

# Programme Update



International Federation  
of Red Cross and Red Crescent Societies

## Kazakhstan

Appeal No. MAAKZ001

31 August 2009

This report covers the period 01/01/09 to 30/06/09.



More than 70 National Society staff and volunteers participated in simulation exercises arranged by the emergencies ministry. Photo: Kazakhstan Red Crescent

## In brief

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

**Programmes summary:** The disaster management programme has strengthened the coping capacities of the populations living in disaster prone areas by increasing community awareness of actions to take in case of a disaster and reduced their vulnerability by implementing small-scale mitigation projects. Besides, the National Society of Kazakhstan built its own capacities to respond to emergencies by improving the staff and volunteers' knowledge and skills in disaster management, building emergency stocks, strengthening partnerships with public authorities and other stakeholders and establishing effective mechanisms for emergency response and recovery assistance. In the first half of 2009 the Kazakhstan Red Crescent provided assistance to people affected by small-scale disasters, namely domestic fires, earthquake, floods and mudslides. Two trained members of the regional disaster response team from the Kazakhstan Red Crescent participated in the emergency relief operation of the Tajikistan Red Crescent, assisting people affected by mudslides and floods.

As a member of the Red Cross Red Crescent Disaster Risk Reduction Global Alliance (DRR GA) the National Society conducted the capacity self-assessment and baseline analysis and proceeded to the development of the DRR programme and the capacity-building.

Within the HIV prevention programme the National Society has been providing peer to peer education, awareness-raising sessions and harm reduction services to the target groups: young people, military men, migrants, sex workers, injecting drug users, and people living with HIV (PLHIV). The National Society is a member of the Red Cross Red Crescent Global Alliance on HIV; however the current level of resources raised through the secretariat plan and bilaterally is not enough to ensure the planned scale-up.

The Tuberculosis (TB) prevention programme provides direct observation of treatment, social, psychological support and counselling to people with TB and multi-drug resistant TB (MDR-TB) so as to encourage adherence to treatment. The National Society has eight multi-disciplinary teams that ensured social, psychological, and legal support to people with HIV/TB co-infection. The general population is reached through information and education sessions. Low coverage and losses on income led to the reduction of spending on social support and other activities this year.

The community-based health and first aid targets rural communities. Education sessions and distribution of information materials on newborn health and care (including immunization), most common diseases, and hygiene and sanitation practices and basic first-aid trainings are provided. The focus is on women of reproductive age.

The position of the information officer, who covers the principles and values programme, has been vacant in the National Society since the beginning of 2009. As a result, there was no proper coordination and many planned activities have not been implemented. Lack of funds (except for the migration project) has also hampered the implementation. Within the new migration component three information and education centres have been established by the Red Crescent to render social assistance to migrants and their families. In the first half of 2009 the centres served 480 irregular migrants.

In terms of capacity-building the National Society determined the major needs in the area of human resources management and assigned a focal point who will be leading the development process. The National Society was successful in attracting resources from the Empress Shoken Fund for the financial management improvements. Besides, a discount price for the first external financial audit of the National Society has been agreed with PricewaterhouseCoopers; the audit is scheduled for August. The National Society is behind the schedule with the implementation of the statute adopted back in 2007: so far no elections have been held to establish the governing boards at all levels. This year there has been no separate funding received for the youth programme so only major youth activities are supported from the organizational development programme.

**Financial situation:** The initial 2009 budget was CHF 1,514,128. It was revised to CHF 1,749,859 (USD 1,612,223 or EUR 1,147,659) to accommodate the income meant for the regional level expenses under the organizational development programme. Out of the 2009 budget, 79 per cent is covered. Expenditure overall was 55 per cent versus funding.

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

**No. of people we help:** In total about 56,280 people benefited directly from the secretariat-supported programmes with the funds provided by the donors.

Programme Update January-June 2009 – Kazakhstan						
Programme	Target groups	People reached	% of women	% of men	% of children under 18	% of older people
Disaster Management	Members of communities in disaster-prone areas	15,000	54	46	36	25

Health and Care	TB	People with TB, MDR-TB, HIV/TB Family members, general population	660 18,700				
	HIV	Key populations at higher risk of HIV, people living with HIV, youth	5,970				
	Community-based health and first aid	Women of childbearing age, youth, underprivileged and troubled families	15,150				
Organizational Development		National Society staff, members and volunteers*	600*				
Principles and Values		Migrants	480	14	86		2
		General public	320				
<b>Total number of people reached</b>			<b>56,280</b>				

\* National Society staff, volunteers and members are not counted as people reached and are not included in the total number.

**Working in partnership:** The donors supporting the programmes multilaterally through the International Federation are the British, Finnish, Japanese, Norwegian and Swedish Red Cross Societies and the European Commission. Also, the UK's Department for International Development (DfID) covers some regional level expenditures of the disaster management programme, mostly born in Kazakhstan. The total number of partnerships between the Federation regional representation, the National Society and community-based, national, government-based, international organizations, UN and developmental agencies exceeded 15.

## Context

The impact of the global financial and economic crisis on Kazakhstan is evident, with retail sales and industrial production decreasing. The country's export revenues have also weakened as oil prices fell. Tight liquidity in the financial sector, falling industrial output and a poor external economic environment are expected to continue depressing the economy this year.<sup>1</sup>

In February 2009 the authorities devalued the local currency by around 19 per cent, in response to continuing pressure on Kazakhstan's foreign exchange reserves and concerns over the country's loss of competitiveness. Informal reports indicated that in some regions food prices had risen by as much as 30-40 per cent since the devaluation. The rate of unemployment is on the rise. Besides, the forecast sharp reduction in revenue has resulted in the government having to reduce public spending: the government announced large public sector lay-offs and imposed a hiring freeze. There is a decline observed in the construction activity, which is where the major part of migrant labour has been used. Lately employers have been giving preference to local population at work and this is a common trend in the country.

Rising prices increase operational costs, which negatively affects the programme budgets and also means stretched resources for the National Society core costs. With businesses now doing everything possible to reduce expenses while surviving the negative effects of the global economic and financial crisis and low oil prices, the fund-raising opportunities for the Kazakhstan Red Crescent at the country level diminished dramatically. This year the National Society has been unable to locally raise enough funds to sustain the staff at the headquarters and branch levels. This mainly affected those people who were not involved in the internationally-supported programmes. Inflation processes also reduce real wages and lead to a turnover of staff in the National Society.

<sup>1</sup> Source: Economic Intelligence Unit.

In the first half of 2009 the Kazakhstan Red Crescent responded to 12 small-scale emergencies. These were operations in response to domestic fires, earthquake (Tekeli town of Almaty region), floods (Almaty city, South-Kazakhstan region) and mudslides (South-Kazakhstan region). More than 500 disaster affected people (about 100 families) received humanitarian aid from the pre-positioned emergency stocks.

## Progress towards outcomes

### Disaster management

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

**Achievements:**

The Kazakhstan Red Crescent Society participated in the regional UN OCHA Humanitarian Action Training to strengthen the capacity of the humanitarian country team members to lead and coordinate effective humanitarian action. The National Society has already engaged in building a common understanding among the key Red Crescent staff of the importance of key partnerships in humanitarian response, of the roles and responsibilities of the humanitarian country team and cluster lead agencies in humanitarian response, the principle tools for humanitarian action and how to access them. The National Society will continue working with OCHA throughout 2009 in order to develop country and regional inter-agency disaster preparedness and response plans.

Also, it is expected that generalizing from the analysis of the series of simulation exercises, including on new types of emergencies for the National Society like accidents in the subway and refugees influx, or typical ones – floods, earthquakes – to which the National Society has been responding, and lessons learned from the regional disaster response team (RDRT) deployment to support the Tajikistan Red Crescent emergency relief operation will give material for revising the existing contingency plan of the National Society and for elaborating new contingency plans.

Besides, two of four zone (sub-national) disaster response centres of the Kazakhstan Red Crescent, namely eastern and central, started elaborating their contingency plans. They have discussed the principal issues and the content of the plans with stakeholders during working meetings at the regional level.

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

**Achievements:**

The disaster management programme continued reinforcing the National Society's response mechanisms, including the development of the disaster response teams (DRTs) and maintenance of the existing technical and material resources to be able to respond effectively when disaster strikes.

In February 2009 three disaster management staff from the headquarters took part in the eight-day harmonized RDRT training in Macedonia and later shared their knowledge with colleagues during the training events and field exercises in the country. The Red Crescent

Society conducted 2 trainings at national level targeting about 50 members of their DRTs from 11 regional branches (out of 16) to improve their skills and knowledge on first aid and first psychological aid in cooperation with the health programme. The National Society introduced psychosocial support in its DRT education course as an important element of disaster response. This session was facilitated by the Turkish Red Crescent. Also, in June the National Society conducted the four-day sub-national field training in Chimkent (South-Kazakhstan region), where 40 zone and national DRT members from the south and west zones participated. The theoretical part included several new topics: the first psychological support, safer access, early recovery; participants also practised first aid and assessments.

As a result of the intensive education it became possible to deploy the National Society's national disaster response team member to the Tajikistan Red Crescent emergency response operation as a team leader of the regional disaster response team. The RDRT work was considered by the Tajikistan Red Crescent a success.

In the first half of 2009 the National Society disaster management staff (mainly from the headquarters) participated in workshops organized by partners inside and outside the Movement at regional and national levels. The former targeted safer access issues (ICRC) and first-aid training of trainers (the Netherlands Red Cross); the latter – humanitarian response (UNHCR), and Hyogo Framework for Action and DRR in education (UNICEF). Besides, more than 70 National Society staff and volunteers participated in four simulation exercises arranged by the emergency ministry together with UNHCR and the Japan International Cooperation Agency (JICA). The exercises simulated response to earthquakes, floods, accidents in the subway, and refugees' influx.

Being a member of the Red Cross Red Crescent DRR GA the Kazakhstan Red Crescent attended a meeting on DRR in Oslo in February 2009. As the next step the National Society, with support of an external consultant, prepared a draft DRR baseline and a case study to be used for the development of long-term initiatives in disaster risk reduction.

The Kazakhstan Red Crescent has replenished the emergency stocks of its nine branches with bedding (mattresses, blankets, bed linen), buckets, hygiene supplies (soap, washing powder) and kitchen sets that are used to respond to small-scale disasters at national, sub-national and branch levels over the year. In addition, the Red Crescent Society has partially equipped the national and sub-national teams with supplies (sleeping bags, rucksacks) for field work. Twelve regional branches have also received 240 tonnes of second-hand clothes from the Swedish Red Cross for their pre-positioned emergency stocks and further distribution among the most vulnerable populations.

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

**Achievements:**

The Red Crescent (mainly headquarters staff) participated in the regional disaster management meetings aimed at capacity-building. One of the meetings built better understanding of the shelter cluster approach and inter-agency cooperation in response to a major disaster, another discussed shelter issues. Meetings to clarify the links of the disaster risk reduction programme with climate change and to make an introduction to vulnerability and capacity assessment have been also arranged. The events took place in May and were facilitated by external experts and experts from the Geneva secretariat shelter department, the Red Cross Red Crescent Reference Centre on Climate Change and the Netherlands Red Cross.

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

### **Achievements**

From January to June 2009 the Kazakhstan Red Crescent Society carried out 12 community-based disaster preparedness projects. The National Society targeted communities in two cities (Almaty and Karaganda) and 10 villages of Almaty, Akmola, and South-Kazakhstan regions.

Within the project framework 12 local disaster committees were established. The committees and community members (180 people) received training on participatory rapid assessment, basic first-aid skills and rules of behaviour in case of a disaster, developed risk maps and response plans for their communities and conducted 8 simulation exercises that reached more than 500 people. The trained people further shared information on disaster preparedness among 6,000 community members.

All targeted communities received basic equipment, such as minimal standard disaster preparedness sets (first-aid kits, stoves, rubber footwear, spades – according to community requirements), to support their possible response actions. The disaster management programme worked with communities in cooperation with other programmes like tracing, health and care and organizational development; target beneficiaries also received information about the Red Crescent mission and services.

Two disaster awareness campaigns dedicated to the World Civil Defence Day and the World Red Cross Red Crescent Day have been arranged by the National Society for broader communities in six regions and in the capital city Astana. They included television and radio broadcasts, round tables with local authorities and relevant government bodies in the regions, contests on disaster preparedness and photo exhibitions. In January the Red Crescent carried out campaigns on fire safety in three regions where risks exist for rural population. The Kazakhstan Red Crescent has been also disseminating booklets on disaster preparedness issues among populations of six regions and two cities, placed banners and billboards. The actions were used to spread messages on disaster risks, and to promote risk reduction and National Society activities. It is estimated that the disaster awareness campaigns reached around 80,000 people.

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

### **Achievements**

The National Societies used all events and actions to spread messages on disaster risks, and to promote risk reduction and Red Crescent activities among schoolchildren. However, the planned activities for schoolchildren will be implemented from September 2009 when children return to school after summer holidays.

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

### **Achievements**

The projects implemented by the National Society over the period reduced the risks of forest fires and water accidents for communities in Akmola region and Aktobe city. There have been three risk reduction projects implemented that targeted two rural and one urban community; two have been completed and one is ongoing.

The Akmola regional branch carried out two forest fire mitigation projects following the community-based disaster preparedness projects in the district and involved the communities of 14 villages in the creation of a 200-kilometer mineralized belt around the forest. About 7,200 people benefited from these projects.

Another mitigation project on water accidents prevention at public beaches of Aktobe reservoir started in June 2009. The regional branch in cooperation with the emergency ministry's water rescue service trained 25 youth volunteers on first aid and water safety and rescue techniques who then patrolled the area, taught water safety rules, first aid, swimming and raised awareness of the National Society. The Red Crescent water rescue team has served more than 1,800 people.

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

#### **Achievements:**

This is a new component of the National Society's programme. A three-day regional workshop on recovery was arranged by the Federation regional representation for the programme staff of all five Central Asia National Societies in April 2009 as a start-up. As a follow-up the Kazakhstan Red Crescent adapted the standard presentation on early recovery and included it in the obligatory DRT training course. The first induction early recovery session was presented to members of the west and south zone DRT teams during the field training in June.

#### **Constraints or Challenges**

The Kazakhstan Red Crescent has been experiencing problems with recruitment and retention of volunteers. Varying qualifications of the branch staff and volunteers also hamper the uniform development of the programme across the country and equal distribution of tasks and responsibilities between the branches.

## Health and care

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

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

#### **Achievements:**

Within the HIV prevention programme the National Society has been providing peer to peer education, awareness-raising sessions and harm reduction services to the target groups: young people, military men, migrants, sex workers (SWs), injecting drug users (IDUs), and PLHIV. The Red Crescent harm reduction points exchanged syringes, distributed condoms, disseminated information materials, and provided consultations; outreach services were also available for SWs and IDUs. The programme initially run in eight sites – Almaty, Aktobe, Astana, Karaganda, Kokshetau, Semei, Taldykorgan and Ust-Kamenogorsk cities. However, it was later closed in Kokshetau and Semei.

Awareness-raising activities imply education sessions, public actions, PR campaigns, competitions, and dissemination of information, education and communication materials

among the beneficiaries. Topics on safe behaviour skills – safe drug use and safe sexual behaviour – are included in the education curriculum. In total, 5,968 people were reached with peer education by 250 volunteers.

**Table 1 People reached with HIV prevention by groups**

Target group	People reached
Youth	3,142
Military personnel	1,714
Sex workers	350
Injecting drug users	428
Migrants	289
PLHIV	45
<b>Total</b>	<b>5,968</b>

Of all targeted 87 per cent correctly identified ways of preventing sexual transmission of HIV, and rejected major misconceptions about HIV transmission. Besides, 67 per cent of targeted SWs and IDUs, who have sexual contacts with more than one partner or with irregular partners, reported that they had always used condoms.

The two Red Crescent harm reduction points, operating in Almaty and Ust-Kamenogorsk, have had 93 permanent clients. Out of them, 42 per cent return the provided syringes. The Red Crescent has also referred 175 people to voluntary counselling and testing.

The National Society is a member of the Red Cross Red Crescent Global Alliance on HIV. The Global Alliance programme was launched in the end of 2008 but the current level of resources raised through the secretariat plan and bilaterally is not enough to ensure the planned scale-up. For the same reason, with only 30 per cent of the annual secretariat plan's HIV budget covered, the National Society provided limited services to PLHIV (second outcome) and did not carry out any specific capacity-building activities towards the third outcome.

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

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

#### **Achievements**

The TB prevention programme provides direct observation of treatment (DOT) for people with TB on the continuation phase of treatment and predisposed to interruption. Social support (food and hygiene items), psychological support and counselling are offered to people with TB and MDR-TB to encourage adherence to treatment. The Red Crescent visiting nurses also work with the clients' relatives and general population to raise awareness about the disease and ways to prevent it.

The National Society has eight multi-disciplinary teams that ensured social, psychological, and legal support to people with HIV/TB co-infection. Besides, in the first half of the year three peer support groups composed of volunteers from SWs, IDUs and PLHIV have been arranged in addition to the existing eight.

The overall number of direct beneficiaries of the programme was 659 people. The treatment success rate among the clients with TB under DOT was 91.2 per cent, among the clients with MDR-TB it was 83 per cent. The default rate among the clients with TB receiving social

support did not exceed 1.3 per cent, with the national indicator in the country measuring 4.7 per cent.

**Table 2 Number of people reached by categories and sites**

Target group	People reached	Programme sites
Clients with TB	381	Kokshetau, Ust-Kamenogorsk, Semipalatinsk
Clients with MDR TB	177	Almaty, Kyzylorda Taldykorgan
Clients with HIV/TB co-infection	101	Almaty, Karaganda, Temirtau
<b>Total</b>	<b>659</b>	

The National Society has expanded the coverage at the MDR-TB sites – in Almaty and Kyzylorda. On the other hand, at the TB sites the number of distributed food parcels and hygiene kits decreased.

The number of people reached through information and education sessions conducted by the visiting nurses and volunteers was 18,700 people. The percentage of people covered by TB education who knew four main signs of TB and preventive measures made 87. The information campaigns dedicated to the World TB Day included video broadcasts on the national television and spreading messages about TB through posters placed in public transport such as bus stations.

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

#### **Achievements:**

The community-based health and first aid has been targeting rural communities in Karaganda and Pavlodar regions. The activities included education sessions and distribution of information materials on newborn health and care (including immunization), most common diseases, hygiene and sanitation practices and basic first-aid trainings among beneficiaries with support of 38 volunteers.

The programme is mainly focused on women of reproductive age, pregnant women and women with newborn children from the community of repatriates who come from other countries and settle in the countryside. Families with many children, people with disabilities, teenagers, underprivileged and troubled families have also been targeted.

In total, 15,150 people were educated on the prevention of most common diseases. About 65 per cent of the targeted population know symptoms of the most common diseases and prevention measures, and 35 per cent have basic first-aid skills. The follow-up information from the primary healthcare facilities indicates that 70 per cent of children with diarrhea aged 0-23 months received abundant fluids and continued feeding during an illness. According to the data from the same source 92 per cent of children aged 0-12 months on the programme sites have been immunized.

#### **Constraints or Challenges**

The TB prevention project has been underfunded – only 45 per cent of the budget has been covered. Losses on the 2008-2009 income, caused by currency exchange rates fluctuations, forced the National Society to revise the annual operational budget reducing the spending on social support, staff training, monitoring, transport and delivery within the HIV/TB co-infection project.

Two health programme branch officers, three trainers and headquarters coordinator left the National Society. This picture is typical for all National Societies in the Central Asian region. Staff turnover, explained mainly by salary levels, causes delays in programme implementation as it takes time for new people to get into a new job. To overcome the situation, the system of support and encouragement of the staff and volunteers should be further developed to retain the experienced people.

## Organizational development/Capacity building

**Outcome/Expected result:** Effective governance and management structures.

### **Achievements:**

The National Society held a meeting for its southern branches in Shymkent. During the event Taraz and Shymkent regional branches raised the issues they have come across and shared the experience in governance and management functions division. All discussions were documented and shared with other branches for feedback and as a pre-reading material for the upcoming meeting of branch leaders scheduled for August 2009.

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

### **Achievements:**

The Federation regional representation and the National Society determined major needs in the area of human resources management. The National Society has assigned a human resources focal point who will be leading the development process in the Society. Interested in every learning opportunity the National Society will send the focal point to the Europe zone human resources network meeting in September 2009.

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

### **Achievements:**

The Federation regional representation agreed with PricewaterhouseCoopers a discount price for the first external financial audit of the National Society in many years. The audit is scheduled for August 2009 and the audit recommendations will be used to improve the finance management.

The National Society was also supported in attracting resources from the Empress Shoken Fund in support of its plan of action on improvements in financial management produced in 2008. Besides the audit the plan includes the procurement of the accounting system and its adaptation to the needs of the National Society with support of a consultant, as well as finance management procedures development, also with possible expert assistance.

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

### **Achievements:**

Activities towards this outcome have been postponed until the second half of the year. In the meantime, the National Society has been engaging the International Federation and the ICRC into discussions on how to reinforce a close dialogue with the government in order to promote the auxiliary role and to offer a partnership on a higher level than agreements with ministries.

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

**Achievements:**

This year there has been no separate funding received for the youth programme. Based on the agreement with the National Society only major youth activities are supported from the organizational development programme budget.

The National Society continued engaging young people in the Red Crescent activities through youth centres and clubs. Up to 500 new volunteers have been registered and trained in the history of the Movement and basics of international humanitarian law. Also, volunteers are recruited through the health, disaster management and other programmes that train young people in TB and HIV prevention, healthy life style promotion and basic first aid.

Actions dedicated to the World Red Cross Red Crescent Day, carried out by all branches, helped to spread information about the Red Crescent activities and to highlight the role of young volunteers in service delivery. To mark the International Child Protection Day the National Society youth volunteers organized actions aimed at drawing attention to disadvantaged children in remote communities and used the collected funds to make presents to about 70 children.

**Constraints or Challenges:**

The National Society is behind the schedule with the statute implementation: so far no elections have been held to establish the governing boards at all levels. This may cause problems for the National Society as the current structure does not comply with that provisioned by the statute adopted back in 2007.

## Principles and values

**Outcome/Expected result:** Fundamental principles and humanitarian values of the Movement promoted.

**Achievements:**

As there has been a new labour migration project developing this year the Red Crescent trained 19 hired staff and 39 volunteers in principles and values in the three involved branches: in Astana, Almaty and Almaty region. The Red Crescent staff and volunteers have further established links with the local population, businesses, public organizations and state authorities through public campaigns, meetings and round tables advocating non-discrimination, respect for diversity and anti-xenophobia.

During the celebrations on the World Red Cross Red Crescent Day in May the National Society's Almaty branch promoted the principles and values among 200 students and teachers and Astana branch – 120 students of the city university and college.

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

**Achievements:**

The National Society held discussions with migrants to identify their needs while developing the list of services under the migration project. Nine volunteers from labour migrants have later been involved in the implementation of the project and trained on principles and values and how to disseminate information about the Red Crescent activities in support of migrants and their families.

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

- Ability of communities to combat discrimination, intolerance and violence and to promote respect for diversity enhanced.
- Understanding of the necessity to prevent and fight sexual and gender-based violence within communities increased.

### **Achievements:**

Three information and education centres have been established by the Kazakhstan Red Crescent in the capital city of Astana, Almaty city and Almaty region to render social assistance to migrants and their families. This is a new area of support for the National Society. Over the period the centres served 480 irregular migrants (out of the targeted 4,000 by 2011) from Kyrgyzstan, Tajikistan and Uzbekistan. The Red Crescent has been providing psychological assistance, legal consultancy, healthy life style and first aid training as well as hot meals, first-aid kits, bedding, food parcels and raised awareness of the Red Crescent activities. Moreover, to tackle discrimination, xenophobia and social exclusion and to promote respect for diversity meetings with communities' leaders, state agencies, commercial and public organizations have been held, that reached 238 people.

All three branches where the information centres for migrants are located have conducted four public information campaigns that reached 720 people to highlight the Red Crescent work with migrants and the situation of this group in the country of destination. Mass media has been actively attracted to voice the needs of this marginalized group through articles and television blocks.

The Kazakhstan Red Crescent centres are part of the Central Asian Red Crescent Labour Migration Network that aims to serve migrants, independently of their legal status, through information and education centres in the country of destination – Kazakhstan – and in the countries of origin – Kyrgyzstan, Tajikistan and Uzbekistan. In Kazakhstan the project is coordinated by the National Society staff assigned specifically for that purpose.

### **Constraints or Challenges:**

To a great extent the work on the programme beyond migration has been affected by staff turnover in the National Society. The position of the information officer, who covers the principles and values programme, has been vacant since the beginning of 2009. As a result, there was no proper coordination and many planned activities, including gender-based violence training, principles and values training, or information support for the Society, have not been implemented. Lack of funds (except for the migration project) has also hampered the implementation of gender related work. In the absence of information officer future proper implementation of the programme plan presents certain challenge.

Migration issues are still sensitive, especially in view of the official position on irregular migrants and their treatment, and particularly those who legally enter the country but do not have permission to work. Often irregular migrants are reluctant to contact the Red Crescent for fear of being discovered, detained, deported or returned by state authorities, and because of language barrier. To solve this problem, the National Society has been widening its public campaigns and the distribution of leaflets about Red Crescent activities to raise awareness among beneficiaries and partners.

## **Working in partnership**

The Kazakhstan Red Crescent maintains good working relationships with the government bodies, local authorities, international agencies, diplomatic community, and non-governmental organizations.

The Red Crescent Society's role in disaster response is stipulated by the country national plan. Besides, the National Society has an agreement on cooperation with the emergency ministry signed in 2001 which is regularly re-signed. The Red Crescent Society has partners in the disaster management sector among the UN agencies and gets involved in UN and inter-agency training events and workshops. The US Agency for International Development facilitated close communication on disaster preparedness between the National Society and the diplomatic community in Almaty.

The Red Crescent disaster preparedness and first-aid education among schoolchildren in Almaty is also supported bilaterally by the Netherlands Red Cross; projects with a focus on earthquake preparedness in Almaty have been also implemented in cooperation with JICA and completed in April 2009 by a joint simulation exercise on earthquake response. The Kyrgyzstan and Turkish Red Crescent Societies facilitated education courses on first aid and first psychological aid within the framework of the regional cooperation programme.

The National Society is an active participant of the inter-agency meetings conducted in the country to discuss the developments of the national TB programme. The Red Crescent coordinates its health activities with the agencies like Project HOPE, KNCV (Royal Dutch Chemical Society), AIDS Foundation East-West, USAID and UNICEF. The National Society is a sub-recipient of the Global Fund to Fight AIDS, Tuberculosis and Malaria that supports information, education, communication and mobilization activities within the TB prevention programme.

The major partner within organizational development is the ICRC that is engaged in the process of the Red Crescent Law development, mainly by providing expertise. Advocacy support is still essential and needed, especially within the Red Crescent law promotion. The key partners of the principles and values programme are the media. The partnership with the regional IOM office strengthened under the migration project. The National Society tracing programme coordinators discussed how tracing services will fit into the migration project.

## Contributing to longer-term impact

The Kazakhstan Red Crescent Society carried out routine monitoring of the programmes through field visits, observations, interviews, meetings with local authorities and community leaders, internal staff meetings with branch staff and progress reports. The disaster statistics and their impact on the sites where risk reduction projects have been implemented are followed up with the emergency structures at local level. Regular field visits and monthly reports from the regional branches feed the programme management at national level. Periodical monitoring visits are paid by the Federation regional representation to the sites. The staff of the National Society are advised on how to improve the quality of monitoring.

The SPHERE standards and the Code of Conduct for Red Cross Red Crescent staff and volunteers in Emergency Relief guide the Red Crescent disaster response, and the fundamental principles and the value of respect for dignity and equality are at all times promoted in disaster management awareness materials, during training and work with the communities. In disaster response, the distribution of assistance is made on the basis of impartiality. Actions are solely guided by needs, proportional to the degree of suffering and prioritized on the basis of urgency and vulnerability.

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

Improvements sought in the National Society human resources and finance management aim to ensure better management and improvement in the programmes. The International Federation's practices and quality standards in these fields are promoted but with consideration to local requirements and regulations.

## Looking ahead

Following the accession to the Red Cross Red Crescent DRR GA the Kazakhstan Red Crescent will be a country-level implementer and as such intends to elaborate the DRR programme capacity-building plan. The plan will be based on the baseline/mapping analysis and the capacity self-assessment that are mostly completed.

The work on International Disaster Response Law promotion will continue in cooperation with the UN OCHA office for Central Asia. The review of the legal environment in the region based on case studies will be carried out by OCHA in consultation with the regional representation and the Geneva secretariat. Steps to make necessary amendments to the legislation are expected to be developed later on. The inter-agency contingency planning for disaster response in Kazakhstan, initiated by OCHA, is expected to produce a country plan by 2010. Besides, the Kazakhstan Red Crescent intends to present the International Federation's Word Disasters Report 2009 during the information campaign marking the International Day for Disaster Reduction in October.

The staff of the National Society requires additional training in planning, monitoring and reporting to improve the quality of programming and to ensure proper accountability. Staff turnover is aggravating the problems. Relevant training with technical support from the Federation regional representation will be considered as soon as possible.

Meetings between the National Society leadership and the government to discuss the Red Crescent law are anticipated to take place in the second half of the year.

The funds to continue and to strengthen the services provided by the Central Asian Red Crescent Labour Migration Network will be sought at regional and national levels, in the European Commission and among other stakeholders who have an interest in migration in the region. Additional funding will be sought to enhance the ability of communities to combat discrimination, intolerance and violence and to promote respect for diversity as part of the regional and global resource mobilization process.

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>
Contact information	
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