

# Programme Update



International Federation  
of Red Cross and Red Crescent Societies

## Bosnia and Herzegovina

Appeal no. MAABA002

31 August 2009

This report covers the period 01/01/2009 to 30/06/2009



Distribution of food and hygiene parcels as part of the home care programme in Bugojno, Bosnia and Herzegovina. Photo: Red Cross Society of Bosnia and Herzegovina.

### In brief

**Programme purpose:** The strategic goal of the International Federation of Red Cross and Red Crescent Societies' office in Sarajevo is to support the Red Cross Society of Bosnia and Herzegovina to achieve the highest possible degree of self-sustainability in terms of organizational functioning, in the provision of quality services to the most vulnerable people, and in increasing the capacity of the local community and civil society. The main programmes within the Red Cross Society are all aligned with the Global Agenda goals and contribute to enhancing the efforts within disaster management, health and care, organizational development and the promotion of Fundamental Principles and humanitarian values, the latter being an integral part of the other programmes.

**Programme summary:**

In disaster management the National Society was heavily involved in two small-scale disaster operations; responding to a cold wave in January and floods in February. A beneficiary satisfaction survey for both operations was carried out with support from the Federation's zone and regional planning, monitoring, evaluation and reporting staff. The aim of the survey was to find out what the people assisted thought about the services provided to them and whether their needs were met. The outcome and recommendations of the surveys will be used in future disaster response operations.

In health and care the main focus has been on the continuation of the home care programme, being one of the main priorities of the National Society, and on ensuring better quality services. At the same time efforts are being made to extend the activity in other branches of the two Red Cross entities and discussions took place with a donor National Society in this regard.

Because of the low funding for the Plan 2009-2010 many activities within disaster management and

health and care were postponed for the second half of the year while the components of the principles and values were integrated in all programmes and activities of the National Society and as a main component of youth activities.

Over the last two years the International Federation has placed more emphasis on organizational development, with a focus on governance and management issues, statutes and financial management. The National Society has faced difficulties in managing the statutory requirements in regard to the election of the president and appointment of the secretary general. As a result some presidency meetings had to be postponed until a quorum is found. Despite these challenges the National Society has managed to implement a number of activities supported by the International Federation to meet the most urgent needs of the targeted people

One of the key achievements during the first half of 2009 was the integration of the International Federation within the office of the National Society and the merging of the Federation office with the Italian Red Cross. The Italian Red Cross delegate has assumed the role of Federation programme coordinator and is representing the Federation with the state authority and other partners. This decision is in line with the International Federation’s policy of being closer to the National Society and providing more efficient membership services.

**No. of people we help:** During the first six months of 2009 in total 7,430 people benefited directly from Federation supported programmes implemented by the Red Cross Society of Bosnia and Herzegovina.

Programme Update (January - June 2009) – Bosnia and Herzegovina		
Programme	Target groups	People reached
Disaster Management	Red Cross staff and volunteers	100
Health and Care	Elderly people living alone, Red Cross staff and volunteers	2,000
Organizational Development	Red Cross staff and volunteers including youth	200
<b>Emergency operations</b>		
DREF operation – cold wave	Affected people	2,500
DREF operation – floods	Affected people	2,630
<b>Total number of people reached</b>		<b>7,430</b>

**Financial situation:** The total 2009 budget is CHF 1,118,083 (USD 1,042,560 or EUR 736,438), of which 29 per cent covered. Expenditure overall was 51 per cent of received funding.

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

[See also: DREF operation bulletins \(cold wave and flood\)](#)

**Our partners:** The National Society cooperated and coordinated its efforts with a total of 10 community-based organizations, 20 national organizations, and 3 government-based organizations. Within the International Red Cross and Red Crescent Movement, the National Society and the Federation office in Bosnia and Herzegovina worked with six sister National Societies and the International Committee of Red Cross (ICRC).

## Context

The financial crisis is taking its toll on the economy of Bosnia and Herzegovina. Although there are no national statistics to confirm this, the available data indicates that the economy is in recession. Public sector revenues have been dropping rapidly. Indirect tax revenues (net)

dropped by 13 per cent during the first four months of 2009. Nominal exports have dropped by 21 per cent and imports by as much as 24 per cent. While the nominal drop partly reflects a drop in the prices of traded products, it is in part also due to the drop of economic activity. Industrial production dropped by around 10 per cent during January to May, while it was up in Republika Srpska by around 17 per cent. The growth of industrial production in Republika Srpska is largely due to the launch of production in the Brod refinery, but in other important industries, production indexes are down by up to 40 per cent. Credit growth has stopped and, in fact, bank credit portfolio slightly shrank between March and April (by 0.3 per cent).

Multiple groups are considered particularly vulnerable due to various reasons and have different needs. More than one-third of the population are unemployed, especially youth of whom almost two third are unemployed; pensions are under the official threshold of relative poverty making elderly people a particularly vulnerable group; people dependent on social welfare allowances and people with disabilities with a limited safety net; a high number of displaced people and minority groups face discrimination and exclusion; human trafficking has emerged as a potential risk, especially to women; and increasing world food and energy prices, exacerbated by a recent introduction of value added taxes (VAT), adds to the hardship the vulnerable experience.

In addition to political and socio-economic issues, natural phenomena such as flooding, heavy snow falls and landslides hit Bosnia and Herzegovina almost every year, causing a variety of humanitarian challenges. During the first part of 2009 the country has experienced two emergency situations; a cold wave and floods. Global warming and climate change indicates that the incidence of these phenomena will not decrease in the near future, but rather intensify. Furthermore there is increasing public awareness of risks such as industrial accidents, the increase in road accidents and increased population movements. The level of poverty and the existing vulnerabilities in the country increase the destructive effects of natural and man-made disasters for the most vulnerable.

## Progress towards outcomes

### Disaster Management

#### Outcomes/Expected results

- A Red Cross national disaster response team consisting of members from the existing cantonal and regional disaster response teams is created, trained, equipped and prepared to respond efficiently to disasters.
- Cantonal and regional disaster response teams have received refresher training and equipment has been updated.
- Target communities' vulnerability to disasters has been reduced through community-based projects and municipal disaster management bodies have been established.
- The National Society has updated its vulnerability and capacity assessment and developed a disaster management plan, including preparedness and response.
- The National Society has contributed to the development of a public national disaster management plan, including a regional cooperation framework and the preparation of a national disaster management body.
- Returnees and other vulnerable groups benefit from practical problem solving, relief item provision, psychological support and small community mobilisation projects tailored to the needs of the communities through participatory engagement in local areas of return.
- Four mobile social integration teams have made 4,000 interventions for returnees in a community-based manner.

#### Achievements:

Due to low funding for the disaster management programme all activities had to be postponed for the second half of the year. However, through the support provided from the regional

representation in Budapest the disaster management staff and volunteers of the National Society were able to participate in regional events thus further continuing to build their capacities and skills to better respond to future disasters.

Consequently the National Society was involved in two major emergencies providing humanitarian assistance to the affected population.

### ***Cold wave operation***

Extremely low temperatures hit parts of Bosnia and Herzegovina in January, followed by a lack of gas supplies worsening the conditions of the most vulnerable people. Following a needs assessment conducted by the Red Cross branches a total of 1,000 families were identified to be assisted with main items needed to overcome the cold weather. The International Federation released funds from its Disaster Relief Emergency Fund (DREF) to support the most affected people with stoves, wooden briquettes, blankets and food parcels for one month.

### ***Floods operation***

Heavy rainfall in the second half of January and early February caused severe flooding in the southern part of Bosnia and Herzegovina. The vast water masses severely affected the population in the municipalities of Trebinje, Popovo polje, Ravno, Neum and Svitava. Some 2,630 people from 765 families were affected, and almost 170 houses were flooded. Food reserves were destroyed, water sources contaminated and vast areas of cultivated land flooded.

The Red Cross Society of Bosnia and Herzegovina, through a team consisting of regional disaster response team (RDRT) members and disaster management coordinators from the National Society, has been cooperating with the International Federation in assessing, implementing and monitoring the situation and the operation. 765 family members were assisted with food and non-food items provided from the DREF.

After the completion of each operation a survey among the people assisted was conducted to find out what the beneficiaries thought about the goods and services they had received and whether they have any recommendations for improving the quality and appropriateness of relief operations in the future. The outcomes from the survey will be used for similar emergency operations of the National Society in future.

## **Health and Care**

### **Outcomes/Expected results**

- The number of exposed people seeking HIV counselling and/ or treatment has increased.
- The National Society has contributed to TB control and prevention through promotion and support of directly observed treatment, short course (DOTS) and National Society programme staff have been further trained.
- The National Society has a leading role in advocacy in the area of health care and social protection of elderly people, actively supporting the government's planning.
- The National Society provides quality home care services while ensuring long term sustainability in cooperation with authorities.
- A unified voluntary non-remunerated blood donor database is established within the National Society.
- Voluntary blood donors are successfully recruited.

### **Achievements**

#### **Home care**

The support to the home care programme has continued in the first half of 2009 supported multilaterally through the International Federation and on bilateral basis supported by Italian Red Cross and German Red Cross. All together 18 Red Cross branches are involved in providing

home care services to approximately 1,200 beneficiaries per month focusing on elderly people over 65. In some exceptional cases the services are provided to other beneficiaries as well if home care services are really needed. Emphasis was put on increasing and standardizing the quality of services, maximizing the capacity of the National Society to represent itself as strong service provider in this field to the local authorities and aiming to the maximum possible self-sustainability through local fund-raising. Support was also provided for creating a home care programme database. In this regard the design of reporting tables and database for beneficiaries has been unified for all local Red Cross branches, using the same templates as the database. The National Society intends to promote the use of this unique methodology of implementation and format to all donors interested in the home care programme.

#### ***Other achievements to be mentioned:***

- Unique format and methodology of implementation adopted at national level. The same methodology was utilized by all branches involved in the programme funded through the International Federation and the Italian Red Cross since 2006.
- Increased quality and transparency in providing services to the target group including reporting. Quarterly planning is regularly performed in all branches.
- Fund-raising plans prepared every three months aiming to cover the needs at the branch level related to home care.
- The National Society is being recognized as the sole organization providing adequate home care services to the elderly people. In some branches home care activities are included in the municipality budget and the same negotiations are ongoing for other branches.
- Local Red Cross branches have increased significantly their visibility and capacity to raise funds and attract more volunteers.

#### **Constraints or Challenges**

Due to lack of funding no activities other than the home care programme could be implemented during the first half of the year. This has particularly hampered implementation of some of the National Society priorities and in particular the activities related to voluntary blood donation.

## **Organizational Development**

#### **Outcomes/Expected results**

- The National Society's governance members and management staff have improved their skills in chairing the Society.
- The National Society's human resource structure and policy has been improved and is appropriate.
- The National Society has strengthened and is more effective in programme reporting.
- The National Society has expanded and diversified its funding base and has improved its fund-raising capacity.

#### **Achievements**

Implementation of the National Society statutes and consequent reinforcement of the headquarters operational capacity remain at the core of the society's focus within organizational development. However, no funding was received for organizational development apart from the International Federation's Capacity Building Fund (CBF) and consequently all activities planned under the organizational development programme components had to be postponed. The activities implemented under the CBF were also postponed, to be commenced in the second half of the year.

#### **Constraints or Challenges**

One of the key constraints was the "institutional crisis" related to the disagreement between the two Red Cross entities on the election of president and appointment of secretary general. This in effect put on hold all activities related to capacity building. Both the ICRC and the International

Federation have tried to facilitate the process and find a solution acceptable for both parties. The issue should be resolved during the general assembly of the National Society scheduled for July.

The Red Cross Society of Bosnia and Herzegovina is reliant on multilateral support from the International Federation and ICRC as well as bilateral support from sister National Societies. These sources of funding may, however, decrease in the coming years. The International Federation is looking for possibilities to diversify the funding and to lower the external dependency.

## Working in partnership

During the emergency operations contact and coordination between the National Society and the International Federation as well as with other agencies, including UNHCR and WFP, was greatly strengthened through the active participation of National Society RDRT members in assessing the situation, preparing situation reports and disseminating information on the activities undertaken.

The Red Cross Society of Bosnia and Herzegovina worked through many multilateral and bilateral partnerships within the Movement in implementing the programme activities:

- The International Federation supported the National Society financially and technically, including funds from the Capacity Building Fund, and in implementing its statutes.
- The Swedish Red Cross supported the home care programme.
- The Italian Red Cross supported the home care programme, youth exchanges at branch level and delegate support.
- The Norwegian Red Cross provided some funds within organizational development and delegate support in the first six months of the year.
- The Red Crescent of the United Arab Emirates bilaterally supported the work with orphanages and schoolchildren in areas of Sarajevo.
- The Spanish Red Cross bilaterally supported orphanages and youth programmes at branch level as well as the promotion of humanitarian values.
- The Swiss Red Cross provided bilateral support to branch development, local community development and home care.

The National Society also cooperated bilaterally with numerous actors outside the Movement including:

- National authorities at different levels were main partners within disaster management.
- Key partners within health and care were the Ministry of Health, national blood transfusion centres, HIV and AIDS and TB institutes as well as the Global Fund to fight AIDS, Tuberculosis and Malaria. These partnerships enabled the National Society to contribute to the national poverty reduction strategy which feed into the Millennium Development Goals.
- The National Society worked closely with UNDP within the TB component of Global Fund.
- UNHRC and IOM were partners in small projects targeting refugees, including dissemination among children. The National Society cooperated with WHO in connection with the National Society's work towards in the field of HIV and AIDS.

## Contributing to longer-term impact

Services provided by the Red Cross to vulnerable people, in particular to elderly people, make a real difference in the short and middle-term, creating a foundation for further improvement in the long-term when all state structures are fully operational. The Red Cross, with its volunteers, has been, and still is, a major contributor in the fight against poverty in Bosnia and Herzegovina. The participation in regional disaster management trainings contribute both to the National Society's and the region's long-term disaster preparedness capacity. Endeavours within health and care, especially through the home care programme, may benefit other programmes, thus indicating

cross-programme and potential long-term impacts. Especially in the case of Bosnia and Herzegovina all the National Society's activities may be considered as valuable and constructive contributions to ongoing processes of reconciliation.

## Looking ahead

Local and international funding is significant for the National Society's programme development and implementation. The likely decrease in external funding has, however, to be met with efforts to generate income by the society. Such efforts have already been initiated within the home care programme. The National Society's implementation of its statutes and the 2006-2010 strategy will be an essential task in the time to come with implications for all the society's undertakings. Efforts will be stepped up in the second half of the year once the general assembly has been concluded successfully.

Furthermore, the society will be encouraged and supported in establishing and joining global as well as operational alliances, including the Red Cross Red Crescent Global Alliance on HIV and TB. The Red Cross Society of Bosnia and Herzegovina is already working within the Global Fund platform.

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