

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

SERBIA & MONTENEGRO/ KOSOVO

17 September 2003

Appeal No. 01.75/2003 (Note: the appeal was launched under the title Federal Republic of Yugoslavia (FRY)/Kosovo but FRY was renamed Serbia & Montenegro in March 2003)

Appeal Target: CHF 4,865,343 (USD 3,462,229 or EUR 3,164,452)

Programme Update No.2

Period covered: April 1, 2003 – August 31, 2003

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In Brief

Appeal coverage: 70% on date of issues, for a live update on coverage, please click on the link below:

http://www.ifrc.org/cgi/pdf_appeals.pl?annual03/1-2-3%20-%20ap017503.pdf

Outstanding needs: Donor support still required; please see the above link

Related Emergency or Annual Appeals: Central Europe 01.76/ 2003

Programme Summary: Programme implementation has seen slow but steady progress over the past quarter has been made. With a Memorandum of Understanding (MoU) and programme agreements signed, the roles, goals, expectations and commitments of all sides are better defined. Planning is more focused and implementation is improving. Unfortunately, the political situation and uncertainty about the future status of the national society has affected operational progress and slowed expenditure. However, established programmes have continued to grow, in quantity, quality and depth. With Federation delegation support, the national society has provided regular relief assistance to more than 60,000 people across both Serbia and Montenegro. The delegation has also continued to support organisational initiatives, such as finance development and human resource management, to strengthen the national society's capacity to provide appropriate, sustainable and cost effective services to those in need.

Operational developments

The late spring and summer has seen further complications in political life in Serbia and Montenegro. A series of political scandals threatened to bring economical, political and social changes to a halt. After the assassination of Serbian Prime Minister Zoran Djindjic, a crackdown on organised crime unearthed several instances of corruption in government circles. These were subsequently drowned by mutual accusations and a general sense of loss of direction in government policies. On the economic front, the EU has imposed a ban on favourable terms of sugar exports, for the alleged abuse of these terms, thus forcing a barely opened door to close. Meanwhile, the rate of unemployment has reached an all time high.

The restructuring of the federal government is still in process, which means that the National Society (NS) has yet to find its own role in constantly changing circumstances. The lack of an identified counterpart in government and

firm indications of any available funding put the NS in an awkward position. The organisation is at the same time expected to demonstrate understanding of the circumstances, outline its position and capacities for response, while still not being fully officially recognised as a valuable partner. This all affects the process of restructuring the NS and re-establishing relationships between its constituent organisations.

Health and Care

Goal: The incidence of HIV/AIDS and substance abuse is reduced in particular amongst young people; the psychological and social well being of vulnerable groups in particular the elderly, handicapped children, refugee families in collective centres and Roma people is enhanced. The population's capacity regarding First Aid is strengthened.

Objective: To ensure active Red Cross volunteers in the local community are empowered, identifying the needs of the vulnerable in their community and responding with high quality social welfare, home care, First Aid and health promotion services in branches and the community in order to strengthen coping mechanisms and reduce vulnerability.

This quarter, despite the summer months and annual vacations, has seen a significant amount of activity by volunteers in the provision of health and care services.

In the area of Home Care, thirteen new municipal branches including twelve in Serbia and one in Montenegro,



At the ready: Red Cross volunteers practice their first aid techniques.

began operations. This brings the total number of municipal branches offering a Home Care programme to 92 (81 in Serbia and 11 in Montenegro), which makes for more than 50% of all branches. Furthermore, the number of people involved is on a steady increase with over 2,000 volunteers assisting over 10,000 beneficiaries. This is proof of the reputation the Programme has earned, since the NS as a whole and branches for their own part are constantly struggling for human resources, especially volunteers. Training of new volunteers and provision of uniforms took place and service provision to the elderly in the new branches began. One important step for the programme is the completion of the Home Care training video tape. Distributed to all branches, it will be most helpful in the provision of consistent orientation and education to volunteers, as well as a good reference point for other forms of training.

In an effort to ensure programme consistency in all parts of the country, especially after expansion, additional coordinators were recruited to oversee operations in the Nis and Zajecar area (southern Serbia). Their role is to assist with supervision and provide much needed advice and technical assistance to branches in this region, previously somewhat neglected due to their geographical position.

Promotion of Home Care was accomplished through television coverage in the Vojvodina and Belgrade areas as well as a radio programme. Tenders for the equipment of microprojects were received and are ready for selection of successful bidders. This equipment will enable selected branches to broaden the scope and increase the quality of services to their beneficiaries and add to the sustainability of the programme.

The first aid programme is awaiting the outcome of the first aid feasibility study being conducted as part of Organisational Development before proceeding with development of commercial first aid courses and purchasing additional first aid equipment.

The National Society has a clear health and care role auxiliary to government which is recognised and valued by the government and the community.

A very successful “Health-away day” workshop was initiated by the Federation and held with 22 participants from the National Society, the two Republic Societies and the Federation in attendance. The aim of this meeting was planting the seed for a long-term strategy of the NS in the Health and care area, identifying the needs in the general public, measured up to the capacities of the organisation in order to come up with the activities and strategies. Three priority areas were decided upon – blood donor recruitment, first aid and health promotion. The National Society has written draft programme descriptions for these priority areas and will develop them in the next quarter.

A thorough blood donor survey was completed using the services of a professional agency, covering 1,800 interviewees to try to identify the main reasons behind people deciding against donating blood. The results, published in the form of a 150-page study, will be a priceless tool in developing strategies for future recruitment of donors.

The government has announced some funding is available for social programmes and a number of municipal branches took the opportunity to apply for funds to operate existing programmes such as Home Care and Soup Kitchens. This is a positive step towards future sustainability and encouraging proof that an increasing number of branches is taking ownership of the programme and realises the need for developing strong bonds with the surrounding community.



On hand: Red Cross support reaches into the community.

In the area of advocacy, the formation of a network of organisations who share a common goal of advocacy for vulnerable groups has been initiated. Meetings have been scheduled for the next quarter with foreign and local humanitarian organisations such as International Orthodox Christian Charities (IOCC), Caritas, Gerontology Society of Serbia, Lastavica, Amity and many more in order to tie the existing Home care programme with other related programmes and advocate for the most vulnerable groups to the government with the aim of long term sustainability.

HIV/AIDS and substance abuse awareness among targeted youth is increased and their sexual and other at risk behaviour is positively modified.

The Federation continues to support the NS as it struggles to define its role within the field of HIV/AIDS. Although the Red Cross Societies agree that they should take an active role in this area, they have been unable to clearly

define what that role should be. Peer education continues to be discussed; however, it is yet to be found out whether this has had much impact on modifying risky behaviour.

The mental health and quality of life of 12,000 targeted refugee families in collective centre accommodation, handicapped children and Roma people have improved

Some 70 professional associates and 200 volunteers across 41 municipal branches worked on the three pronged social welfare programme - supporting Roma children and their families, children with special needs as well as their families and refugees housed in collective centres. The programme supported a total of 5,500 beneficiaries per month. Work on the training manual for volunteers was initiated and the materials are currently being prepared and discussed between experts.

The formal handover of the programme supervision took place with local supervisors taking over the supervision of the programme from Federation supervisors at the end of June. Supervisors and volunteers for the noted areas were selected and the first cycle of the training completed prior to the handover. This reinforces the ownership of the programme on the side of the National Society and, more importantly even, the branches themselves. There has been interest shown by the Swiss Cooperation and Development organisation to provide some funding which is a positive step towards sustainability of social welfare programmes in the future.

Disaster Management

Goal: The country's most vulnerable refugees, internally displaced and socially vulnerable people maintain their dignity, their minimum living standards and are well nourished. The effects of local and national disasters are mitigated by a rapid, well resourced and co-ordinated response mechanism.

Objective: To ensure the National Society continues to provide food and non-food items through a professional and well-functioning relief system. The National Society has a clear role in disaster response and provides a rapid, skilled, well-resourced response to victims of disasters.

A well-integrated disaster response system with a clearly identified and understood role, effective management and activation system supported by appropriate stocks and equipment.

The submission of a NS disaster preparedness concept paper in mid 2002 resulted in the NS signing a letter of intent with the federal Ministry of Defence, Civil Protection Section. The letter is an initial attempt to delineate the role and function of the NS within the disaster response field and to clarify what the authorities can expect of the NS in times of emergency. At the time of signature it had been hoped that the letter would hasten the formulation of a national disaster response plan; however, inconclusive discussions between the federal and republican authorities, are likely to delay the development of a plan until mid to late 2004.

In the absence of an agreed role within a national response plan, the NS has, with Federation support, set about strengthening its network of volunteers and branches so as to maximise capacity in times of crisis. To this end, the Federation has and will continue to support an intense programme of training, developing local, municipal, regional and national response teams that are compatible with national and international disaster response mechanisms. Over the past year more than 30 separate disaster response training sessions have been held with 138 teams and 2,000 members involved, in addition to the following:

- General Disaster Management training - two training sessions delivered to 60 branch people
- Sub Regional Disaster Preparedness (DP) Coordinators – comprising representatives from eight NSs. This workshop, hosted by the NS was held in Kotor, Montenegro.
- Capacity Building in Emergencies – as with the above course this was a regionally planned initiative held in Serbia and Montenegro. Twenty five NS managers attended the course and were introduced to standard Federation reporting procedures and systems.

The Serbia and Montenegro RCS (SMRCS) has formalised an agreement with the country's main ski resort to provide mountain rescue, and the RC Montenegro has an agreement with the Montenegrin Ministry for Tourism to provide a life saving service on the beaches during the tourist season. This is an important income-generated activity but even more so in raising the profile of the organisation and its disaster management programme. Additionally, the Serbia and Montenegro RCS has provided input to United Nations Development Programme (UNDP) in the planning of a UN regional disaster management training programme. It is intended to cooperate closely with the ICRC's conflict preparedness activities so that both international Red Cross bodies within their mandate and competence can assist the SMRCS in a coordinated manner.

Over the past four months, Disaster response training continued with a refresher course for 36 educators from municipal teams. The education at municipal level will begin in the second week of September where these educators will be in charge of volunteer training. All in all, 138 municipal teams with nearly 2000 members will be trained by the end of this year and in 2004. Assigning experts to take roles in municipal, republic and federal teams has ensured that the work is properly divided and that the whole system functions on a foundation that promises more efficiency in day to day work and higher quality of response when disaster strikes. Procurement and delivery of outstanding DP materials has been completed. NS approval of the draft DP plan of action is still pending. The same goes for the programme agreement that awaits input from the side of National Society and will be signed after the details are sorted out, most probably in September, thus making clear the commitments and resources available on all sides. The delegation has received feedback from the NS regarding stock procurement and priority equipment needs for 2003. Tendering for this equipment will begin early in September and the procurement and distribution to the branches will take the rest of the year. National DPP coordinator and his team have been busy with other activities over the past months as well, the most important being a design and submission of a project for civil military service that has been accepted by the ministry of defence as a draft and is currently being discussed in detail. Other activities included creation of a training/ income generation camp for DP and preparation of a manual to be used for volunteer training in disaster management (the topics for this manual tested in two lectures to volunteers in two different municipalities) and distribution of a donation from German Red Cross: 80 pumps for water and mud to be used in flood situations. These activities, while not funded through the Federation, demonstrate the ownership of the programme on the side of NS and an eagerness to shape the programme along the lines of what is considered to be regional and European standard in this area.

The basic food needs of 120,000 refugees in Serbia between January 2003 and June 2003, followed by a reduction to 60,000 refugees from July 2003 until December 2003 are met.

During the reporting period January-June 2003 approximately 119,328 beneficiaries in Serbia living in private accommodation and collective centres, received WFP food aid through the Federation/RCS distribution centres. Additionally, non-food items provided by UNHCR and Federation were distributed to refugees in Serbia and Montenegro (between 30,000 to 100,000 beneficiaries). As agreed with the UNHCR/WFP, and in accordance with its exit strategy, the Federation withdrew from this operation at the end of June handing over full contractual responsibility to the NS. Under this implementing phase the number of beneficiaries is reduced to 60,000 including refugees in collective centres.

To be signed in very near future, the contract between NS and UNHCR/WFP will enable continuation of food and non food distribution to the most vulnerable beneficiaries through SMRCS distribution network.

Soup kitchens meet the basic food needs of 9,450 beneficiaries in Kraljevo and Nis regions starting from October 2003

The project agreement has been signed between the Red Cross of Serbia (RCS), and Norwegian Red Cross Society (NRC) and the Federation regarding the implementation of soup kitchen programme in Nis and Kraljevo regions. The objectives are to provide more than 1.4 million meals to some 9,450 beneficiaries across 39 branches over a six month period. The programme will operate over the winter period (October-March). Target beneficiaries include: families receiving state support, families without additional income, elderly people with negligible savings, individuals with physical disabilities or learning difficulties, chronically ill persons, single mothers and Roma families. At this moment, the NS, under supervision of Federation Relief/Logistics department, is in the process of selecting suppliers of food and hopefully by the end of September all commodities needed would be distributed to the RC Serbia branches implementing the programme.

48,000 old, very young and most vulnerable refugees able to more comfortably get through the winter with warm jackets, boots and blankets.

With no assistance received this initiative was put on hold.

Organisational Development

Goal: Before the end of 2004, the National Society has a significantly improved image and reputation among its key stakeholders (including beneficiaries, local government, the International Red Cross and Red Crescent Movement, media, and Ministries of Social Welfare and Health) for the quality and integrity of its work.

Objective: To improve the National Society's management of human and financial resources, ability to make and implement strategic decisions, and capacity to develop delivery of community services.

Progress/Achievements

The National Society has improved financial systems and management of its financial resources, with new financial management procedures and standard computerised accounting systems

The Finance Development Project is in its third year of a four year project. A contract has been signed with the Belgrade University Faculty of Economics to provide training on standardising accounting procedures in all 180 branches and HQs, in accordance with international accounting standards. The training will take place in November and December 2003.

The Finance Development project team organised two workshops on budgeting and implementation of new financial procedures.

An IT consultancy firm has been hired to select and implement appropriate financial accounting software in 17 sites across Serbia. This pilot phase will be completed by March 2004.

The working methods, experience, and lessons learned from this project have been shared with the Regional Delegation finance development project and the Macedonia country delegation. Further co-operation is anticipated.

The NS has more effective staff performance; the human resources project has developed commitment to good human resource management practices, including recruitment, reward and development of key staff.

Progress with this project continues to be slow. Commitment to dealing with fundamental human resource questions exists, but the work required will be difficult and very controversial. The prevailing culture amongst governance is risk-averse, and tends to avoid recognition of serious issues. In an effort to begin to change the governance culture, two senior governance figures, and two senior managers attended the Geneva induction course for new National Society leaders.

Three National Society staff, including the newly appointed Secretary of the Red Cross of Serbia, attended a seminar on human resources management in order to get a better grasp on the need to restructure the organisation and to learn skills necessary in taking this important step.

More suitably qualified and motivated volunteers are available, and the use of volunteers in services is improved; the volunteering project has developed better volunteer management practices at the level of service delivery. Young people have become the mainstay of the national society's volunteers.

The Danish Red Cross carried out a short study to examine its potential role in supporting the development of volunteering and volunteer management in Serbia & Montenegro. Its recommendations are yet to be finalised, but it is anticipated that there will be areas for co-operation between National Society, Federation delegation and the Danish Red Cross.

Work has begun to consult with branches about the training of volunteers and information collection systems (see youth project, below).

The National Society has an increased level of reliable and sustainable funding; the funding project has analysed the total funding requirements of the National Society, and identified work to be done to ensure the sustainability of the National Society after the end of the relief distribution.

A project team to assess the feasibility of raising funds through the provision of first aid training has been established. Two people - one expert in first aid and one marketing and business expert from the British Red Cross - visited and helped to establish the design of the research project. A team of four (three National Society staff and one consultant from the Faculty of Economics) is continuing the research. The research will recommend a strategy (or strategies) for the RC i) to support the development of a legal framework that improves safety in the workplace and in emergency medical care; ii) to position the RC as a major provider of first aid training; and iii) to set the standards for the provision of first aid training by RC and other providers. The team is expected to report by the end of October.

In conjunction with the World Food Programme, the Belgrade organisation 'The Mediija Centar' delivered training courses in media relations for senior National Society managers, to an enthusiastic response.

Branches have a methodology that can be locally resourced, to analyse local vulnerability and develop services and projects which address local needs

The National Society and Federation country delegation are working in co-operation with the Federation Regional Delegation's Participatory Community Development (PCD) project (see Central and Eastern Europe Regional Reports) to achieve two objectives. The first is the expansion of the PCD project into three new vulnerable communities. The second is to take the knowledge and experience from the PCD and other needs assessment methods to develop a simple and effective methodology for RC branches in Serbia & Montenegro to be able to assess priority needs in their communities and develop projects and services to respond to those needs. The aim is for this to take place with minimal outside support. A project plan and draft agreement have been prepared, and it is expected that this six month project will begin in September 2003.

The National Society has a transparently managed fund which supports the development of new and existing community services in the branches; the Branch Capacity Building Fund has developed the National Society's decision-making capacity, distributed funds according to its strategic priorities, and ensured the accountability of decision-making.

There has been difficulty in reaching unanimous agreement between the various components of the National Society. ICRC and Federation have agreed a way to proceed, and this will be implemented in the fourth quarter of 2003.

The National Society has improved communications between branches and headquarters; the Federation has assisted the National Society to identify ways in which appropriate technology can improve the ways in which the headquarters level can communicate quickly and directly with branches

A contractor was selected during this period, and work has begun on the installation of a new telephone and computer network. The wiring and building works have now been completed, and work is beginning on installation of telephone exchange and computer network servers. This phase of the project is expected to be completed by the end of September 2003. Finance servers for Finance Development project also included. Planning for a second phase-1 inking in the branches- will begin in the next month also in conjunction with the Finance Development project.

The National Society delivers improved community services by and for young people; the Federation's support to the National Society's youth programme has become an integral part of the organizational development programme. Resources and development work are shared in the areas of volunteer management and training. The organizational development programme has encouraged links between the National Society's main services and its young volunteers.

The youth development project has finalised an interim project plan, which will achieve three things: the elaboration of a modular 'unified training system' for volunteers, the design of an appropriate information collection system, and the development of an HIV/AIDS strategy. During this period, work began on extensive consultations with branches. This should help to ensure their commitment to the implementation of the training system when finalised, and to ensure that the information system is as appropriate and practical as possible.

Five 'pilot' training modules have been developed on subjects related to disaster preparedness and response, with the support of the World Food Programme. Together with existing training programmes for young people, these will form the basis of any testing of the Unified Training System approach.

Humanitarian Values

Goal : Civil society in post-conflict Yugoslavia has become more tolerant and respectful of humanitarian values; the needs of the internally displaced, refugees and the socially vulnerable are recognised and met as far as is possible.

Objective: To create respect for the NS is as a neutral and impartial promoter of humanitarian values and a key provider of volunteer-based services to the vulnerable at community level.

The NS with support from the Federation has developed a communications strategy and operational plan to strengthen its image in the media and elsewhere as both an effective deliverer of relief assistance and an organisation which delivers essential volunteer based community level services especially in health and care.

Profiling the activities of the NS, the Federation sought to nurture contact between the NS and national media. Particular efforts were placed in familiarising print journalists with the work of the NS emphasising the broad role the NS plays in civil society and stressing that the portfolio of services means the NS is much more than simply a distributor of relief assistance. However, the summer period is generally a dead season for any kind of promotional work, even the broadest one as this, thus the fall should see a resurgence of Humanitarian Values activities with the draft and discussion of a strategy paper between the Federation and NS.

Federation Coordination

Goal : The Yugoslav RC and its republican entities have a well-functioning network of partners and donors who are committed to helping the National Society achieve its strategic development aims and through increased capacity better assisting the most vulnerable people in Yugoslavia.

Objective : To develop and fulfil the responsibilities outlined in a Cooperation Agreement Strategy between the Federation Secretariat delegation, the Yugoslav RC together with the ICRC, all Red Cross and other partners and donors to support the Yugoslav RC.

The Federation has hosted a series of meetings with a view to improving cooperation. The NS, partner NSs and ICRC attended the meetings agreeing that there was scope to both harmonise activities and share knowledge and experience. The idea of engaging a technical expert from Geneva to map out the next steps and brief the NS' management and governance is still up in the air. This proposal has been agreed by the NS and its partners and will hopefully take place during the final quarter.

The Memorandum of Understanding between NS, ICRC and the Federation has been signed. This document articulates the relationship between the NS and international RC partners. The MoU is one of three components developed to hasten NS reform in light of the dissolution of Yugoslavia. It closely relates to the revision of the Statutes and lends impetus to the development of project agreements, which have been successfully drafted and in some cases already signed during summer. These tools define the expectations, goals, objectives and commitments in specific projects with great precision, thus leading to better understanding of the work to be done, improved efficiency and overall better planning.

After the handover of CABAC project to NS in August, a new project called "Building EHL Capacity Amongst Youth in Serbia-Montenegro" (BECAYS) was initiated and signed by NS, RCS, Danish RC, ICRC and the Federation. Signed for a one year period, this project seeks to improve youth's understanding of humanitarian issues related to situations of armed conflict with the overall objective to have a preventive and indirect pacifying effect on potential future conflicts in the region. Belgian RC Flanders continued a schools rehabilitation programme in the southern Serbia. The Belgian RC (French) maintained their programme of support to Roma communities in Belgrade municipality. Through the programme the Belgian RC (French) provides material, health and educational support. Working in partnership with the NS and Federation, the Spanish RC continue to provide support to the homecare programme and to children with special needs. The Norwegian RC successfully completed the project of supporting and reforming the nationally emergency ambulance service and terminated their presence in the region, still remaining a key donor for a myriad of Federation-supported programmes. Norwegian RC has signed the agreement to support the winter Soup kitchen Programme of the Red Cross of Serbia, which will possibly lead to a representative of the donor society spending some time in the region.

International Representation

Goal: The policies and fundamental principles of the Federation are reflected in the values of civil society and in the policies of government and other key actors in Yugoslavia, leading to a more stable, peaceful environment where the needs of the vulnerable are addressed.

Objective: To ensure that the NS is well-positioned in civil society as a respected provider of services to, and advocate for, the needs of the vulnerable.

As befits its role the Federation, has encouraged NS participation in strategic discussions that are reshaping civil society and the humanitarian sector in Serbia and Montenegro. Until now the NS, overwhelmed by large-scale operational responsibilities, have dedicated limited time and effort to fostering a clearer working relationship with the authorities and civil society. This however, needs to change and the NS' senior management recognise the need to reposition the NS as a vocal and active advocate for the poor. To this end the NS have become more involved in the World Bank sponsored, Poverty Reduction Strategy Process, UNAIDS theme group discussions and deliberations centring on the return/integration of refugees and IDPs. Also, formation of a network of advocates for the needs of the vulnerable, as part of Health and Care activities, is an important step in positioning the NS and its constituent components as a force to be reckoned with when it comes to the needs and rights of the vulnerable.

KOSOVO

Programme Summary: The Federation Office in Kosovo is supporting the two Red Cross organisations in Kosovo, the Red Cross of Kosova (RCK) and the Red Cross of Kosovo and Metohija (RCKM), in their programmes related to Health and Care, Disaster Management, Humanitarian Values and Organisational Development.

The Psychosocial programme support was phased out during 2002 and transformed into a community-based information and referral service, Community Resource Centre Initiative (CRCI), for vulnerable populations with additional support activities and training. This information and referral service, currently supported by the Swedish RC and a Netherlands RC Delegate, is meeting the needs of beneficiaries and will be handed over to the local Red Cross by the end of 2003. Planning is ongoing with the RCK to determine what aspects of the programme will be retained and a funding plan, though to date the RCK has not been able to state what aspects of the CRCI programme they wish to retain. Attempts by the Federation to encourage the RCKM in establishing a social welfare programme in its branches have not been successful.

The First Aid programme support, made possible through the Finnish RC, will be handed over to the RCK and RCKM by the end of 2003. Although the intent was to establish a single First Aid programme for both RC organisations, this will not be possible due to heightened tensions in Kosovo and the different needs of the RCK and RCKM in regards to their First Aid programmes. However, good progress is being made to enhance the capacity of the RCK in respect to their generation of income from First Aid training for persons applying for a driver's licence.

The Youth programme, funded by the German RC and the Swedish RC and supported by a Spanish RC Delegate, will be handed over to the RCK and RCKM by the end of 2003. It is focused on increasing the capacities of the local Red Cross in management and training of youth volunteers, and to design and to implement a youth policy. While both the RCK and RCKM have a functioning Youth programme, the RCK has been more accepting of Federation support and demonstrated a greater interest in expanding their Youth capacity.

In the Disaster Management area, a Disaster Management Delegate was assigned to Kosovo in early July and has finalised plans to complete a Vulnerability Capacity Assessment before the end of 2003. This programme will continue through 2004, and the 2003 activities are made possible by funds donated through the British RC in 2002

and carried over into 2003.

While some management training has been completed, the primary Organisational Development activities have been focused on forming one Red Cross organisation in Kosovo. Beginning in late 2002, the RCK and RCKM agreed to identify three representatives each to form a Joint Working Group (JWG) whose task is to develop a proposed plan for creating one Red Cross in Kosovo. The Federation and ICRC in Kosovo jointly facilitated the six meetings that have been held in the first quarter of 2003, and four meetings in the second quarter with funding through the British RC, Finnish RC and Swedish RC. Although significant progress has been made to date with the meetings of the Joint Working Group, the current thinking is that the political environment in Kosovo will not allow the process to move forward until tensions ease or the final status of Kosovo is decided.

The budget is at CHF 2,142,938, but Pledge Management Notes signed to date only total CHF 1,140,495, approximately 53% of budget. In late July, the budget was revised, for a total of CHF 1,504,901, and submitted for approval. If this new budget were approved, the amount covered of the new budget would be 76% with outstanding needs of 364,407 CHF, covered by soft pledges. Firm donor support, however, is still needed, particularly in social welfare, first aid and disaster management.

Operational developments

Although a government structure has been formed in Kosovo at the regional and municipal levels, much still remains to be done in the areas of responsibility handed over from the United Nations Interim Administration Mission in Kosovo. Kosovo faces large socio-economic problems, which need the urgent attention of both domestic and international communities. Half of the population of Kosovo is unemployed and rates are expected to grow, as the main employers so far have been different International Organisations and NGOs, which have started to close their offices and leave Kosovo. As a peak figure the international community with all its different elements paid salaries to some 50,000 Kosovars. This is expected to decrease to a four-figure level very soon. Much of Kosovo's labour is unskilled. Costs of living are unrealistically high forcing would-be employers to count on relatively high labour costs. Transport connections are very difficult and local energy suppliers cannot guarantee electricity. Protection of private property ownership is unclear.

The extremely poor are predominantly Albanian, but the incidence of extreme poverty is the same across Serbs and Albanians. The majority of the extremely poor live in rural areas, but the incidence of extreme poverty is higher in urban areas.¹ Certain factors show no signs of improvement, including: the high level of unemployment (about 49%), the poverty level (around 50%), percentage of the population receiving social benefits (7-9%), problems with public services, especially electricity. To date, neither UNMIK nor the Kosovo institutions have produced a consistent strategy to tackle these challenges.² Several factors will affect economic trends in 2003 including: (i) a dramatic reduction in donor assistance to 25% of that provided annually during the period 1999-2002 and (ii) a projected decrease in real GDP from 7.4% to approximately 4-5%.³ The UNDP notes that the health care systems in Kosovo need to be reoriented towards primary health care and family medicine, with an emphasis on preventive health care, including immunization and education programmes.⁴

In regards to the RCK and RCKM, both organisations have expressed a willingness to form one Red Cross organisation in Kosovo and identified their representatives for a Joint Working Group (JWG) to develop a proposed plan. While the JWG has made significant progress in the first quarter of 2003, the issue of the final status of

¹ World Bank: *Kosovo Poverty Assessment*, Volume I, and December 2001.

² Institute for Development Research (Reinvest): *Early Warning Report No.2*, September-December 2002.

³ Ibid: *Early Warning Report No.3*, January-April 2003.

⁴ UNDP: *Human Development Report (Kosovo 2002)*, Pristina, May 2002, p.10.

Kosovo continues to be an obstacle to their work. To resolve this issue concerning the status of the Red Cross in Kosovo, a Joint Statement (May 2003) was issued by the ICRC HQ and Federation Secretariat stating that, until a final determination is made concerning the status of Kosovo, a unified Red Cross in Kosovo would continue to be a part of the recognised Society of Serbia and Montenegro, but would be managed differently than other branches and units. A recent heightening of tensions in Kosovo has slowed the process of forming one Red Cross as neither side wish to progress in advance of political efforts to resolve the status of Kosovo.

Health and care

Goal: The local Red Cross are implementing efficient and responsive programmes, which contribute to improve the health of the Kosovo population.

Objective: To save lives and reduce the suffering from injury and sudden illness in Kosovo through First Aid education, as well as to increase the beneficiaries' ability to effectively meet their own basic needs through the Community Resource Centre Initiative (CRCI)

Progress:

The First Aid programme is integrated into the planned OD structure

Integrating the First Aid programme into the planned OD structure has been postponed due to the one Red Cross process. It will be accomplished as part of the strategic and development planning process scheduled for late 2003 or early 2004.

A single first aid programme for the people of Kosovo will have been developed for both RC organisations. By July 2003, all active branches will have a youth first aid instructor trained by the piloted branches trainers. By the end of 2003, all branches will have been providing the same Youth First Aid course, enabling uniform education for all ethnic groups and youth first aid volunteers are increased by 20 per cent in the active branches. An advanced first aid course will have been developed by the end of 2003. Safety components for/or in addition to the first aid course are developed. First aid coordinators and staff are developing a network within Europe by attendance of European First Aid conference.

This was a very ambitious expected result and has proven to exceed the capacity of the two Red Cross organisations to fully achieve it in 2003 due to the political environment and heightened tensions in Kosovo. While both the RCK and RCKM have made some progress in achieving this expected result, it is not felt that all aspects will be accomplished by the end of 2003. While the Federation and ICRC continue to encourage the RCKM and RCK to cooperate in joint programmes, it is doubtful if the environment will allow them to achieve this expected result of a single, first aid programme in all branches of the RCKM and RCK. Safety components were developed earlier in the year as part of a Youth First aid course. As the May Joint Statement made it clear that the Red Cross in Kosovo is part of the Serbia and Montenegro RCS, it is highly unlikely that any members of the RCK will be attending the European First Aid Conference this year. The following accomplishments were made possible by funding provided through the Finnish Red Cross.

RC Kosova

A Youth First Aid training of trainers was organised on June 7-9 with thirteen participants from four other branches not involved previously in this project. This training was facilitated by trainers who had completed the training course last year in cooperation with Youth Department. Additionally, 1,000 copies of a Youth First Aid manual have been printed for distribution to eight branches and five youth first aid training courses for children (7-11 years) were held by in the Kamenica branch.

RC Kosovo and Metohija

The Federation (medical) field officer in Mitrovica conducted three First Aid courses for volunteers with participants successfully finishing the course, held in the Mitrovica branch.

The first aid programme will have supported the overall organisational financial structure through a proper marketing plan. Capacity of the local Red Cross is being built by supporting clear accountability practices of the income generated by first aid.

Since December 2002, when the contract between the RCK and the Ministry of Transportation and Telecommunication was signed to organise RCK First Aid training courses for driving licence candidates, 42,000 people have completed First Aid training. Additionally, 97 individuals from other organisations in Kosovo have received First Aid training on a fee-paying basis. In the fourth quarter of 2003, plans have been completed for the American Red Cross to assess this income generating activity and develop needed tools, training and systems to increase productivity and efficiency, address customer and stakeholder satisfaction and ensure this income for the future.

First aid education is providing capacity to respond to disaster by increasing the number of volunteer Disaster Response teams.

A Disaster Management Delegate was assigned to the Kosovo Office in July and has included this expected result in the Vulnerability Capacity Assessment terms of reference. While the VCA will be completed in the fourth quarter of 2003, it is unlikely that the above-expected result will be achieved in 2003.

Impact: Applicants for a driving licence who have completed the FA training courses have more information on First Aid prevention and safety. The same can be said for children completing the Youth First Aid training, which had the new Safety component. It is hoped that they will be interested in being involved in future RCKM and RCK activities.

Constraints:

RC Kosova

The main constraint is coordination with RCK HQ First Aid programme coordinator. Meetings are infrequent as the coordinator is only partly available and does not have the time to follow through on all the expected results. Discussions have been held concerning hiring additional staff for this programme, but the RCK does not have the room in their HQ nor the financial resources to hire additional staff.

RC Kosovo and Metohija.

The First Aid Coordinator resigned in late 2002 and has not been replaced by the RCKM. As a result, First Aid programme activities have been given less attention.

Coordination: The good cooperation with the RCK and the Ministry of Transportation and Telecommunication has resulted in an income generating activity for the RCK. This relationship was strengthened in July when the SG of the British Red Cross and the Head Of Office for Kosovo visited the Minister of Transportation and Telecommunications.

Social Welfare (Community Resource Centre – CRC - Initiative)

The activities of the Social Welfare programme in Kosovo during the May through August time period was made possible with funding received through the Swedish Red Cross and the Swedish Government.

The CRC model and the role of CRCs in community building serving all ethnic groups will have been expanded from the current three to six centres.

Six centres have been established and every centre has developed its different activities depending on the beneficiary's needs and their requests. The Federation supplied each centre with teaching materials for the elementary English courses, with a children's package (games, soft dolls, story books with themes, puzzles), a music installation for the dancing-and theatre groups and registering the poetry activity, three electrical sewing

machines, sewing and embroidery materials. The women's sewing and handwork activities are very popular, evidenced by the fact that whenever a three month course has been finished, a new group is ready to start.

Capacity building of local RC on social welfare (SW) and community building will have been increased as progress occurs towards one Red Cross Organization in Kosovo. The RCK Social Welfare Department is established within its organizational structure.

In this period the RCK Social Welfare Coordinator has taken over the full responsibility for the six CRC centres. Contacts and requests are now all channelled through RCK HQ. Every six weeks the Coordinator and the Federation organize a counsellors' staff meeting where reporting, requests, trainings, activities in the centres and problems faced are discussed.

As part of the awareness raising about project costs at the branch level, a special "request form" for purchasing activity materials has been developed. The counsellor and the branch secretary (for sewing materials the sewing teacher is also involved) calculate the best prices for the materials. After the RCK HQ and Federation have approved the pro forma, the branch will advance the costs and be reimbursed.

Discussions about "a Social Welfare Department established within its organisational structure" are ongoing as there are many different opinions within the RCK regarding SW. In general ideas are limited to "distributing relief items to the vulnerable". The PSP/CRCI/Social Welfare programme has been seen as a Federation project and this is reflected in only six of their 26 branches being involved. A questionnaire has been developed for all branch secretaries to get their ideas and input on the how best to create a SW commission, initiate and continue SW activities, increase volunteer participation and stimulate better branch commitment. In September the counsellors and a few volunteers will finalise the results, which will be used for planning future activities.

The information and referral systems in all CRCs are able to properly link beneficiaries to available SW services

In July the system was evaluated after the counsellors expressed their concerns about the decreasing number of (inter) national NGOs and local institutions, which provide the needed services. In the system many beneficiaries are still registered (since last year) as open cases, making it impossible to refer them, but not receiving any service. Nearly one third of the beneficiaries lived in the villages and in remote areas, unable to come to the CRC centres. As a result the Pristina and Gjakove branch closed all those cases. Glogovs branch kept all these cases open in their system, but were not able to serve these beneficiaries.

A new system, Table II, has been designed and implemented in all the centres, but it is still in a pilot phase. The cases, unable to be referred since last year, have been closed. Now all people visiting the centres are registered in a databank. Depending on the need the case will be assisted for morale support, will be referred to an institution or will be signed in for one of the activities available in that centre. Regular beneficiaries visiting the centre for social support or talking with a counsellor will be registered under "sessions".

Table I: Beneficiary statistics from three RCK CRC/SW centres:

Period	Beneficiaries	Opened cases	Closed cases	Referred cases	Participants in activities*
May-June	453	738	491	35	478

- Activities are sewing and handwork classes, English language course, children and youth activities, morale support groups, family planning workshops

Table II: Beneficiary statistics from four RCK CRC/SW *centres:

Period	Beneficiaries	New cases	Sessions	Referred cases	Participants in activities*
July- August	342	85	499	22	474

- Activities are sewing and handwork classes, English language course, children and youth activities, morale support groups, family planning workshops

* In this table only four centres had the data available as two centres had problems with implementing the system.

The role of RC volunteers within CRCs, in community organization and community building has been developed. Micro-projects in the field of community development as part of Participatory Community Development will have been implemented through the CRCs.

The programme is continuing to put more efforts into engaging volunteers in social welfare and community building activities. Volunteers have started to take over more responsibilities from the counselors in organising and conducting sewing classes, English language course, children's group work and other social activities. In two new centres the first sewing course has started and the sewing teacher is receiving a stipend. During the course two women will be trained to become the teacher for future courses. In one case the branch has negotiated with the teacher to do the second course on a voluntary basis.

In July and August, large Memorial Days have taken place in Gjakove for reburial of the bodies of missing persons which were given back to their families. Many volunteers of the RC branches of Priszren and Gjakove assisted during these services. They provided tents and water, as well as psychosocial support. Having trained SW volunteers* at the place was a real asset as volunteers did take care of many people in distress, including some small children. More such days are expected to take place in the near future.

*In June 30 SW volunteers (trained by PSP programme in 2001) from Priszren and Gjakova attended a refresher course in stress management and relaxation, in identifying and coping with trauma and how to give morale support in emergencies, as preparation for assisting during the MD. Other branch secretaries have requested this kind of training and the RCK and Federation will design a training plan, including Training of Trainers and a SW manual. Counselors and trained SW volunteers will take part in the training of new SW volunteers.

The family planning workshops organised by the counsellors in Gjakova (6), Prishtina (1) and Glogoc (3) have been well attended. The aim of the workshop is to give basic knowledge to women about their health, family planning and how to prevent sexually transmitted diseases. The three new centres are still in the preparatory stage for this part of their programme.

For the second time, a morale support group with families of missing persons was organised in Gjakova in coordination with the ICRC. A social worker of the local NGO Medica Mondiale together with the RC counsellor facilitated in total six support group sessions. This time the workshop faced some difficulties, as participants were interested in the morale support group sessions, but failed many times to attend the sessions for various reasons. The participating women are members of the "Family Association of Missing Persons", an association actively involved in public demonstrations "requesting the truth" about their missing relatives.

Participatory Community Development (PCD)

In the village of Sushice and Verbovc the communities identified access to water as their first priority. In Sushice the Albanian and Serbian communities are working together well and the micro-project has been identified and designed. The local water company has finalised a survey and delivered a technical report at an estimated cost of EURO 2,5000. Advocating for the community and lobbying various international donors for support has unfortunately not resulted in any financial support. The Prishtina Municipality has given EURO 5,000 for the project and the budget of the Federation gives the possibility to finance the rest. The Pristina branch will take responsibility for the tender procedures, the implementation of the project and the technical supervision, and the Federation will monitor the project. The community members are actively involved in all steps.

In Verbovc the activities have been stopped as the community members did not take any action after the initial meeting and the PRA team left the work and initiatives to the Federation. In Koloni, a mixed Roma, Albanian and Bosniac community, the participants focused on a project to develop educational skills. Together with the Bethany Christian Services, a local NGO, a vocational training plan was developed in their centre and financed by OSCE. An evaluation of this project will take place in September.

The role of CRCs in advocacy of humanitarian values and dissemination of Fundamental Principles has been developed.

This process will be postponed till next year.

Coordination: In co-operation with the Saudi Joint Relief Committee (SJRC), the CRCI programme provides medicines for some critical health cases. As a follow-up action on referrals made, the CRCI staff maintain contacts with national and international NGOs and institution: Mother Theresa, Bethany Christian Service, ICRC, Medica Mondiale, NGO "One to One", CATAR, Handikos, ICMC, Caritas, Centres for Social Work and the Government (mainly for legal assistance).

Disaster Management

Goal: A disaster management programme in Kosovo, that meets the needs of the victims and communities in a disaster, is created and implementation has begun.

Objective: To build up the disaster management capacities of the local Red Cross organizations in Kosovo.

Progress:

A qualified Disaster Management Co-ordinator is hired by the local Red Cross.

As communicated in the previous Programme Update, RCK appointed a Disaster Management Co-ordinator toward the end of April this year. Within that organisation, the post holder combines disaster management duties with responsibilities for tracing. ICRC records indicate that as many as four thousand people are still 'missing' in Kosovo and attempts to locate or determine the fate of these people have continued to be a major priority of the RCK. Accordingly, the DM Coordinator has been heavily engaged in related activities. Given that tracing is now incorporated within the disaster management function, experience gained in that area is extending the relevant knowledge base of the co-ordinator.

In a more orthodox disaster management context, the DM Co-ordinator has diligently represented the RCK in regular, fortnightly meetings of a disaster management team (DMT) set-up and chaired by the UNDP - a working group that also includes the participation of the Department of Emergency Management of the Government of Kosovo, the Kosovo Protection Corps (KPC), OCHA, IFRC, KFOR and the UNMIK/Civil Police Force.

Since the arrival of a Federation Disaster Management Delegate in Kosovo around the middle of July, the DM Co-ordinator's relationship with the Federation Office has strengthened significantly, leading to the development of a collaborative association which is becoming increasingly valued - both by other RCK HQ personnel and by staff and volunteers in its branches.

The Red Cross of Kosovo and Metohija (RCKM) does not recognise the post of DM Co-ordinator, associated responsibilities being combined with duties related to First Aid training.

Vulnerability and Capacity Assessment (VCA) has occurred.

Programme Update No.1 indicated reasons requiring the postponement of the scheduled vulnerability and capacity assessment until the last quarter of this current year. The most significant reasons reflected a Federation focus on taking forward the 'one RC organisation in Kosovo' process but preparations for its undertaking have also been attended by uncertainties with regard to the range and scope of analysis required. In the interim, some progress has been achieved with regard to clarifying its purpose. At the beginning of the year, it was anticipated that the analysis (to be carried out as a joint exercise including both of the local Red Cross organisations, the Federation and ICRC) would include a comprehensive relief needs assessment throughout Kosovo. In late July, an informal Federation/ICRC local review of assumptions related to the VCA indicated that the original scope of enquiry was too broad and not reflective of objective realities. Accordingly, it is now intended that the analysis will focus primarily on the capacities and development needs of the Red Cross organisations and the communities to which they relate.

Information generated by an enquiry of this kind will inform the Federation's approach to capacity building within the local RC organisations in 2004. Such support will acknowledge and accommodate developments currently taking place within the Federation Secretariat - particularly with regard to sectoral collaboration at the interface between disaster management and organisational development. VCA terms of reference drawn up in August reflect the analytical directions and methodological means required by such an approach.

Based on VCA results, training needs are assessed and appropriate training is occurring.

An assessment of training needs will form part of the VCA exercise and the development and delivery of related training programmes will be informed by its findings.

An increase in volunteers is noted due to their involvement in the DM programme.

The absence of organised programme activities requiring the engagement of volunteers has precluded verification.

Equipment needs are identified and procurement has begun.

The identification of apparatus and other accoutrements required for the appropriate equipment of trained disaster management volunteers awaits the outcome of the VCA and subsequent introduction of specifically related activities.

The Disaster Management Co-ordinator is involved at regional level, in order to receive updated information and network with other Red Cross societies.

Given the existence of two separately constituted and independently managed local Red Cross organisations expectations of positive results on this front were probably over ambitious and unrealistic. The engagement of either of the two organisations with other RC players in the region has been limited to periodic receipt of general information relating to disaster management (DP and DR) training courses proposed by the Federation's Regional Delegation for Central Europe. Although local Red Cross staff had participated in earlier regional disaster management initiatives, neither of the organisations was able to nominate a candidate for an intensive, 10-day regional disaster response team (RDRT) course conducted in Sutomore, Montenegro at the beginning of May. As an

alternative, the Federation Office's locally recruited Disaster Management Assistant successfully participated in the training. It is anticipated that (at least) one of the Red Cross organisations will be able to participate in regional DM Co-ordinator and disaster preparedness/communications workshops planned to take place in September and November 2003.

Impact: The UNDP-led DMT group is proving to be of value, both as a response co-ordination mechanism and as a forum for information dissemination and knowledge exchange. Originally focused primarily on emergency response, principled and informed local Red Cross participation has encouraged a widening of its agenda to include recognition of the need for effective preparedness and mitigation awareness raising within Government departments and among the general population. It has also served to raise the profile of the Red Cross among other Agency members of the group.

Traditionally, both the RCK and RCKM have addressed disaster management largely in terms of relief response. Their active and constructive participation (July and August) in the development of a coherent disaster management component within the draft Kosovo Appeal for 2004/05 indicated a willingness to explore needs and opportunities for a more comprehensive approach to disaster management (particularly at Branch level) in the coming months.

Recognition of tracing as an aspect of disaster management has enhanced local RC understanding of the inter-dependence and mutually supportive nature of RC organisational activities and services and of the value of inclusive but focused implementation in each. It is anticipated that the process of widening disaster management horizons and aspirations will be taken forward by the creative participation of both local RC organisations in a Population Movement workshop to be conducted in Pristina by Federation PM Officers in September.

Constraints: Federation provision of technical support and advice to the two Red Cross organisations was limited until the arrival of an experienced Disaster Management Delegate in mid-July. The continued existence of two Red Cross organisations engaged in parallel activities constitutes a persistent constraint to effective and sustainable capacity building in all programme contexts. It also has wider repercussions, in that difficulties (whether real or perceived) usually attend (and occasionally prevent) participation of Kosovar Albanians in regional training events held within Serbia and Montenegro.

Organisational Development

Goal: A well functioning Red Cross Organization meeting the needs of the beneficiaries and supporting the value and development of young people in Kosovo.

Objective: To strengthen management, governance and human resources in all levels of the organization and to meet the needs and requirements of young people in Kosovo, through modern activities and structures.

Progress:

A new and approved structure for the organization outlining new Red Cross statutes, financial structure, role and responsibilities of all staff members and volunteers policy created.

In 2002, considerable time and effort was spent supporting the leadership of the RCK restructure their organisation in a cost effective manner including a balanced budget once Federation salary support was discontinued at the end of 2003. The RCK decided to shift from 26 local branches, each having a paid Secretary, reporting to HQ, to 26 branches with all volunteer staff, reporting to five regional offices, each having a paid Secretary responsible to the HQ. With considerable new funding coming into the branches through the First Aid training for drivers, the RCK decided to delay implementing the restructuring process.

The Federation continues to support salaries of key staff members at both RCK and RCKM HQs levels (SGs, and program coordinators). This salary support will end in January 2004.

A Red Cross Strategy for three years is developed enabling the organisation to provide quality services to beneficiaries. The plan of action for its implementation is developed and adopted by governance bodies.

Work on developing a long-term strategy has been delayed because of the one Red Cross process. However, the initial discussions on preparations for developing the strategy have started and have been included in the 2004 Appeal draft, produced and shared with the local RCKM and RCK. In the remainder of 2003, the Federation will discuss with the leadership of the RCKM and RCK, the roles and responsibilities of the Federation, ICRC and their respective organisations. This will be followed by a self-assessment exercise by both organisations to prepare for the strategic planning efforts in 2004.

A long term training plan with a time frame for staff members at all levels of the organisation is created and implemented.

Preparation for the Roles and Expectations training in late September has started. This will focus on developing the three year strategy that will lead to a long term training plan in 2004.

A fundraising department at headquarters level is established.

This expected result has not been accomplished as it will follow the strategic planning and development planning that will take place in 2004. The First Aid training programme for drivers is the only income-generating project for the RCK (More information under Health andCare, page 12).

Impact: The salary support of the HQ staff has contributed to a working relationship with the two Red Cross organisations, but has created dependency by both on the Federation rather than their own resources. This is the primary reason this support will be discontinued in 2004. It is felt that such funding of core costs has more negative implications for the Red Cross than positive benefits.

Constraints: Having two Red Cross organisations in Kosovo has influenced the implementation of OD plans meaning that the progress in activities has been slowed down and planning needed regular revising according to the direction of the one Red Cross process.

Coordination: There is good coordination with the Federation Regional Delegation who has been supportive for all activities, especially with the one Red Cross process. Cooperation is strong with the ICRC Mission in Kosovo.

Youth development programme

A youth policy, which corresponds to the overall volunteer strategy, is formulated by a working group, and agreed within local Red Cross permitting the implementation of the Youth Development Programme to reach all municipalities in Kosovo where the number of volunteers is increased by 20 per cent.

RC Kosova

During the meeting of the Youth Commission one of the focus points was the Youth Policy and Strategy for Red Cross Youth. It was decided to use a participatory system organising workshops using the PPP method where youth volunteers would analyse the situation of children and young people in Kosovo and write a draft of the Policy and Strategy to be presented to the Youth Commission for its approval. The first part of the PPP process was developed in four workshops in which a total of 45 youth volunteers from eleven branches participated. In these workshops they made a stakeholders analysis, brainstorming of the problems facing children and youth, and a SWOT analysis. A group of five to seven Youth Volunteers will write a draft of the Youth Policy and Strategy based on the results of the analysis made in the workshops and an operational plan to implement it in 2004.

RC Kosovo and Metohija

The Federation Youth Delegate together with RCKM Youth Coordinator had a meeting in Belgrade with RC Serbia and Serbia and Montenegro Red Cross Youth Coordinators to have a better understanding of the relationships. The Youth Coordinator of RCKM is also a member of the Youth Commission of Serbia and RCKM shares the training system and Youth Policy and Strategy with RC Serbia and Serbia and Montenegro Red Cross. Therefore, the Federation will not work on a Youth Policy with RCKM as they have their own policy.

The implementation of the Youth Development Programme to reach all municipalities in Kosovo where the number of volunteers is increased by 20 per cent.

The Federation Youth Office and the Head Quarters of RCK and RCKM had several meetings in May and June in order to make an assessment of the branches where efforts to develop a youth programme in both local Red Cross Organisations will be focused. The necessity of this assessment was because, in spite of two and a half years of Federation support for Youth activities only Pristina branch has an active group with regular activities (Junior Club and others). The Youth volunteers trained in other branches have only been involved as a human resource for activities organised by the adults. The conclusions were that the best option would be to focus during this year on the number of branches that the Headquarters of both local Red Cross organisations would be able to support. The role of the Federation Youth Office would be to support Headquarters to identify and formulate a working plan based in one unique project for all the branches.

RC Kosova

At the end of May, the RCK decided to focus the development of the Youth Programme on branches (Prizren, Suhareke, Malishevo, Dragash, Kline, Peja, Gjakove, Kacanik, Kamenice, Mitrovica and Vushrri). The project that was chosen is a Junior Club Project where volunteers older than 16 will develop activities for Juniors of RCK (under 16 years old). The plan was presented and approved by the RCK Youth Commission in June.

RC Kosovo and Metohija

There were several meetings in May, June and July to try to make an assessment of the branches where the Federation would support RCKM in developing Youth activities. No agreement was possible due to the fact that both the Federation and ICRC only recognize six of the sixteen branches RCKM and claim to have.

An advanced information and communication network, including modern youth attracting means, such as Internet and email, is established. Volunteers, governance bodies and management are introduced and interlinked in the system and promotions for the Internet Home Page of Red Cross youth in the public is started.

Two issues of an on-line information bulletin, "RCK Flash News", one in May and other in June, were produced and electronically distributed to youth organisations and to several donors. These bulletins consist of information on the latest activities developed by the Red Cross of Kosova. Publication will be monthly and already it has been completely handed over to the RCK.

Volunteers, governance bodies and management are introduced and interlinked in the system.

Access to the email group has been established so Youth Volunteer in each branch can inform others about activities they are doing and pass information to other Youth Volunteers and the branch secretary.

A workshop was implemented in May for the Youth Volunteers responsible for communication and for the Youth and Communication Coordinators. The Communication Coordinator of the HQ was coached in how to do an on-line information bulletin and how to do basic maintenance of the Web page.

Promotions for the Internet Home Page of the Red Cross youth in the public has started.

No progress was made during this quarter on this portion of the expected result due to the Junior Red Cross Club initiative.

The pilot projects on new modules for the youth volunteers trainings system are finished and evaluated and HIV peer-to-peer education is continued inside the schools and new activities to promote the topic also outside the schools are found and implemented.

RC Kosova

A draft of the training system for Red Cross Youth has been designed and is being implemented as a pilot project. It is a system based in modules that can be developed all together as a big course or can be developed separately. When the volunteers complete all the modules of a course they will get the diploma of Youth Leader of Junior Clubs, Team Leader or Mentor in one of the areas of the activity of Red Cross (Tolerance, Health Education, First Aid).

HIV peer-to-peer education is continued inside the schools and new activities to promote the topic also outside the schools are found and implemented.

Almost no progress has been made in this area.

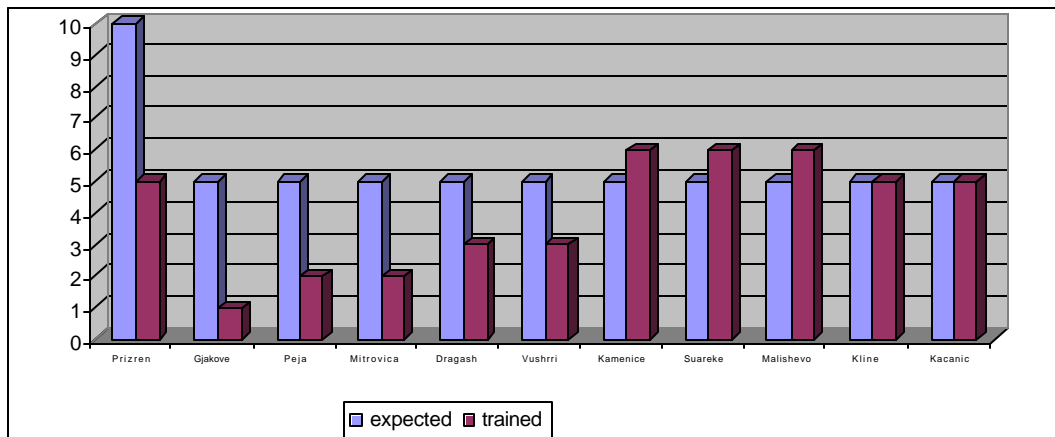
The design of the volunteer training system is finished and fully handed over to the local Red Cross. A training plan is created and trainings are conducted according to this plan. New core activities (e.g. street children or elderly people) of the Red Cross youth is chosen and implemented by the youth. Young First Aid courses are conducted in the whole of Kosovo and an international youth camp is organized in Kosovo.

RC Kosova

The Federation Youth Delegate and a Spanish Red Cross Youth Delegate coached a group of seven trainers to organise and facilitate the trainings that are planned to start in September. A draft of the training system for Red Cross Youth is being designed by this group to be presented to the Youth commission for its approval.

RC Kosovo and Metohija

- o **As part of Serbia and Montenegro Red Cross, the RCKM participates in their training system.**



PARTICIPATION OF THE YOUTH VOLUNTEERS OF THE SELECTED BRANCHES IN THE SUMMER SCHOOL

Youth First Aid courses are conducted in the whole of Kosovo

RC Kosova

First Aid for Kids training was held with the four identified branches and 13 Youth Volunteers were trained. This activity is completely handed over to the local Red Cross.

An international youth camp is organised in Kosovo.

This is intended to be an activity organised by both local Red Cross organisations together, but due to the political situation and the weak work relationship between the RCKM and RCK, this expected result will not be accomplished in 2003.

In August, a group of ten RCK youth volunteers went to Montenegro to participate in the “Friendship Without Borders” camp, organised by the Norwegian RC. A group from RCKM also attended, supported by the Serbia and Montenegro Red Cross. The aim of the camp was to build peace and friendship between different ethnicities, mainly affected by conflict.

Impact: The Summer School trainings helped to achieve this year’s handover of the Youth programme, particularly to the RCK, by establishing a group of RCK Youth leaders. This was basically the group, which carried out the lectures and organisation part of the second Summer School. They gained knowledge in training of youth volunteers regarding the need for tolerance, human values, conflict resolution, health education, and mine awareness.

Constraints: The RCK has hired and terminated two Youth Coordinators, one because she did not possess the needed skills and the second due to health problems. As a result, during the summer school it was very hard for the RCK to find an adult to be responsible for security. The assessment of the branches and projects to work with RCKM has not been possible due to the issue of branch recognition.

Coordination: Most of the coordination was with Spanish Red Cross for the Junior Red Cross project; the Information and Communication unit of ICRC, for the publication of the “RCK Flash News”; the Norwegian Red Cross for the Friendship Without Borders summer camp; the UN Department of Youth for the Youth Month; and the Spanish Red Cross in Albania and the Albanian Red Cross in organising the collaboration of RCK Youth facilitators in a training for Youth Volunteers of the Albanian Red Cross planned for September.

Humanitarian Values

Goal: The needs of the most vulnerable are met throughout the territory of Kosovo in accordance with the Fundamental Principles.

Objective: To establish one multiethnic Red Cross organization ensuring involvement and the coverage of all ethnicities in Kosovo.

Progress

Technical solution for one Red Cross organization is found and approved by different components of the Movement.

From May to August 2003, a total of four Joint Working Group (JWG) meetings were held (an additional six meetings were held from January through April). A recurring issue was the status of the one Red Cross organisation that would be formed. To resolve this issue, the ICRC HQ and the Federation Secretariat were asked to produce a Joint Statement defining the status.

In May, this Joint Statement calling for a compromise on the part of both the Serbia RC and the Red Cross of Kosova was presented to the JWG and they were asked to make a written response. For the Serbian RC they would not be able to directly manage the new Red Cross in Kosovo as they manage their other branches and units. For the Red Cross of Kosova, they would need to accept that there is a link between the new Red Cross and the Serbian and Montenegro Red Cross Society. The RCKM response was that they were in favour of the Joint Statement while the RCK saw it as a total disappointment. However, both the RCK and the RCKM indicated their willingness to continue the one Red Cross process.

Despite this willingness, heightened tensions in Kosovo between the Kosovo Serbs and Albanians in several municipalities may cause the one Red Cross process to slow down until the political environment is more amenable. In mid-August, the ICRC and the Federation held a meeting in Geneva to discuss progress made and possible future steps and this information will be shared with the JWG in its October meeting.

Impact: The ICRC, the Federation and the JWG members realise that the ten meetings of the JWG are a significant step forward. Despite several heated speeches by both local Red Cross members, the meetings have continued on a cordial and friendly basis. They recognise the issues and forces at work that divide them and that they, as a JWG, are a rarity in Kosovo. They have been able to come to agreement on several issues and have formed a possible, though fragile, working relationship for the future.

Constraints: The progress in the activities has been slowed down and Planning needed regular revising according to the direction of the one Red Cross process. The remaining expected results have not been completed due to the tensions in Kosovo.

Coordination: There is excellent coordination between the ICRC and the Federation in Kosovo and with the Federation Regional and Belgrade Delegations who have fully supported the one Red Cross process.

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

