legal preparedness and legislative advocacy for International Disaster Response” took place on 10-12 May 2010 in Vienna, Austria. The workshop gathered representatives from the Red Cross/Red Crescent, engaged in disaster management activities in the European region. The aim of the workshop was to:

- Provide participants with a general understanding of the IDRL Guidelines and other international and regional instruments for international disaster response.
- Explore how existing legal instruments may be useful as advocacy tools in international relief operations and where gaps remain.
- Discuss the role of humanitarian organizations in encouraging better legal preparedness for international disaster assistance.

EZO started the mapping of Red Cross and Red Crescent capacities and external technical expertise nationally, regionally and internationally, and identifying the gaps and the support required within National Societies and the secretariat. EZO initiated establishing contacts with universities and other learning and training institutions with shelter-related curricula, to promote greater consistency across the sector and initial steps in accreditation and professional accountability. EZO contributed to Movement-wide knowledge sharing by collating, translating and disseminating guidelines and resources developed by National Societies and the secretariat, including on plastic sheeting, timber in emergencies, and on International Federation shelter kits. As the Emergency Shelter Cluster is the leading implementing party in response operations to natural disasters, regional networks of shelter agencies have been convened to discuss issues and address gaps identified by in-country shelter clusters that may impact on the provision of assistance to affected households and communities.

⁴ Albania, Armenia, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Georgia, Germany, Hungary, Israel, Macedonia, Montenegro, Romania, Serbia and Slovenia and Switzerland (FACT member).

Programme component 3: Community preparedness / Disaster risk reduction

Component outcome 1: Risk reduction programming has been supported in selected countries.

Component outcome 2: Climate change awareness, advocacy and adaptation activities have been scaled up considerably.

Achievements: Disaster Preparedness and Prevention Initiative (DPPI) organised Disaster Risk Reduction (DRR) trainings for South East Europe in Croatia (in March) and Turkey (in September). EZO Disaster Management has participated in these trainings as facilitator along with UNOCHA and Civil Protections of the countries from this region.

In late June, three NSs from the Europe Zone that are quite active in DRR (Albanian, Armenian and Macedonian RCs) have received Norwegian DRR funding for development of their Risk reduction activities in 2010. The planned activities (DRR trainings and simulations, round tables and printing of educational material) have been implemented in communities and schools and finalized by the end of the year.

A regional conference, EMSEEC 2010, with the topic “Regional Platform for DRR from natural and other hazards and operational response” took place in Belgrade, Serbia, on 18 November 2010. The organiser of this conference was Balkans Institute from Belgrade along with Civil Protection Agencies of Slovenia, Croatia, Bosnia-Herzegovina, Serbia, Montenegro and Macedonia. Secretaries General of RCS of Bosnia-Herzegovina and RC of Serbia, DM coordinator from RC of Serbia and EZO DM coordinator participated in the conference as well. The conference gathered representatives of governmental bodies and embassies of the above mentioned countries, local NGOs and international organisations (Save the Children, UN, etc.).

Steering committee meeting for Southern Caucasus for regional programme for building safer communities took place in Tbilisi, Georgia, from 24 to 27 November 2010. The update on DRR programme in Armenia and Georgia, exchange of DM experience and tools, future steps as well as cooperation and coordination of activities of DIPECHO partners were discussed at the meeting.

On 28-29 October, 9 National Societies (Albania, Armenia, Georgia, Kazakhstan, Kyrgyzstan, Macedonia, Montenegro, Serbia and Tajikistan) met in Budapest to discuss development and further steps in risk reduction activities, cooperation and coordination of activities as well as to exchange experience.

Red Cross Climate Change Centre has allocated funds for climate change activities in Armenia, Tajikistan and Turkmenistan. All three National Societies have completed their activities according to the Action plan and budget – round tables and meetings with stakeholders on consequences of climate change, workshops in communities and schools, printing of educational material and inclusion of climate change adaptation into other programmes.

Constraints or Challenges

Due to the lack of funds or received earmarked funds it hasn't been possible to develop or perform all activities that have been planned. Therefore, the activities focused mainly on objectives for which funds have been secured (RDRT refresher training, risk reduction activities and climate change awareness, advocacy and adaptation activities).

Health and Care

Programme component 1: HIV and AIDS and Tuberculosis

Component outcome 1: HIV and AIDS and TB programmes have been scaled up through a Global Alliance approach

Achievements: In its role to enhance the sharing of the knowledge and experience between NSs as well as coordination between different stakeholders, Europe Zone office supported Italian Red Cross and its Villa Maraini Foundation in organizing two trainings on drug related harm reduction in Russian. National Societies from Belarus, Russia, Armenia, Kazakhstan,

Kyrgyzstan, Tajikistan, Turkmenistan, Azerbaijan and Ukraine were targeted. Following this training, a drug related harm reduction action was supported in Azerbaijan, Kazakhstan, and Belarus NSs. Under the umbrella of Global Alliance, 10 NSs in Eastern Europe and Central Asia started working on their 4 year strategic HIV plans.

The National Societies of Georgia, Kazakhstan, Armenia and Romania are implementing multi-drug resistant TB (MDR-TB) project and providing direct support to around 200 most vulnerable MDR-TB patients. Project is supported from the global health program by Eli Lilly Company. In line with the goal of supporting new project sites, Azerbaijan Red Crescent Society started implementation of MDR-TB programme.

As part of the Eli Lilly MDR-TB Partnership programme, the Advocacy Partnership (AP), a UK-based charity, conducted a training of trainers' workshop in June, on TB, MDR-TB and TB/HIV advocacy to community based and civil society organisations working in Eastern Europe and Central Asia. The theme of the training was TB advocacy training of trainers for EE and CA countries. IFRC was represented by NSs of Armenia, Georgia, Belarus, Russia and Kazakhstan. As a follow-up, two trainings were organized, one at the Russian Red Cross and one regional for National Societies in Central Asia.

Programme component 2: Community based health and social care programmes

Component outcome 1: Social and home care programmes are supported through advocacy and resource mobilisation, and are increasingly addressing social determinants of health.

Component outcome 2: The specific needs and capacities of the ageing population are more fully taken into account in the design of health and care programme approaches

Achievements: The 8th European RCRC Conference in Vienna in April 2010 addressed the topic of the ageing population and National Societies agreed to the "Vienna Commitments" which will guide and inspire actions over the coming years. NSs recognize older people as an important resource for society, advocate for the inclusion of older people in economic, social and cultural life and contribute to building a positive image of ageing. In September, the conference entitled "Dignity for the Frail Old" was hosted by Norwegian Red Cross. The conference was analysing current trends and future needs of frail old people.

As a follow-up to the conference, the log-frame for engagement of Europe Zone in the Older People Programme was established. Analysis report on the situation of Ageing in Eastern Europe and Central Asia has been completed and information related to EU/ international legislation has been collected. As part of the process for preparation of the new Strategic Operational Framework for IFRC health programmes, a global think tank, where Europe Zone actively took part, on ageing was created. The conclusion includes the need to increase the capacity of Red Cross and Red Crescent National Societies in working with older people and to develop common methodology and manuals with specific guidelines.

Programme component 3: Pandemic preparedness / Emergency health

Component outcome 1: Pandemic preparedness has been strengthened in Azerbaijan, Belarus, Ukraine and other selected priority countries.

Component outcome 2: Access to curative and preventive health services in emergency situations has been improved

Achievements: The Federation, as a partner, was assisting 20 National Societies, in preparing and responding to a human pandemic. The projects focused on effective country planning, advocacy and communication, training, reduction of transmission and care for the sick.

The role of volunteers and health facilities and a plan for personal protective equipment were defined. Awareness materials and messages were adapted and disseminated in each country. More than 200,000 posters, 4,000 booklets, 200,000 calendars were printed and distributed. Public awareness campaigns disseminating the five key prevention messages were carried out by volunteers in all countries.

Trainings of trainers for all branches or districts in 10 National Societies were held. In total 300 trainers and volunteers were trained in pandemic interventions. The adaption of life-saving messages took place in each National Society and 900 volunteers were trained on how to disseminate the messages. E-learning platform was developed in Europe Zone and

implemented globally. It proved to be a unique and effective opportunity for staff, volunteers and the public to learn about protection during a pandemic.

Following the Polio outbreak in Central Asia, Europe Zone, through its country and regional offices, supported National Societies of Tajikistan and Kyrgyzstan to implement actions against Polio, with developing materials, building response capacities and promoting partnerships at local level. National Societies participated in vaccination campaigns and their volunteers were active in social mobilisation, health promotion and monitoring of vaccination.

Programme component 4: Technical support and networking

Component outcome 1: Technical assistance, peer support and networking for key health and care priorities – including first aid, road safety, psychological support and voluntary blood donation – have been enhanced.

Achievements: The Federation supported Macedonia, Albania and Russia Red Cross Societies in celebrating the World Blood Donor Day 2010.

Following the violent situation in Kyrgyzstan in Central Asia, Europe Zone coordinated response to psychosocial needs of the vulnerable population in Kyrgyzstan. In support to the National Society, a Psychosocial Support Programme (PSP) delegate was selected, and plan of action (comprising of assessment on PSP needs, capacity building of the National Society and strategic planning) developed. In support of Kyrgyzstan Red Crescent Society, ENPS and the Federation reference centre provided training to staff and volunteers at Kyrgyzstan Red Crescent. As an outcome of the road safety meeting in September, a plan of action for Road Safety started on Zone level and a first road safety concept paper was established.

Constraints or Challenges (Health and Care):

The main constraint remains the low financial resources for the Red Cross Red Crescent HIV activities. The resource mobilization efforts are still too focused on Movement partners, and there is not enough work being done on targeting external partners. The pandemic project ran into deficit at the global level which directly affected the amount of funding available. This resulted in requests for non-cost project extensions being rejected and reduction in already approved country budgets

Organizational Development/Capacity Building

Programme component 1: Sustainable systems, procedures and staff

Component outcome 1: National Society human resource development and volunteer management have been strengthened.

Component outcome 2: An effective framework for peer support and capacity building has been established.

Achievements: Investing in people continued to be a key priority. Some National Societies emphasised the need for development of human resource strategies, as well as more effective volunteer management systems.

- National Societies in Macedonia and Montenegro are implementing Intensified Capacity Building Plans, resulting in significant improvements in quality of planning and reporting; moreover two National Societies have adopted Human Resources policy and volunteering policy;
- Kyrgyzstan Red Crescent is introducing a new HR management development initiative, supported by the British Red Cross;
- In Turkmenistan Red Crescent human resources development programmes have been taking place, supported by the British Red Cross;
- Bosnia and Herzegovina is starting the process of reorganisation of the National Society including human resources structure at the National Society headquarters.
- Majority of National Societies in Europe have started preparation for the Year of Volunteering aiming at influencing policy makers and Governments to improve environment for volunteering as well as promotion of the social and economic values of volunteering.

New approaches to training and development are being introduced, such as the Federation learning platform that was widely disseminated and promoted in the Europe Zone, and the volunteer management training e-learning course organised by the Reference Centre for Volunteering, hosted by the Spanish and British Red Cross. Aspects of volunteering have been studied in the context of emergency operations in Europe Zone. Federation support to the European Network for the Development of Volunteering (ENDOV) is provided continuously and inputs from Europe Zone are highly appreciated.

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. As an example to the peer support initiative the cooperation between the Latvian, Lithuanian and Belarus Red Cross Societies should be mentioned as they have submitted application for “Volunteer Recruitment and Volunteer Management with Special Focus on Supporting Visiting Nurses” to the EU with Lithuanian Red Cross being the main applicant.

Europe Zone has emphasized the effort to minimize the duplication of resources available for the movement, and wherever possible, Federation structures have been merged into the National Societies. This has also meant that the Federation Representatives are reporting more closely on daily basis to the host NS leadership. This kind of country integration has been advancing in Moldova, Belarus, Ukraine, Kyrgyzstan.

Bulgarian Red Cross experience in diversifying income sources has been shared to improve communication and fundraising capacity of Armenia Red Cross, and a plan of action has been prepared according to the recommendations.

The specific organisational development support (SOS), has been provided in the areas of capacity building and fundraising to the following National Societies: Russia – internal communication project, Armenia – communication and fundraising, Malta – communication and international humanitarian law, Moldova – participatory community development approaches in 5 branches with focus on community approaches with involvement of stakeholders. These projects were either implemented by using gained experience, or knowledge was incorporated into annual operational plans and subsequently into the Federation support plans following decision of the National Society.

Technical support provided by the Federation has been linked to the needs of the National Societies in terms of volume of engagement and type of support. Tailored organisational development interventions for addressing specific organisational needs in areas such as volunteer management, finance development, reporting, monitoring, evaluation and strategic planning, Red Cross/ Red Crescent Law, statutes revision or general governance and management had been provided to a wide range of Societies (Romania, Bulgaria, Italy, Malta, Moldova, Hungary, Poland, Russia, Latvia, Belarus, Slovakia).

On the global level the OD Department at the Geneva Federation Secretariat is conducting an extensive capacity building study, supported by the American Red Cross, involving 30-40 National Societies world-wide (6 from Europe Zone), implemented by the consultancy company “Root Change”. The Europe Zone OD coordinator was part of the process in defining the appropriate approach on developing capacity building. The method of the survey called C-BAR (capacity building assessment rubric) is based on self-assessment and is aligned to the decisions of the General Assembly and the adoption of Strategy 2020. Self-assessment is followed by a peer validation process where sister Societies (and the Federation in some cases) check the relevance of evidences provided by the given National Society. Three National Societies from Europe: Spain, Macedonia, Montenegro, have participated in the full C-BAR including peer validation process and three others in a light C-BAR online survey (UK, Kyrgyzstan, Belarus).

Preliminary findings from the data extracted from the C-BAR results have proven quite interesting. While we await the final report, some of these findings are listed below:

- ➔ There seems to be a strong correlation between NS ability to successfully engage in capacity development and their country's HDI⁵ ranking, suggesting that while background characteristics are not a destiny, they do present a challenge.
 1. This suggests that the specific challenges faced by NS based on the environment in which they operate should be studied further and that NS and their partners should design tailor-made strategies taking into account the other study findings.
 2. The study identifies a “middle child” syndrome: NS in the lower tier of the HDI Index appear to be especially nimble and adaptive in overcoming the constraints of the environments in which they operate, whereas mid-tier HDI countries appear to be more vulnerable to the constraints of their operating environments.
- ➔ Initial findings also highlight different aspects of development in which different NS should focus, depending on their operating environment.
- ➔ Each domain and dimension identified by the C-BAR methodology developed its own specific characteristics when the data and evidence submitted by NS were analyzed. Based on preliminary analysis, some domains and dimensions appear to fall into the following categories:
 1. Most promising for improvement
 2. Prerequisite for success
 3. Most challenging for improvement
 4. Most vulnerable dimensions
 5. Sentinels (dimensions which are highly predictive of an NS' overall ability to engage in organizational capacity development).

The implementation of the project “From Working Advance to Cash Transfer”, for 11 National Societies, partly funded by the Geneva OD Department, has started with focus on encouraging National Societies to assume responsibilities previously resting with the Federation. Following ten criteria for well-managed NSs we have put certain criteria in place that are needed as a precondition for starting tailored approach to different NSs in regard to overall goal of the project. In addition it was the intention also to break some of prejudices related to NS performance and to regain the trust and confidence on both NS side and in the heads of our Federation offices, technical coordinators and in our finance departments (IFRC finance personal).

Preconditions were very much centred around external audit of finances conducted regularly and with full commitment of NS leadership. Recommendations from previous audits are taken into consideration by the NS leadership along with a noticeable improvement in financial reporting under working advance modality of support, environmental analysis of banking sector in the country, risk management analysis.

In a nutshell, since the start of the project we did finalize the whole cash transfer process in the following NSs: Albania, Armenia, Bulgaria, Czech Republic, Kyrgyzstan, Macedonia, Montenegro, Serbia.

We are planning to start / or we have already started similar process in following NSs: Belarus, Kazakhstan, Ukraine, Moldova, Italy, Malta, Romania, Turkey, Azerbaijan, Georgia.

We provide continuous support in finance and reporting to the NSs as necessary, including trainings (especially on-the-job) on demand. We plan to have approximately 12 months after the start of cash transfer an on-site random check, in order to monitor performance and support further development.

Europe Zone office has supported a number of National Societies in their efforts to prepare and adopt new Strategic Plans (Montenegro, Macedonia, Bulgaria, Belarus, Azerbaijan, Russia, etc.). The number of National Societies that adopted new strategic plans aligned with S2020 in Europe is around 15. Trained S2020 facilitators were primarily used within their own respective Societies and assumption is that we can expect deployment of two or three facilitators in the first

⁵ Human Development Index

half of 2011 in other Societies. Quality of strategic planning processes was in the main focus of our support to National Societies and also to highlight the alignment with S2020 in the contents of the new strategic plans.

Programme component 2: Financial sustainability

Component outcome 1: National Societies have been supported effectively in strengthening their resource mobilisation capacity.

Achievements The delivery of relevant humanitarian services in the National Societies needs to be accompanied by transparent financial management and reporting systems. Considerable progress has been made by several National Societies in improving their accounting systems, introducing regular external audits, and developing their own fundraising efforts as external funding becomes less predictable. Efforts will continue in this regard, with a strong emphasis on ensuring transparency and strengthened financial management in all aspects.

The Europe Zone team have developed a strategic approach towards the private sector, exploring in particular how technical expertise in areas such as finance and management can be mobilised through promotion of corporate social responsibility.

Bulgarian Red Cross has in close cooperation with Europe Zone office applied to the VELUX Foundation for a four-year project, seeking funding of EUR 1,200,000, and project implementation has started on 1st December 2010.

Other NSs that are eligible to apply for “Velux” funding are Romania, Hungary and Poland. Discussion with mentioned NSs has started about possibility to apply for funding in 2011.

The team in Europe Zone has contributed to the negotiations between the Federation Secretariat and Procter & Gamble, aiming to support youth projects in Eastern Europe. Mapping of existing youth projects has been conducted and submitted to Geneva.

Programme component 3: Programme development and management

Component outcome 1: Support for European Red Cross Youth programmes has been scaled up.

Component outcome 2: Approaches & tools for community programming have been consolidated.

Achievements: Following the adoption of the “Youth on the Move” declaration in Solferino, support for the existing youth networks became a high priority for the team in Europe Zone. In addition, the Europe Conference, held in Vienna in April, again highlighted the important role of youth in the National Societies. Taking into consideration two major themes of the Conference, multiculturalism and ageing population, the role of youth in implementing the Vienna Commitments is indispensable.

Prior to the Europe Conference, the European Coordination Meeting (ECM) was held in Vienna, to exchange experience and adopt the specific commitments of the Europe-wide youth network.

Steering Committee of ECM Youth network met in Budapest in December and future steps were discussed aiming better support to Youth activities and work of network.

The Europe Zone team has also supported the Mediterranean youth camp Atlantis, organised by the permanent office of the Mediterranean conference (consisting of National Societies from the Mediterranean area). This event was an excellent opportunity for linking youth networks across two Zones.

Constraints or Challenges (Organisational Development)

High turnover of staff in some National Societies is still a serious issue. Changing volunteering trends continue to impact National Societies.

Related to cash transfer we have noticed three major challenges along the process:

- At the beginning the NSs believe that this is more demanding and more complicated way of doing business; after having an opportunity to be briefed about cash transfer this is usually mitigated.
- IFRC budget holders seem to be sometimes also resistant and briefing and some on-job training seems to be required.
- And finally with cash transfer modality of support agreed we need to think about how to increase narrative reporting capacity of the NS.

The need to establish Youth focal point in Europe was highlighted once again and Europe Zone has agreed that this issue needs to be resolved soon. Major constraint was funding for position in the Europe Zone.

Principles and Values

Programme component: Migration:
Component outcome 1: Migration programming in the region has been scaled up and aligned with the Federation Policy on Migration with appropriate technical support.
Component outcome 2: Strategies for working along the migratory trails between National Societies in the region are identified and developed with the support of the Federation.
Component outcome 3: Cross-regional initiatives for addressing the humanitarian needs of migrants, involving National Societies from both Europe and other zones are identified and supported.
Programme component: Anti-trafficking
Component outcome: Anti-trafficking work is scaled up and supported through an active dedicated network.

Achievements: In spite of many resource mobilisation efforts and specific funding applications, the required funding for the migration and anti-trafficking programmes could not be secured. Both coordinator positions therefore had to be discontinued prematurely, and most related activities were scaled down considerably as a result.

During the first half of the year both coordinators for migration and anti-trafficking focused on providing technical support, developing proposals for resource mobilisation, promoting networking, and strengthening relationships with governments and external actors.

Selected national societies (in Central Europe – the Romanian Red Cross and Hungarian Red Cross, in Eastern Europe – Russian and Ukrainian Red Cross) were provided with **strategic guidance, technical assistance and targeted support** for strengthening their role in the migration field. A programme for assisting vulnerable migrants in the Russian Federation was designed together with the Russian Red Cross and UNHCR and submitted for funding.

The Zone office hosted the annual meeting of the Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants (**PERCO**). At the meeting the Strategy 2020 of the International Federation was presented and some priorities on migration to be addressed within Europe in the coming 3 years were discussed. At the end of the meeting the Platform adopted a declaration on the planned downsizing of the support of the International Federation for the National Societies' migration related activities. National Societies from the region have been actively encouraged to become members of the PERCO network, and three new national societies – the Czech Red Cross, the Romanian Red Cross and the Hungarian Red Cross officially applied for membership. Contacts between the network in Central Asia and PERCO were also facilitated and supported. The EU Red Cross Youth Network was provided with a continuous support to draft a statement on the rights of migrants.

With funds provided by the Spanish Red Cross, the Zone office facilitated a **study visit scheme** whereby National Societies from the new EU member states and EU candidate countries in Central Europe (Poland, Romania, Croatia, Hungary, Czech Republic) could visit other sister National Societies in EU with more extensive experience in the migration field. The main aim of the initiative was to facilitate transfer of expertise on migration issues to the National Societies

covered and encourage them to further develop their support to vulnerable migrants. Four visits took place in June.

The Zone office provided support to the conference “**Positive Images**” of the British Red Cross held in Budapest with participation of more than 12 National Societies from the EU countries, as well as from other organisations and academic institutions.

Contact persons on migration were identified within each National Society in the region to facilitate and support cooperation. The list was distributed to all members in the region.

The **anti-trafficking** coordinator continued to promote awareness, and a number of National Societies initiated new activities in this field or are actively exploring opportunities to do so. More than twenty European Red Cross and Red Crescent Societies are now active in prevention and assistance measures related to trafficking in human beings, consisting of, primarily, awareness-raising through peer-to-peer education; protection, and the social re-integration of victims.

A meeting of the anti-trafficking network was hosted by the Red Cross of Serbia, supported by the Danish Red Cross, in the autumn of 2010.

Constraints or Challenges (Principles and Values)

The Anti-Trafficking Network Facilitator and the Migration Coordinator both finished their missions with the Europe Zone office, due to urgent funding constraints. Before their departure several funding applications were finalised as agreed. Should any of these be successful, there is a need to decide on options for technical support in both fields, as this will likely need to be sourced elsewhere.

Working in partnership

Europe Zone Office continued in 2010 to pursue humanitarian diplomacy centred around supporting National Societies in their interactions with their respective authorities and facilitating consultations with political authorities on the question of updating / adopting legislation underpinning the existence and activities of individual National Societies.

Similarly, the Zone Office continued working with individual National Societies and groups of these to raise their ability to tap into multilateral funding sources such as the EU and those of individual countries, such as GTZ and similar institutions. Apart from advising individual National Societies in this regard, emphasis was placed in 2010 on mobilising more peer-to-peer support among European National Societies, and on encouraging them to make joint efforts to access funding.

The greatest challenge for humanitarian diplomacy during 2010, for Europe Zone Office, was managing the response of the International Federation to the needs generated by the political unrest in Kyrgyzstan that led to a large-scale influx of refugees in Uzbekistan and which took place in a sensitive political context. In this regard, a diplomatically and operationally experienced person was deployed to establish contact with the authorities in Uzbekistan and with representatives of other international organisations. In addition the Director of Zone undertook mission to Tashkent during which she met with the Government of Uzbekistan at ministerial level.

The cooperation in the area of **disaster management** continues with:

- International Committee of the Red Cross (ICRC) in terms of RDRT trainings, NDRT trainings and Regional NS DM coordinators' meetings
- Red Cross Climate Centre – climate change projects
- Austrian Red Cross – RDRT trainings, training sessions on Water/Sanitation and creation of Water/Sanitation teams
- Finnish Red Cross – RDRT trainings and creation of Europe wide electronic DM database
- German Red Cross and Swiss Red Cross – RDRT trainings
- RC/EU DM Working group, Regional DM coordinators' networks in Central Europe and Southern Caucasus region and Central Asia region
- DPPI, UNOCHA - capacity development in disaster risk reduction in South East Europe

- USAID/OFDA Mission in Budapest

ERNA annual meeting was organized in Belarus in September 2010 and had as a main topic stigmatisation and discrimination. Serbia Red Cross successfully finished its term of hosting ERNA Secretariat. Belarus Red Cross will host it in the period of the next two years. In line with its objective to increase capacities of National Societies in the field of HIV, ERNA organized training for NSs in EE and CA on writing proposals. The goal of this training was to increase funding for HIV programs at country level. Different donors and possible applications were analysed.

ENPS annual meeting was hosted by Austrian Red Cross. Main topic discussed was building the community resilience and the role of PSS. *Resilience building includes* strengthening self awareness and self protection. Strategies / interventions to improve resilience are empowerment, connectedness, stress reduction, positive future orientation and safety. Psychosocial support is not just the same as social support; it is a way to identify and mend gaps in the social support network of people as well as a way of empowering them to help themselves as well as each other. After six years of successful chairing of the network, Austrian Red Cross handed over the chair position to Croatia and Swedish Red Cross.

First Aid Education European Network (FAEEN) annual meeting was hosted by Turkish Red Crescent Society. One of the main discussions was the forthcoming First Aid and Resuscitation guidelines. National Societies have agreed to further develop the FA education based on the analysis of changing trends and needs in different countries. They will improve quality management, by applying European First Aid Certificate (EFAC) and the European CPR/AED Certificate (ECAC). The reference centre will explore possibilities to establish an International First Aid Certificate (IFAC). The main way for sharing any new learning resources, experiences and surveys with the European Network, will be done by its website.

IFRC and National Societies` main partners in health programs are Ministries of Health, WHO, UNICEF. During the past year in Polio vaccination campaigns in Central Asia, those partnerships have proven to be key in reaching targets, as well as during the Pandemic preparedness and response activities.

Organisational Development: “Hay Company” and “Gaz De France” have expressed their wish to contribute to activities in Romania through corporate social responsibility initiative with the involvement of Belgian Red Cross. This partnership provided excellent opportunities to improve leadership and management skills of middle managers of these two companies. The first visit of the companies` representatives took place in June, and Romanian Red Cross have worked together with “Gaz De France” in October on the already running Bank Food project. A set of findings and recommendations were established and both sides expressed their positive opinion on this partnership scheme.

A number of National Societies from Europe have increased their partnership with the corporate sector, especially in Georgia, Macedonia and in Montenegro. In Macedonia, the National Society has signed partnership agreements with three Chambers of Commerce and through this channel they expect to be better connected with companies that are represented at the Chambers of Commerce. In Montenegro, the National Society has signed long term partnership agreement with “Telenor” company. Georgian Red Cross has increased income from corporate sector to the value of 25,000 CHF only in last quarter of 2010.

Contributing to longer-term impact

In the **Disaster Management** programme, gender equality is promoted, gender balance is one of the pre-conditions that National Societies have to take into consideration when they choose candidates for DM trainings. As a result, 30% of participants during the last two RDRT trainings were women. In order to have **operational regional disaster response teams**, the capacity and expertise of NSs` DM coordinators and RDRT members are tested during trainings, simulations and disaster response operations in their countries and missions within the region.

The **Sphere standards and Code of Conduct** in disaster relief are part of all DM trainings and simulations. The National Societies use these standards in their disaster response operations.

Beneficiary satisfaction surveys have become regular and a part of each DREF/EA operation and they will be used in future operations as well in order to ensure that people reached are put in the centre of attention and were given the possibility to make their voices heard.

The Europe and Central Asia the **security focal point** will continue to focus on developing a security culture within the International Federation and our RC/RC Societies through security training and education, security assessments, and by ensuring 24/7 security support to secretariat and National Society staff seeking advice and guidance. As an integral part of this process the following has been achieved in 2010: finalizing the Security Self assessment in IFRC delegations throughout the Zone; updating the Security plan and establishing a Critical Management Protocol and team in the IFRC offices in Belarus and Ukraine; supporting the security planning process in IFRC Bosnia and Herzegovina; establishment of a Critical Management Protocol and team in Europe Zone Office; support the IFRC office in Kyrgyzstan to comply with the MSR.

By working on activities related to **MDR TB and TB as well as Harm Reduction and HIV**, NSs directly contribute to achieving the MDG re communicable diseases. These are long term projects where community mobilisation and participation are crucial for successes. Following up on partnerships with key stakeholders - like WHO, is contributing to building common approach at country level, like in case of polio outbreak in Central Asia. Furthermore, with the action following on Vienna Commitments, National Societies are contributing to achieving the Madrid International Plan of Action on Ageing.

Over recent years the **Participatory Community Development** (PCD) programmatic approach and related tools have been developed into a recognised and effective way of promoting community participation and empowerment of socially excluded groups. The PCD “portfolio” has been expanded to other geographical and programmatic areas, and will be further consolidated. Synergy with other tools, such as vulnerability and capacity assessment (VCA), and the Better Programming Initiative, will be explored in post-conflict settings.

The Zone office, in close collaboration with the Performance Development and Planning and Evaluation Departments, 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, this is a key role for the Zone team.

The Zone directly assisted National Societies volunteering to participate in the pilot and test run of the **Federation-wide Reporting System and Federation Databank**. The main focus was to provide quality data and to help 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. New supporting documents and guidelines were developed in order to facilitate the roll-out of these initiatives.

A **planning, monitoring, evaluation and reporting meeting** was conducted in Kyrgyzstan, where seven National Societies (Armenia, Georgia, Azerbaijan, Uzbekistan, Turkmenistan, Kyrgyzstan, and Tajikistan) and also Federation staff from our Central Asia Regional Office and Tajikistan Country Representation participated. The meeting aimed at enhancing discussion and sharing of experiences about project planning and reporting and how to reflect the impact of the different projects/programmes in the reports.

Looking ahead

With the Board endorsement of the Comprehensive Framework for Building Strong National Societies guided by Strategy 2020, importance will be paid to roll out and integrate the different elements so that National Societies take leadership and ownership for their own self-

development, as the growth of their strength always comes from within. The Europe Zone office will seek to optimize the use of peer coaching approach from the Movement's respected leaders, technical NS colleagues and S2020 facilitators.

The Europe Zone office will continue to support and develop existing DM structures and networks, to strengthen the Regional Disaster Response Team (RDRT) as well as the NSs' disaster response mechanisms in order to increase regional and national disaster response capacity. The work on Europe-wide electronic DM database will continue. Information on NSs' resources, knowledge and experience will be incorporated into database. Based on this information, the Europe Zone office will support establishment of peer support and partnership between NSs in the Europe Zone. The Europe Zone office will also put a lot of efforts in dissemination and development of risk reduction and community based disaster preparedness activities as well as IDRL and climate change.

In order to further contribute to the achievement of Vienna Commitments, EZO will support the organization of a Home Care conference for South Eastern Europe. The conference will be hosted by Montenegro Red Cross and supported by Austrian and Italian Red Cross Societies. The discussion during this conference will be used to further build dialogue and technical support among the National Societies in Europe Zone.

EZO will work on building up the capacity in Emergency Health and W/S. The activity will aim to increase the collective capacity of the NSs in Europe Zone to develop Emergency Health and WatSan disaster preparedness, response, and long-term development programmes. The objectives are to analyse current WatSan situation and EH burden; understand current needs and NS capacity and establish strategic plans for the long-term WatSan and EH programmes.

In line with Strategy 2020 and its Strategic Aim 2, EZO will continue to support NSs to work together in partnerships and alliances. Overall coordination of the capacity building efforts and technical assistance will be provided by EZ health team.

<p>All Federation assistance seeks to adhere to the <u>Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief</u> and is committed to the <u>Humanitarian Charter and Minimum Standards in Disaster Response (Sphere)</u> in delivering assistance to the most vulnerable.</p>	
<p>The IFRC's vision is to:</p> <p>Inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.</p>	<p>The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:</p> <ol style="list-style-type: none"> 1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises. 2. Enable healthy and safe living. 3. Promote social inclusion and a culture of non-violence and peace.
<p>Contact information</p>	
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Annex 1

Disasters in Europe that required international support during the period January-December 2010:

Country	Type of disaster	Response	Time and targets	No. of beneficiaries
Montenegro	Floods	DREF CHF 83,930	January / 3 months operation	1,100 beneficiaries
Albania	Floods	DREF CHF 302,500	January / 3 months operation	2,200 families or 8,800 beneficiaries
Tajikistan	Earthquake	DREF CHF 132,022	January / 4 months operation	140 families or approx. 700 beneficiaries
Kazakhstan	Floods	DREF CHF 134,552	March / 3 months operation	1,300 beneficiaries
Serbia	Floods	DREF CHF 286,219	March / 6 months operation	3,150 beneficiaries
Tajikistan	Mudslides and Floods	DREF CHF 134,995 EA CHF 892,624	April 2009 / 14 months operation	4,320 beneficiaries
Russian Federation	Floods	DREF CHF 76,059	April / 3,5 months operation	1,100 families or 4,400 beneficiaries
Tajikistan	Floods	DREF CHF 107,849	April / 4 months operation	120 families or approx. 600 beneficiaries
Tajikistan	Polio outbreak	DREF CHF 260,221	April / 3 months operation	2,692.500 beneficiaries
Tajikistan	Floods	DREF CHF 184,879	May / 4 months operation	200 families or approx. 1,200 beneficiaries
Russian Federation	Mine blast	DREF CHF 29,348	May / 6 months operation	250 beneficiaries
Azerbaijan	Floods	DREF CHF 171,321	May / 4 months operation	2,195 beneficiaries
Kyrgyzstan	Mudslides	DREF CHF 100,963	June / 4 months operation	2,835 beneficiaries
Kyrgyzstan	Civil unrest	DREF CHF 171,625 EA CHF 965,069	June / 11 months operation	5,265 beneficiaries
Kyrgyzstan	Polio outbreak	DREF CHF 81,579	June / 3 months operation	227,000 beneficiaries
Uzbekistan	Population movement	DREF CHF 300,000 EA CHF 1,166.159	June / 6 months operation	24,000 beneficiaries
Bosnia and Herzegovina	Floods	DREF CHF 230,519	July / 4 months operation	14,910 beneficiaries

Romania	Floods	DREF CHF 178,494	July / 4 months operation	12,000 beneficiaries
Ukraine	Floods	DREF CHF 244,126	July / 3 months operation	3,500 beneficiaries
Moldova	Floods	DREF CHF 188,100	July / 3 months operation	8,000 beneficiaries
Russian Federation	Wild fires	DREF CHF 111,772	August / 3 months operation	1,700 families
Russian Federation	Floods	DREF CHF 88,725	October / 4 months operation	5,000 beneficiaries
Serbia	Earthquake	DREF CHF 102,347 EA CHF 409,759	November/3 months operation	8,000 beneficiaries
Montenegro	Floods	DREF CHF 50,256	November/3 months operation	1,350 beneficiaries
Albania	Floods	DREF CHF 204,031	December/3 months operation	2,000 families
Montenegro	Floods	DREF CHF 111,031	December/3 months operation	6,630 beneficiaries
Serbia	Floods	DREF CHF 59,800	December/4 months operation	4,000 beneficiaries
Kosovo	Floods	DREF CHF 102,752	December/3 months operation	3,000 beneficiaries
Bosnia and Herzegovina	Floods	DREF CHF 218,932	December/3 months operation	5,800 beneficiaries