

PROGRAMME UPDATE



International Federation of Red Cross and Red Crescent Societies
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

CENTRAL EUROPE

31 December, 2001

This Programme Update is intended for reporting on Annual Appeals.

Appeal No. 01.52/2001

Appeal Target: CHF 10,877,065; While the appeal budget was deliberately maintained at the original level, the regional delegation adjusted the programme to respond to developments within a revised internal operational budget of approximately CHF 5,322,582.

Programme Update No. 2; Period covered: June-October 2001; last Programme Update (no. 1) issued August 2001

“At a Glance”

Appeal coverage: 46.4% (against the current Appeal budget); over 94.8% against the revised (internal) operational budget.

Related Appeals: 13/01 - Hungary, Romania, Ukraine: Floods

Outstanding needs: The 2001 programme was completed with almost 100% coverage. Donors are encouraged to provide timely support for the Federation’s 2002 Annual Appeal for Central Europe (no. 01.42/2002)

Disaster Response: Population Movement (PM) in Croatia, BIH, and FRY

The PM programme in 2001 consisted of four components:

- *Establishment of a PM focal point/national society PM coordinator:* all three national societies have been requested (following their indication of interest in the programme) to identify, select and recruit a PM Coordinator at their respective Headquarters, in line with the job description and according to the requested lines of responsibilities.
- *Legal basis:* the programme considered the legal basis of the respective national societies in displacement-related issues.
- *Networking (PM seminars, agreements with main stakeholders, regional fora, training):* through technical support by the PM Delegates, relationships with the major stakeholders (notably relevant Governmental bodies, UNHCR, IOM and others) are facilitated and/or in the case of existing relationships re-examined jointly with the national societies in line with the strategic directions developed. The series of grass-root PM seminars for the Red Cross branches and local authorities mounted jointly with UNHCR, IOM, ICRC, Government representatives and other NGOs are planned to develop adequate strategies. In the same vein, regional cooperation between national societies on a technical level, pertinent to population displacement is facilitated. Furthermore, links to already existing processes (notably the preparations at the Geneva level of a framework agreement between the Federation and UNHCR, IOM and the Berlin Conference 2002) and regional fora, cooperation between the national societies, the CIS and the Baltics PM programme is encouraged. Through the PM programme the Federation also envisages supporting training of

the national society PM coordinators (by seeking and/or providing funds) both domestically and internationally, within the Red Cross and Red Crescent Movement and beyond to further increase the knowledge base of the national societies through specifically created networking funds. While the PM delegate is primarily focussed on the respective national societies their role should be an advisory one to the Federation delegations in the related field.

- *Projects developed and implemented by the national societies:* it is expected that during the grass-roots PM workshop process, the national society PM coordinators will have input for concrete project proposals coming from the branches. This should then be filtered and incorporated into strategic programming by the national societies. It should be noted that, being responsive to the quickly changing environment, the national societies with assistance from the PM delegate should be flexible in being proactive in project design to address the needs of the displaced population.

The objectives of the programme were reformulated to promote a more regionally balanced approach while project activities per country will be according to the needs and the priorities of the respective national societies. It should also be underlined that the situation is rapidly changing on the ground, hence activities have to be modified accordingly. In the same vein, national society capacities and priorities were taken into account, as well as the activities already covered by other agencies.

Regional/sub-regional level

Objective 1 To create regional mechanisms to address population movement issues, emphasizing the national society role pertinent to so-called “durable solutions” in Croatia, Bosnia Herzegovina (BiH), and the Federal Republic of Yugoslavia (FR Yugoslavia or FRY).

The initial focus from repatriation has changed to both repatriation and integration, especially taking into consideration the refugee caseload in FRY. The PM delegate has been in place (based in Zagreb) as of April 2001. Introductory/preparatory visits to the countries of concern and accompanying meetings took place with all the relevant stakeholders of the programme in all the three countries, notably Government representatives, UNHCR, IOM and the NGO community. The revised PM programme outline was agreed upon with the national societies, and has been introduced.

Objective 2 To mobilize and coordinate international support for the programme.

The Stability Pact for south-Eastern Europe meetings were attended in Slovenia. Opportunities are currently being explored to gain an observer status at the Task Force for the Regional Return Initiative. There is strong support for the Red Cross, especially for more significant national society involvement.

A regional PM conference took place in Zagreb for the three national societies, but also gathered Federation representatives, respective Governments and UNHCR offices from Croatia, Bosnia-Herzegovina, and the FR Yugoslavia. Apart from being the very first post-war meeting between the three national societies of the region, it served as an induction course for the national societies in issues pertinent to displacement, and also based on the determined priorities workplans under preparation by the national societies.

Regular coordination meetings are also ongoing with the respective UNHCR and IOM offices in all the three countries, ensuring no duplication while at the same time harmonizing strategies ensured by regular visits by the PM Delegate.

Objective 3 To raise awareness of PM problems and issues with a regional perspective.

Recognizing that the Red Cross structures can play a constructive role by leveraging the Red Cross network, the transfer of know-how is envisaged through the grass-roots PM workshops. These workshops for the Red Cross branches and local authorities are to be held in close cooperation with the respective Governmental bodies, UNHCR, IOM, and the ICRC, and are currently under preparation. Four workshops were planned to take place in each country between July 2001-March 2002. Locations/venues have been identified and specifically tailored programmes/agendas are being finalized.

Croatia

Objective 1 To establish a Population Movement Unit in the Croatian Red Cross (CRC) by recruitment of a PM coordinator as a focal point for all the Croatian Red Cross activities pertinent to population displacement.

After prolonged negotiations a Croatian Red Cross PM coordinator was selected who operates within the framework of the Croatian Red Cross Programme Team reporting to the vice-President. The team consists of three coordinators operating regionally in the former sectors, a coordinator for the community support service programme, two coordinators for the secondary transportation of returnees to Croatia, and the PM coordinator.

Objective 2 To establish a legal base for the CRC in dealing with PM issues.

Red Cross law has not yet been adopted by the Croatian Parliament (the Sabor) but it passed the first reading. At the same time the CRC has established an MOU with the Office of Displaced Persons and Refugees (ODPR) which is within the framework of the Ministry of Public Works, Reconstruction and Construction for the distribution of food parcels for beneficiaries in the so-called “areas of special State concern” (the former United Nation Protected Areas). This is the very first agreement of this type in recognition of the national society’s auxiliary role.

Objective 3 Networking.

Preparations were undertaken for the Croatian Red Cross to take over secondary transportation of returnee convoys from FRY and to Bosnia in close cooperation with UNHCR/Croatia and IOM. In general the role of the CRC in population movement issues is well appreciated by the GoC and excellent working relationship established with UNHCR and IOM.

Objective 4 To develop and implement projects/activities by the CRC in the field of population movement, and to provide assistance to returnees to Croatia with basic food and hygiene items using a community-based approach.

The provision of basic food and hygiene items for the returnees and EVIs by the Croatian Red Cross continued through the following activities:

- a UNHCR-CRC sub-agreement which includes micro-distribution of relief items (so-called welcome parcels), psycho-social assistance, home care, referral system for health care and legal issues, cleaning of water-wells, and a grass-roots volunteer info network.
- bilateral Netherlands Red Cross/CRC programme (focusing on the Former Sector North and South) which includes the distribution of 60,000 food parcels, 8,000 welcome parcels, 39,000 hygiene parcels and the development of the Volunteer Info Network in 10 CRC branches.
- the bilateral German Red Cross/CRC programme (construction of 100 dwellings for returnees and a relief component).
- in-kind donations from the Catholic Relief Services and IRC, which includes food items, computers and support for the volunteer network.
- the Government of Croatia programme implemented by CRC which targets some 60,000 beneficiaries on a monthly basis (which includes social cases, Bosnian-Croat settlers, refugees, IDPs, and returnees) in the areas of special state concern mentioned above.
- the International Federation/CRC within the PM programme envisaging distribution of some 37,000 hygiene parcels to areas not covered by other agencies for returnees and EVIs.

Objective as a part of capacity building, to work closely with CRC branches with a special focus on the former UNPAs/former sectors.

Field trips to Former Sector North/West branches to become familiar with the return process included visits to the former sector North, Red Cross Vojnic, Glina, Petrinja, to the former Sector South to Red Cross Knin, Gracac, Gospić, Benkovac, Sinj. Likewise, a cross-border repatriation coordination meeting in Sisak was attended with international agencies and local NGOs being present. Bi-weekly programme coordination meetings with CRC are taking place. These are intended to facilitate the identification of needs so that proper assistance can be adequately channeled to programming development of the relevant CRC branches.

A computerized database in the former Sector North and South (FSNS) was established by linking CRC branches in a network (combined with computer training), whereby the branches could be more efficient not

only in community-based support but also in a stronger advocacy vis-a-vis the Government as well as towards the international community.

A Project Cycle Management workshop is envisaged for the CRC headquarters and selected branch reps from the former sectors in order to explore the feasibility of shifting attention to more sustainable assistance programmes for the returnees in close collaboration with the Ost-West Institute for Social Management from Bonn.

Objective Public Awareness activities and information.

In collaboration with the regional delegation's communication unit, a communication workshop was planned for the CRC PM coordinator and information officer and other CRC headquarters staff. It focused on devising public awareness strategies in the field of population movement. Likewise a CRC leaflet on their PM activities was prepared combined with a tolerance/reconciliation poster campaign. Further, joint field trips with the media highlighting CRUCE assistance programs were initiated.

Bosnia-Herzegovina (BiH)

Objective 1 To establish a PM unit at the newly formed Red Cross Society of BiH by the recruitment of a PM coordinator as a focal point of all Red Cross BiH activities pertinent to displacement.

The recruitment of the PM coordinator has been a slow and arduous process and the position remains vacant. The Programme coordinator of the Red Cross BiH is for the time being serving as the focal point for all PM related activities as a temporary caretaker. The future PM coordinator will be based at the national society headquarters but will work very closely with the Entity Red Crosses (ERCs).

Objective 2 To establish a legal base for the Red Cross BiH to deal with population movement issues.

The recent draft of Red Cross law submitted by the Red Cross BiH contains relevant reference to the national society mandate in dealing with displaced on the territory of BiH (though the law itself is not adopted yet). As the Red Cross of BiH was established only recently, the recognition by the BiH Government of the national society auxiliary role will be very important. The introductory meeting with the Ministry for Refugees and Human Rights resulted in a positive approach and strong interest from the Government to see the national society evolve into a serious player in this field.

Objective 3 Networking.

The IOM and UNHCR in Bosnia-Herzegovina have expressed willingness and interest to support the Red Cross BiH in their population movement efforts. The IOM prepared a draft agreement to cooperate with the national society on the return of refugees from Croatia to Bosnia-Herzegovina, which is currently under discussion with the national society and the ERCs. In the absence of the Red Cross BiH PM coordinator the PM delegate had meetings with IOM in Sarajevo and Banja Luka, UNHCR, USAID in Banja Luka, and visited Mostar. An initial agreement on holding the Reach-out refugee protection workshop for the NGOs and Red Cross structures was secured which will further develop cooperation of the Red Cross BiH with the NGO community.

Objective 4

- To develop and implement projects/activities by Red Cross BiH in the field of population movement.
- To provide the returnees in BiH with a special focus on minority returns with basic food and hygiene items

After consultations with the Red Cross BiH it was decided to procure, deliver and distribute some 42,000 hygiene parcels for the 7 priority areas of minority return in BiH. These areas are: the neutral district of Brcko, plus on the Federation of BiH side Bugojno, Sanski Most, Sarajevo, while on the RS side Prijedor, Doboj, Zvornik. It has been agreed that up to 15% of internal returnees, IDPs and EVIs will be assisted alongside the returnee population in order to decrease tension and make the return more sustainable. It should also be mentioned that the provision of relief items for minority returnees in BiH is a form of meaningful protection.

Objective to develop the capacity of the Red Cross BiH at all levels with a special focus on areas of minority return.

Apart from salary support for the Red Cross BiH PM coordinator, a networking fund is envisaged to attend international/local workshops of relevance to PM and enhance the capacity of the national society. Similarly to the other countries of concern, some 4 grass-root PM seminars for the Red Cross branches (2 in each entity) were planned. A grass-roots volunteer network in the 7 priority areas will be established at the community level with some 10-15 volunteers in each location pending on the need determined by the relevant RCA branches working closely with the seven “community mobilisers”. Rewarding the volunteers is being done through clothing, footwear, social events, plus regular/monthly coordination meetings with the regional/cantonal and/or branch Red Cross.

Objective Public awareness campaign.

The public awareness campaign will include a Red Cross BiH brochure on PM activities, a poster campaign calling for tolerance and reconciliation, and support for the two ERC publications including return/integration related articles within the Red Cross context and beyond.

Federal Republic of Yugoslavia

Objective 1 To establish a PM Unit at the YRC by way of the recruitment of a YRC PM coordinator to be the focal point of all national society population movement related activities.

Subsequent visits were paid to the Federal Republic of Yugoslavia to introduce the PM programme to the delegation, YRC leadership, obtain first hand information on the current state of affairs concerning displacement, and becoming familiar with other actors in the field of displacement. As a result of the visit and at the request of the HoD, a Federation position paper has been drafted as a basis for future activities. This takes into account the rapidly changing environment in FRY. According to the latest refugee census/questionnaire conducted by UNHCR, the majority of the refugee population opts for local integration (some 60%) while only some 7% prefer repatriation. The rest remain undecided. All the stakeholders agree that local integration should not be seen as an alternative to repatriation; the focus and the attention have shifted towards integration.

According to the agreed PM programme outline the new YRC PM coordinator will be selected in August, 2002. The process has been somewhat delayed by the other ongoing unresolved issues in FRY related to the national society and the relief activities, which are clearly dominating the YRC agenda.

Objective 2 To establish a legal base for the YRC to deal with population movement issues.

A draft Memorandum of Understanding on facilitating the return and integration of refugees from/in Federal Republic of Yugoslavia between the YRC, the Federation and the Serbian Commissioner for Refugees was prepared as a starting point for discussion. UNHCR has already expressed interest in closer cooperation with the PM efforts of the YRC.

Objective 4

- To develop and implement projects/activities by the YRC in the field of population movement.
 - To provide information to the refugee caseload in FRY with a focus on return and integration.
- Provision of information through co-sponsoring three refugee publications jointly with UNHCR to potential returnees to Croatia and Bosnia is ongoing, including: “Pravi Odgovor” (Real Response) -- 2,000 copies per month dealing with return of refugees from FRY to Croatia and Bosnia, experience and problems with re-integration, humanitarian needs on return, activities of local organisation with a focus on local Red Cross; “Suncokret”(Sunflower) -- 1,000 copies monthly, targets children in collective centres and social welfare Red Cross clubs; “Povratak”(Return) -- 2,000 copies, also dealing with issues related to return to Croatia and Bosnia-Herzegovina.

These publications were supported until the end of 2001. As well an English version/summary of the Real Response/Return is envisaged. At the same time, new ways and means of info targeting will be explored on a regional basis.

Objective to increase the capacities of the YRC branches to react to displacement through a transfer of know-how.

Four grass-root PM workshops are expected to take place in FRY (in Vojvodina, Belgrade, Nis and Montenegro) for the YRC branches in close collaboration with UNHCR, IOM, relevant Governmental bodies and the ICRC. It was decided not to undertake the survey envisaged in the Appeal 2001 after consultations with the main stakeholders and taking into account the latest UNHCR survey/census and few other ongoing at the moment, as there is no need for duplication.

Disaster Preparedness

During this reporting period the Budapest Regional Delegation has continued its work within the framework of the Stability Pact Disaster Preparedness and Prevention Initiative (DPPI). UNDP, NATO, the US, Italy, Sweden, Croatia and Bulgaria were members of this Operational Team. The Budapest regional delegation has served as team-leader, with visits undertaken to Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia, Greece, Hungary, Moldova, Romania, Slovenia and Turkey to assess needs and capacities. The assessment, which took place from October 2000 to June 2001 analyzed natural risks, country by country; reviewed existing national disaster preparedness plans; catalogued ongoing emergency response projects; and made recommendations based on the findings for areas where regional co-operation can have an immediate positive impact and for long-term strategic planning. Although the DPPI is aimed at the respective governments, the Red Cross societies were invited to take part in the process and they proved to be very good participants. The team report can be found on the on the following web page: <<http://www.stabilitypact.org/stabilitypactcgi>>

The DPPI assessment is a good basis for Red Cross DP planning as part of the overall national DP plan; awareness of the national DP planning and legislation; and formulation of a coherent DP strategy for the region in the future. The Federation, together with UNDP, will be responsible for developing a regional concept where at least one expert from each country in the region is identified, selected and trained to be able to participate in international response teams.

The participation in the DPPI operational team has taken far more time than anticipated. It has affected the other planned activities but most of the major activities planned have taken place. The delegation has concentrated on building up a network for the national society staff working with DP. This has been done through organizing three regional DP workshops. The main issue during the workshops was the development of a national society DP plan and how the national societies can co-operate with their Government. Today seven or eight of the national societies in the region have at least an embryo of a good DP plan. This work will continue for the remaining part of the year and the regional delegation will organize four to six DP workshops at the national level as follow up to the regional workshops. It is not anticipated that more national societies will have their DP plans ready by the end of the year.

The idea behind the regional DP network has been and remains that the implementation of a good national DP plan has to be done by the national society itself with the support of the regional delegation, the Federation country delegations and other national sister-societies inside or outside the central Europe region. The added value of the work in the regional delegation has been and will continue to be to provide a platform for this DP networking.

Some of the objectives and expected results established in the 2001 were not fully met. The participation in the DPPI operational team and the regional assessment took far more time than expected at the beginning of the year. But nevertheless some results have been produced:

- 7 or 8 out of the 15 national societies will have a preliminary DP plan within their national Disaster Preparedness Plan ready including a functioning and realistic DP organisation. This is in line with the expected results, but it is important to underline that some of the plans are more developed than others. It is fair to say that these plans give a good base for response in case of a disaster. Some national societies have and will continue to develop their DP plans with bilateral support of sister societies (i.e. American, German and the Nordic Red Cross).

- 3 to 4 of the national societies have partnership with their government and co-operation with other organisations. The expected result by the end of 2001 was that 8 societies would have the co-operation in place.
- Only 2 out of the expected 8 national societies have carried out basic needs and Vulnerability and Capacity Assessments (VCA) in a disaster situation according to the Sphere standard. It is anticipated that two more societies will do the VCA this year.
- Almost all national societies have knowledge of how to carry out a response in a disaster situation but not following the Sphere standard. This was very well reflected in the response to the recent floods in Hungary, Bosnia - Herzegovina and Poland.
- There are established channels to mobilize international assistance in case the capacity to cope locally or nationally is overextended but they need to be developed further.
- An embryo of a regional DP plan based on regional needs, opportunities and threats and the specific roles and responsibilities of national societies in the area of DP has not been developed yet but will be developed in the second part of the year.
- The formation of a Disaster Response unit at the Regional Delegation needs to be seriously addressed. It is important to underline that the work will not be completed by the end of the year. The main reason for this is that the role and responsibilities of the regional delegation in the Federation's disaster response system has to be further defined as well as the internal roles within the Secretariat but also within the delegation for all programme managers (Regional Logistics Unit, information, institutional and resource development, health, training, and youth). It is only when these definitions of roles and responsibilities are in place that the Federation's regional delegation will be able to enable timely and efficient launch of disaster response operations in co-operation with the affected national societies and Federation country delegations.
- A computerised regional data base that covers available staff and volunteers (i.e. youth, vehicles under Federation control, warehouses and stock, suppliers with Federation frame agreements, standards) was outlined during the autumn but was not ready by the end of the year.
- A regional Disaster Response fund within the regional delegation has not been organized and this was not accomplished in 2001.

The Disaster Preparedness programme has received funding from DFID, and the Danish, Norwegian, and Swedish Red Cross.

Conclusion

The work done within the Disaster Preparedness programme was very much in line with the goal and the objectives formulated in the appeal 2001-2002.

Humanitarian Values

A lack of funding for some of the activities in the appeal, the necessity of shifting focus from one area to another, internal crisis in FYR Macedonia, and our active participation in the Federation's Action Research efforts have been the main elements that have obliged the communications unit to amend its objectives for 2001.

Two new areas of regional activity have been established - Population Movement (PM) and Health and Care - and the communications unit worked closely with both. It will contribute to the PM programme in Bosnia and Herzegovina, Croatia and the Federal Republic of Yugoslavia, and to the work of the Regional health and care delegate. Public information campaigns will be among the efforts made during the last part of the year to place the spotlight on key issues and to advocate on behalf of large groups of beneficiaries.

Objective 1 To strengthen the image and profile of national societies in the region.

In the reporting period, the regional delegation made great efforts to obtain funding for image surveys in eight countries. The American Red Cross, which had indicated an interest in co-operating with the Federation in this field through its regional delegation in Sofia, and with whom there had been extensive dialogue, eventually decided to do surveys in five countries (Albania, Bosnia and Herzegovina, Bulgaria, FYR Macedonia and FR Yugoslavia) without involving the regional delegation. It is nevertheless hoped that the results will help the five

national societies to identify areas where possible communications support could be provided by the regional delegation in the future. While no external funding for further image surveys can be expected, a few national societies may find the means to carry them out. The Hungarian Red Cross, for example, has contracted a professional company, and the conclusions are already on the table of the Secretary General for future action.

At the end of the first half of 2001, based on the available resources and capacities at Regional Delegation level, three national societies were selected on which the communications unit will place particular emphasis, developing and updating communications programmes and strategies. The work will run through 2002. The communications unit will continue, meanwhile, to promote activities of all the national societies in the region. Visibility will be given to them in the various Federation media (electronic and print), and support provided to acquire maximum media exposure at national, regional and international level for their response to disasters and social emergencies, and for their major programmes and concerns.

Objective 2 To put together training material on humanitarian values and principles in the national languages of the national societies to target their staff, the general public and the media. In cooperation with regional national societies, a leaflet entitled “What do humanitarian values and principles mean for us today?” will be published as will a CD on “Principles to Action”.

While no other training material was published due to a lack of funding, it is still planned that the CD-ROM on “Principles to Action” will be made available to national societies in Central Europe. A draft version of the CD is currently being tested at various delegations, including the regional delegation.

Objective 3 To organize two regional campaigns on humanitarian values and principles.

The regional delegation has been working together with the Hungarian Red Cross to launch a public information campaign addressing the struggle of disabled against marginalisation and prejudice. The first steps have been taken in the north-eastern county of Nograd, and it is hoped to extend the campaign further in Hungary, and perhaps the region.

HIV/AIDS is another priority area for the regional delegation’s advocacy work, both in terms of prevention/education and reducing stigma/discrimination. Working closely with the European Red Cross/Red Cross network for HIV/AIDS (ERNA), and the Health and Care Delegate, the communications unit contributed to a major push for World AIDS Day and sought to maintain a public information offensive thereafter, a programme made the more vital by an increase in the incidence of HIV infection in some areas of the region. On the Population Movement front, a brochure on PM activities will be prepared along with a tolerance/reconciliation poster campaign.

Objective 4 To organize six communications workshops and five media seminars on HVP for national society staff and journalists, respectively.

Having evaluated training programmes successfully implemented so far, the communications unit sees a need for restructuring. Three sub-regional training of trainers workshops are planned for 2002 to establish a designated communications trainer within each national society. The national society will be asked to commit to defined subsequent training programmes, a time-table covering headquarters, branches, staff and volunteers, and targets.

The communications unit, together with the ICRC, is consulting with a network of media training centres to introduce a humanitarian component in their syllabus. The network has welcomed a joint Federation/ICRC proposal to provide content, lecturers and facilitators. It is part of regional strategy to nurture stronger, more professional coverage of humanitarian issues in the media.

Objective 5 To publish regional magazines and publications focusing on particular activities, projects and programmes; and to maintain and regularly update the regional delegation’s web site.

The redesign and restructuring of *The Bridge* magazine is in process. Two issues of the new format - a lively but practical capacity-building tool for wide distribution within national societies - are planned to be published in the second half of the year. Based on a positive response from the Hungarian Red Cross, a national edition (in Hungarian) is planned to be piloted this year. It is hoped the Hungarian exercise will encourage other national

societies to follow suit. A new regional delegation brochure is planned (publication end 2001, beginning 2002) and the redesign of the regional delegation's web site, in co-ordination with the Geneva Secretariat, has started. The new web site - which will become the region's major information resource - will be posted onto the Internet later this year. Support will be given to the Slovak Red Cross to establish an ERNA web site.

Health and Care

This programme was established in 2001, and the implementation of the programme activities started in mid March. The objectives stated in the appeal were to:

- reduced vulnerability of individuals and communities to disease, accidents, trauma and violence;
- improve the capacity of the region's national societies to define respective roles in the area of health and care in the community; and,
- form partnerships with government, civil society and corporate partners to implement effective health and care programs.

Three additional objectives were established:

- Strategic work on regional health and advocacy.
- Assist in the preparations for the 2002 Berlin Conference.
- Coordination of Federation (including PNS) support to health and care activities in Central Europe.

Objective 1 To analyse the overall health and social situation within the Central European region and to identify regional needs, capacities, available resources and potential partners.

The following specific activities have been planned in relation to this:

- Carry out a desk mapping on national societies activities in health and care. A questionnaire was developed and sent out to all national societies in the region for this purpose.
- Assessment visits to at least 12 of the 15 national societies in the region for information gathering.
- One sub-regional workshop (of three) was conducted the last quarter of the year (the other two in the first quarter of 2002). The workshop will gather 3-5 participants from each of the three Baltic state national societies as well as external facilitators.
- Identification of partners is to be done during the mapping exercise as well as through visits to potential partners during the assessment visits to the national societies in the region.
- Contact with WHO regional office and UNAIDS regional offices will be taken by the regional health and care delegate.
- When it comes to HIV/AIDS a number of potential partners (PLWHA organizations, GNP+ and others) will be contacted together with the European Red Cross /Red Crescent network on HIV/AIDS (ERNA) secretariat.
- Identification of recourse persons able to do emergency assessments (health) will be done during the mapping exercise as well as through collaboration with the information unit and the Disaster Preparedness (DP) program.
- Identification of resource persons (thematic) that are involved in national societies health and care programs that can be considered "best practices" will take place during the assessment visits.
- Working with ERNA secretariat to strengthen the network will allow the identification of resource persons in the field of HIV/AIDS.

To date the desk mapping is completed, the questionnaire has been sent out and 10 national societies have responded and 8 of the 12 assessment missions have been undertaken. The aim of having a full baseline data of what the national societies are doing in the field of health and care, strengths and weaknesses in relation to this, an idea of in which direction they want to develop and of current and possible future strategic partnerships that could be developed was achieved by the end of 2001. Findings to date show that the national societies in the region traditionally focus on blood donor recruitment and First Aid as well as a range of social welfare activities.

Among the lessons learnt is that the assessment visits are time consuming and that considerable time needs to be spent at the regional delegation with more general regional delegation tasks. The use of a regional resource person will be necessary in order to complete the goal of visiting at least 12 of the national societies this year.

The strategy of the regional health and care programme is ownership of the national societies in the region. Thus the plan is to define the programme together with the national societies and this will be done through sub-regional workshops. The one workshop planned for 2001 was held in the second week of December. One long-term goal is to improve health and care programs through working more efficiently with strategic partners. The immediate expected result expected for this is an increased number of contacts between national societies and partners as well as an increased awareness of usefulness of working with partners. The rationale behind planning these specific activities is also to strengthen the collaboration between the national societies who are members of ERNA and partners in the field of HIV/AIDS, this in the long-term leading to more effective prevention programs.

To date partners have been contacted during the assessment visits that have taken place and the regional health and care programme is in contact with ENP+ (European Network for People living with HIV/AIDS). Contact has also been established with the regional WHO office which will be visited in October.

The regional health and care programme aims at identifying persons that can be trained to be resource persons within the region able to undertake assessments in times of disasters when an appeal may be launched. The programme also intends to make better use of existing competence within the region for identified needs when it comes to health and care program development at the national society level.

Objective 2 To assist in drawing up national society health policies and strategies and corresponding strategic plans.

The following specific activities have been planned in relation to this:

- one sub-regional workshop to be held during 2001.
- OD delegates will be asked to assist in facilitating workshops.

Objective 3 To strengthen national society human and organizational capacity in order to design and carry out comprehensive, focused and relevant health and care programmes.

The following specific activities have been planned in relation to this:

- Identification of resource persons commenced during 2001 and training will be provided in 2002.
- Other training in strategic planning and VCA to be discussed with other regional programs and a joint approach to be developed during 2001.
- Specific identification of training needs.
- An analysis of the access to computers and knowledge of use of Internet by national health and care officers will be done during the assessments.
- The regional program will provide funding for pilot projects submitted as proposals from national societies in the region to ERNA.

The long-term aim of these activities is increased capacity for strategic planning, for more effective program development within the national societies. The activities lead to increased awareness of training needs and identifying potential solutions. The support to pilot projects resulted in best practices and experience that can lead to scaling up of efficient HIV/AIDS prevention programs. To date one pilot project has been identified.

The following activities were planned under objective 3 in the appeal but were not undertaken:

- Identify representatives of vulnerable groups, paying particular attention to gender balance, who will participate in program design, implementation and evaluation.
- To draw up standard job descriptions for staff and volunteers who will implement health and community care activities.
- To assist national societies to make professional presentations of their plans to government, other civil society organizations and potential corporate partners.

Objective 4 To facilitate partnership building and cooperation with governmental and non-governmental programs and agencies, both on national and international levels, as well as with sister national societies

The following specific activities were planned in relation to this:

- Assist the ERNA in the preparation and holding of the 5th meeting which will be followed by a Capacity Building workshop on Youth Peer Education.
- Assist the ERNA to establish a web site for easier access to information and exchange of knowledge and experience for ERNA members.
- Following the sub-regional workshop on health and care for the Baltic national societies, establish a platform for the exchange of experience between the three national societies.
- The focus during 2001 will be on linking the regions national societies and ERNA to existing HIV/AIDS organization and potential partners.
- Working relations will be established between the regional program and the existing networks and platforms for First Aid and psychological support.
- A list of potential partners as well as a list of web sites that could be of interest to national societies will be made and distributed to all national societies in the region. Assistance will be given to national societies in this area upon request.
- Contact with the country delegations, the bilateral delegations and the ICRC will be established and an information sharing system when it comes to health and care will be set up together with the regions National Societies. This will possibly be done through a web page for health and care in central Europe linked to the Federation web site.

The planned assistance to the ERNA network secretariat has materialized through 3 meetings and the results are satisfactory. Apart from this contacts have been made with the existing networks / reference centers. The regional Health and Care programme is also in close contact with the Federation Country Delegations, the ICRC and those national societies with which contacts have been established. The ERNA web-site will be set up later during the year.

The following objectives have been added:

- Strategic work on regional advocacy on health and care.
- Assist national societies in the region and the Federation Secretariat in the preparations for the Berlin Conference 2002.
- Coordination of Federation (including PNS) support to health and care in Central Europe.

The regional health and care programme achieved a positive collaboration with the national societies, country delegations and the other regional programmes. The programme was implemented according to the 2001 work plan.

Organizational Development

The objectives in the Appeal for 2001 have proven difficult to report against. To simplify management of the OD programme, some objectives of the programme have been amended. Where this has happened, the new objectives are given below, together with the reason for the change. The substance and approach of the programme has not changed.

The OD programme has been working to develop a 'Regional Team' of delegates and programme managers from the Federation, national societies and PNS delegations in the region. The purpose is to improve the sharing of knowledge, and use people and their experience in places where they may not normally work. This 'team' approach is designed to increase the reach and effectiveness of regional work in organizational development.

Objective 1: Skills development To enhance the analytical and decision-making skills of staff in the seven targeted national societies.

The activity was:

- providing training in programme management and planning methodologies to improve the effectiveness of national and local programmes;

Activities carried out included:

- Delivery of four Project Cycle Management workshops for eighteen participants from six National Societies.
- Delivery of training in organization management and development.
- Development of a similar course for staff of the Federal Republic of Yugoslavia Red Cross.
- Project Cycle Management training has been very well received by the National Societies, and some of the participants have already begun to train staff in their national societies (Albania, FRY). In mid 2001, the Federation Secretariat is developing and piloting an equivalent project and programme management methodology (PPP). The OD programme will ensure that future training in the region will be compatible with Federation-wide methodologies.

Objective 2: Participatory Community Development

To ensure regular participation of vulnerable groups in the design, implementation, and evaluation of the National Societies' programmes and projects that affect their lives.

This objective is unchanged. Planned activities have been scaled down from the original appeal. The Participatory Community Development project (originally referred to as the 'PRA project') chose to pilot its approach in one country, Hungary, only. The pilot has so far been successful, and will be expanded into a further four countries in 2002. Planned activities included:

- developing skills of national society personnel in vulnerability and capacity assessment through utilization of regionally available resources and external expertise;
- designing a participatory rapid appraisal (PRA);
- organizing PRA training of trainers, including sensitivity training, through practical application in five of the region's 15 countries;
- selecting a PRA team in each of the five countries;
- identifying vulnerable groups to be assessed in the five selected countries;
- implementing, evaluating and reporting on the results of the PRA carried out in the five countries;

Achievements were:

- Completion of most of above activities in Hungary;
- Community development projects identified and planned;
- One 'Future Search' conference organized and facilitated in Hungary; the project has so far attracted considerable interest and funding. It will expand into Bulgaria, FRY, Albania and Macedonia in 2002.

Objective 3: Strategic Planning

To have the seven national societies participating in the programme draft and implement a strategic plan, based on the Federation's Strategy 2010.

This objective remained unchanged. Activities were restructured for greater clarity. The activities to achieve this objective were:

- designing and implementing strategic planning training/practical application workshops;
- analysis by national societies of their external and internal environments; selection of capacity building priorities by national societies in the DP, health, youth and communications programmes; carrying out and maximizing the results of SWOT analyses conducted by national societies of their priority fields of activity;
- formulation of log frames, responsibilities, time frame, budgetary requirements and strategic plans by National Societies;
- advising national societies on the design of relevant policies based on existing Federation policies;

In 2001, Estonia also completed and published its strategic plan. The remaining two national societies, Poland and FRY are making progress. Latvia developed and published a strategy document with the assistance of the Regional Delegation, although it was not part of the programme. In Poland, the Regional Delegation is providing in-depth guidance to Polish Red Cross to assist with managing a change in their structure and financial systems, as support to creating the conditions to develop a strategy. The Regional Delegation has also brokered support

from three PNSs who are prepared to give technical and financial support to the Polish Red Cross through its change process.

Objective 4: Resource Development

This objective was restructured and rewritten. In the Appeal 2001-2002, objectives 4, 5, 6 and 8 all referred to work that was planned for the Resource Development programme.

All these objectives were combined into one: **to improve the ability of central Europe Red Cross Societies to attract, manage and sustain reliable funding for their services and programmes.**

To date, little progress has been made. Resources in the Regional Delegation have been focused on the strategic planning in 2000, which was considered a prerequisite for successful resource development. In the first half of 2001 resources have been focused on the PCD project in Hungary. There has, however, been considerable learning emerging from the PCD programme, in which the branches who are being seen to carry out relevant and effective work are attracting funding and volunteers from their local communities. These real examples of successful and local resource development will be invaluable for the Resource Development programme. The work to achieve this new objective will be set out in more detail in the Appeal for 2002-3; it will include the following:

- Select three national societies to take part in pilot projects.
- Support development of funding strategies in the three national societies.
- Support development of fundraising strategies in the three national societies.
- Support the implementation of the fundraising strategies.
- Organize a seminar to share the experience of the pilot national societies.

Objective 5 Finance Development

To achieve more effective and efficient use of financial resources through improved financial management in the national societies.

This is a new objective, developed from the recognition that improved financial management is essential to ensure management of resources.

Activities to achieve the objective included:

- Improving and developing the financial structures and procedures of the National Societies.
- Advising, training and supporting financial management staff of the National Societies.
- Contributing to the development of the financial management capacity of the national societies within the context of the OD framework.

Activities completed included:

- Assistance in choosing and evaluating suppliers for Financial Management software in Albania.
- Establishing new financial management procedures in Latvia.
- Monitoring an external audit in Latvia
- Assessment of financial crisis situations in Poland, Lithuania and Latvia.
- Monitoring and advising on implementation of new Financial Management systems in Bulgaria, FRY and Poland.

Objective 6: Volunteer Management

To improve the quality and success of volunteer management in four National Societies.

This objective is revised from the original in the 2001-2 Appeal ["to attract new volunteers and members for the seven selected National Societies"]. This objective will be given the highest priority in 2002. For 2001, however, the focus will be on design and consultation with National Societies. In 2001, the Polish Red Cross, with the support of the Regional Delegation, has designed and prepared a volunteer pilot project for launch at the beginning of the new school year, in September 2001. This will be studied closely to see what can be learned from this project.

Objective 7: CAS Bulgaria

To increase the level of shared commitment to a single strategy for the Red Cross Movement in Bulgaria that will strengthen the impact of the national society's work in improving the lives of vulnerable people.

This is a new objective, emerging from the Action Research process, and building on the Federation Secretariat's strategy to improve the co-ordination of Federation member National Societies. The OD programme will be supporting the development of a Country Assistance Strategy (CAS) for Bulgaria, and supporting the development of a CAS, if necessary in FRY and a sub-regional Assistance Strategy for the Baltic states. The International Federation Secretariat is promoting the Country Assistance Strategy (CAS) as the key tool for development co-operation in countries with a number of international partners.

Planned activities for the rest of 2001 and 2002 were to:

- Design CAS process, and obtain agreement to process from all parties (2001).
- Support research of country and national society situation (2001-2002).
- Facilitate the negotiation to obtain commitment from all parties to the CAS (2002).
- Finalize agreement and follow-up processes.

Regional Cooperation

Objective 1 To increase the number of delegates from the 1999 regional BTC who have completed a first mission from 25% to 50% in 2001.

During the first six months of 2001 a total of 8 persons from the region departed on international delegate missions. For 5 of them this was a first mission. This brings the number of participants from the regional BTC held in 1999 who have departed on a first mission to 8 reaching the goal of a 50% placement rate for the year. A further 3 persons on the regional roster who participated at other regional or PNS BTCs have also completed a first mission. Funding is a key issue in recruiting persons from the regional roster for delegate missions, although the placement rate indicates that the Secretariat has been able to match strong candidates with PNS funding where possible.

All of the first time delegates have been Federation delegation staff, none have come from national societies. The delegations have also been able to reintegrate those persons who have left on short missions of up to 3 months. The issue of reintegration into the national society following mission and funding concerns may appear as barriers to national societies considering proposing candidates for mission. The capacity of current national society human resource systems to administer and manage international staff is also a limiting factor. Further effort will be put into promoting the existing opportunities for national society BTC trained candidates, whilst at the same time taking into consideration the impact that mission absences may have on the work of the National Societies.

The regional roster of BTC trained candidates is slowly being extended to include data on other regional resources with specific technical skills or experience to support programme needs in the region (for example in health, disaster response, logistics, etc.).

Objective 2 To hold a second regional BTC in 2001, with an increased participation of national society candidates (including from the Russian, Ukrainian, and Belarusian Red Cross).

A second regional BTC was held in Hungary in November 2001. Invitation letters have already gone out to national societies and delegations in the region as well as to PNS with bilateral delegates in the region, without BTC training. Interest has already been shown by the Belarusian, the Ukrainian, and the Federation delegation staff in the two countries, as well as the Macedonian, Latvian, and the Danish and American Red Cross.

Assistance and advice has been provided to national societies (Slovak Red Cross, Belarusian Red Cross, Red Cross Society of Bosnia and Herzegovina, Latvian Red Cross) and delegations (Federation FR Yugoslavia, Federation Ukraine) in implementing pre-selection methods and interviews for candidates

Objective 3 To establish appropriate procedures by the end of 2001 in national society/delegations/regional delegation to provide support to delegates, regionally deployed staff and staff on loan regarding contract, insurance, briefing and debriefing issues.

The focus has been on establishing procedures and support systems at the regional delegation level - including briefing, debriefing, recruitment, insurance and mission preparation procedures - to support greater mobility and flexibility of regional resources. The concept of working as a regional team is slowly developing with colleagues, principally from Federation country delegations in the region, involved to a greater extent in work outside their country of assignment. The Regional Youth Development Programme has been working with a staff on loan position for nearly two years, with staff and volunteers from national societies in the region. The regional health programme will be using staff based in Sarajevo as a regional resource person, and the regional finance unit has provided support to the finance function of the Sarajevo Delegation through regional resources. The regional communications unit has plans to draw on the skills of the information delegate based in FR Yugoslavia for more regional work. The necessary administrative support framework is continually being improved through lessons learnt in the field.

As no national society candidates have departed on mission, limited support has been provided in clarifying employment issues connected to international deployment. However, discussions with the Slovak Red Cross have focused on the development of procedures for international mission preparations. International employment issues are just one part of the human resource challenges which the national societies are facing, and which need to be addressed in a more comprehensive way. The appeal document 2002-2003 for the Regional Recruitment Programme incorporates a more extensive HR development element to support the national societies in this field in 2002, and to encourage the adoption of standard systems and procedures, as outlined in the International Recruitment Handbook.

Objective 4 To review professional / technical training opportunities for potential delegates from the region prior to first mission.

Candidates from within Federation delegations have easier access to training through second level training opportunities coordinated in Geneva. However national society staff to some degree and those who may have left Federation delegations, but who are on the regional roster of BTC trained candidates, fall outside the 'catchment' area. Funding is the main concern for such external candidates. Including a budget line in the regional recruitment appeal 2002 -03 to support such external candidates from the roster to access second level training may be one solution. In addition the regional delegation increased awareness of training opportunities by developing a training calendar during the 3rd quarter to distribute to national societies and CDs and candidates on the regional roster to share news on what training the Red Cross is planning.

A number of training consultants have also been identified who are available in the region and outside to support training opportunities, should funds allow.

Coordination and Management

Objective 1 To provide efficient and professional support to the various regional programmes and the country delegations in the region.

New services in financial development, health and care in planning and reporting have been added to the delegation's capacity. The new services provide support and advise not only to the national societies but also to the other regional programmes and to country delegations.

Objective 2 To support and manage the regional delegation in its strategic guidance to national society programming.

This involved by far the most extensive work and effort. Being part of the Federation Secretariat's change process and one of the three Action Research (AR) regions, the issues of roles and responsibilities, improved support and services to national societies along with preparations for the participatory process of developing a Regional Assistance Strategy (RAS) have required the major part of the head of regional delegation's time as well as significant participation and inputs from the individual delegates/programme managers and team leaders.

The structure of the regional delegation has been revised with all program delegates/managers forming a program team for better coordination and planning with an appointed team leader. Communications/reporting

services as well as finance, administration, human resource services and logistics have been grouped in teams with team leaders. The three team leaders form an advisory management team. Through these arrangements better strategic planning and coordination of regional support is being achieved.

Several delegates participated actively in three global working groups within the AR framework: Capacity building (lead by the Regional Delegation/Budapest), disaster management (lead by Regional Delegation/Bangkok) and in programme implementation (lead by Regional Delegation/Harare). The reports from the groups provide rich development initiatives in better programming and planning as well as in improved services to national societies and in improvements for Federation coordination roles and responsibilities.

A more effective use of human resources in the region has been introduced by using delegates from country delegations in regional tasks and/or specialist assignments in their area of expertise as short-term consultants for national societies. This will continue to develop in the context of regional programme/sectoral teams to eventually involve also national society special expertise.

Focal points for all central Europe national societies (CENSs) have been assigned within the regional delegation. The country delegations will perform that role for the national societies they are supporting. The goal is to provide a better service, contact, and a liaison to a national society in its communication with the regional delegation. The FP also contributes to building knowledge about the CENSs and to promoting the interests of the societies. Overall, the regional delegation hopes to serve also partner national societies better with up-to-date information and knowledge about the programmes and needs of the national societies.

The major constraint has been the workload on the entire delegation with the Action Research process. As in any change process, the challenge is to analyse present ways of working and adjust to a new philosophy. With the highly professional, experienced and motivated delegates and staff, the roles and tasks are at least becoming clearer as the process proceeds in its action mode.

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All International Federation Operations seek to adhere to the Code of Conduct and are committed to the Humanitarian Charter and Minimum Standards in Disaster Response (SPHERE Project) in delivering assistance to the most vulnerable.

For further information concerning Federation operations in this or other countries, please access the Federation website at <http://www.ifrc.org>.

John Horekens
Head
Relationship Management Department

Lynette Lowndes
Head
Europe Department

Budapest Regional Programmes						ANNEX 1
APPEAL No. 01.52/2001		PLEDGES RECEIVED				07.01.2002
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
CASH						
REQUESTED IN APPEAL CHF ----->				10'877'065		TOTAL COVERAGE 46.4%
CASH CARRIED FORWARD				628'680		
SECRETARIAT PROG SUPPORT				420'853		
BRITISH - GOVT (DIFD GRANT)				930'000	03.02.2001	PARTNERSHIP IMPLEMENTATION PLAN 2001
BRITISH - GOVT (DIFD GRANT)				43'000	03.02.2001	PLANNING & REPORTING
BRITISH - RC				14'000	GBP	34'440 03.05.2001 YOUTH DEVELOPMENT
BRITISH - RC				14'000	GBP	34'440 03.05.2001 REGIONAL INFO TRAINER H. VALUES
BRITISH - RC				69'422	03.05.2001	REGIONAL YOUTH DELEGATE
BRITISH - RC				14'569	USD	23'660 05.11.2001 FINANCIAL MGT SYSTEM OF BRC
CANADIAN - GOVT/CIDA				198'000	CAD	217'444 09.04.2001 HYGIENE PARCELS, CROATIAN & BOSNIA
CANADIAN - RC				880	CAD	962 30.03.2001 INFORMATION
FINNISH - RC				33'637	EUR	51'747 26.03.2001 INSTITUTIONAL & RESOURCE DEV.
FINNISH - RC				33'637	EUR	51'747 26.03.2001 HUMANITARIAN VALUES
FINNISH - RC				16'819	EUR	25'874 26.03.2001 BOSNIA-HERZEGOVINA, REPATRIATION & REINTEGRATION
FINNISH - RC				33'637	EUR	51'300 21.06.2001 COORDINATION & MGT
ICELANDIC - RC				2'000'000	ISK	34'530 23.07.2001 OD
NORWEGIAN - RC						10'000 31.01.2001 PNS CO-ORDINATION PROJECT, CO-ORDINATOR COSTS
NORWEGIAN - GOVT/RC				1'078'749	NOK	206'369 13.06.2001 BOSNIA, REPATRIATION & REINTEGRATION OF REFUGEES
NORWEGIAN - GOVT/RC				530'000	NOK	100'734 02.07.2001 DR + DP
NORWEGIAN - GOVT/RC				500'000	NOK	95'033 18.07.2001 HIV/AIDS PROGRAMMES
NORWEGIAN - GOVT/RC				647'249	NOK	123'821 19.06.2001 REPATRIATION & REINTEGRATION CROATIA
NORWEGIAN - RC						91'358 21.09.2001 DEVELOPMENT DELEGATE
NORWEGIAN - GOVT/RC				3'236'624	NOK	590'693 26.09.2001 YUGOSLAVIA, MACEDONIA, BULGARIA PRA-PCD
NORWEGIAN - GOVT/RC				1'078'749	NOK	198'490 04.11.2001 HUNGARY, SLOVAKIA, ROMANIA
NORWEGIAN - RC				3'000	USD	5'004 26.11.2001 NS PARTICIPANTS, TRAVEL & ACCOMMODATION
SWEDISH - RC				7'500	SEK	1'303 23.01.2001 PSC USED CLOTHES
SWEDISH - RC				375'000	SEK	65'138 22.03.2001 DISASTER RESPONSE
SWEDISH - GOVT/RC				2'150'000	SEK	355'825 08.06.2001 DR, PREPAREDNESS, HEALTH & CARE OD, COOP, COORDIN & MGT
SUB/TOTAL RECEIVED IN CASH				4'461'867	CHF	41.0%
KIND AND SERVICES (INCLUDING PERSONNEL)						
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
Denmark	Delegate(s)			18'563		
Finland	Delegate(s)			92'155		
Great Britain	Delegate(s)			171'005		
Iceland	Delegate(s)			58'973		
Norway	Delegate(s)			99'878		
Sweden	Delegate(s)			108'745		
SWEDISH - RC		210'000	SEK	36'477	23.01.01	30'000 KG USED CLOTHES, TRANSPORTATION
SUB/TOTAL RECEIVED IN KIND/SERVICES				585'796	CHF	5.4%
ADDITIONAL TO APPEAL BUDGET						
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
SUB/TOTAL RECEIVED				0	CHF	
THE FOLLOWING PROJECTS ARE LINKED TO THIS APPEAL:						
P66507						