

Annual report



International Federation
of Red Cross and Red Crescent Societies

Bosnia and Herzegovina

Appeal No. MAA66001

11/05/2009

This report covers the period 01/01/08 to 31/12/08.



Woman in Bosnia and Herzegovina being visited by home care volunteer. **International Federation.**

In brief

Programme purpose: The strategic goal of the International Federation in Bosnia and Herzegovina is to support the National Society in strengthening and achieving the highest possible degree of self-sustainability in terms of organizational functioning, provision of quality services, and local community and civil society capacity. The main programmes implemented by the society were aligned with the Global Agenda Goals and contributed to disaster management, health and care, organizational development and humanitarian values and the Fundamental Principles of the International Red Cross and Red Crescent Movement, the latter being integral part of all programmes.

Programme(s) summary: In order to consolidate the achievements in the programme areas, over the last three years more emphasis has been placed on organizational development, particularly governance and management, statutes, financial management and fund-raising. The work has primarily been funded through the Federation appeal, by the International Committee of the Red Cross (ICRC) and by sister National Societies. The National Society is the only humanitarian organization to cover the whole country. Main Federation-supported activities were:

- *Disaster management* with focus on preparedness and response and establishing well-functioning and well-trained national as well as regional disaster response teams.
- *Health and care* efforts focused particularly on continuing the home care programme and on ensuring its quality. The society also supported returnees as part of the its health efforts. Harm reduction, blood donation and first aid were not funded through the appeal but nonetheless had a positive impact on supported programmes.
- *Organizational development* focused on implementing the National Society's statutes. However, this endeavour has not yet brought any result. Other important focus areas within the programme were capacity building and youth exchange visits.

- *Fundamental principles and humanitarian values* were integrated in all programmes although youth activities targeted humanitarian values directly.

The National Society had limited funds available and experienced decreasing interest from donors which put considerable fiscal constraints on its activities.

Financial situation: The total 2008 appeal budget for Central Europe (MAA66001) was initially CHF 6,404,721 (USD 5,822,474 or EUR 3,965,772). Following two revisions of the budget for Kosovo the total appeal budget was CHF 6,406,484. The 2008 budget for Bosnia and Herzegovina was CHF 1,500,000 (USD 1,363,760 or EUR 928,798) out of which 69 per cent was covered. Overall expenditure was 47 per cent of the budget. Owing to the deadlock in implementing the National Society's statutes some of the activities were not implemented, thus having an impact on the level of expenditure. Also funds from the Norwegian Red Cross with the Ministry of Foreign Affairs as back donor were received only at the end of the year.

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

No. of people we help:

Programme	Main focus	People reached
Disaster Management	Organizational DM activities and training; regulations and cooperation with state authorities	5,000
Health and Care	Home care	11,000
Organizational Development	Governance	2,200
Total number of people reached		18,200

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

Context

Though Bosnia and Herzegovina has experienced good progress in economic growth, reconstruction, social integration and state building in recent years, and has made steps towards peace and reconciliation, a continuing political crisis has had a negative impact on the work of the state institutions. The dividing lines between the two entities have never been more evident, with the result that the institutions are incapable of responding to conditions for further integration regionally¹ as well as globally.

Substantial socio-economic challenges still loom. A large part of the population is living below the poverty line leading to serious vulnerabilities among multiple groups. Unemployment, especially among youth, is high; pensions are under the official threshold of relative poverty making elderly people particularly vulnerable; people are dependent on social welfare allowances; people with disabilities have a limited safety net; a high number of displaced people and minority groups face discrimination and exclusion; human trafficking has emerged as a potential risk, especially to women; and increasing world food and energy prices, exacerbated by a recent introduction of value added taxes (VAT) and the financial crisis, adds to the hardship for the most vulnerable.

¹ Among others with the European Union (EU).

The entity governments have, however, sought to respond to the recent recession by increasing public sector salaries, pensions and welfare payments, in some cases by more than 25 per cent. Nevertheless, as the government strives to secure minimum standards of living and adequate social protection for those in need, it is constrained by the fact that both pensions and healthcare depend almost entirely on contributions from wages. As many employers do not pay these dues to the government, pensioners and social beneficiaries suffer.

In addition to political and socio-economic issues, natural phenomena such as flooding, drought, heavy snow falls, extreme temperatures and landslides hit Bosnia and Herzegovina almost every year. In recent years the country has also experienced heat waves, forest fires and water shortage leading to deaths and health threats. Global warming and climate change indicates that the incidence of these phenomena will not decrease in the near future, but rather intensify. Also there is increasing public awareness of risks such as industrial accidents and road accidents.

Progress towards outcomes

Disaster Management

Outcome(s)/Expected result(s): The National Society has increased its disaster response capacity at the national level and has provided assistance to minority returnees.

Within disaster management the Red Cross Society of Bosnia and Herzegovina continued implementing its disaster preparedness and response programme and defining its role in establishing and developing national disaster response plans. The National Society focused on organizational disaster management activities and training at lower organizational levels; normative regulations and cooperation with competent state authorities; and training of personnel working at the international level.²

The impact of disasters which is seriously aggravated by the current socio-economic conditions makes community-based preparedness and response increasingly important. Thus the establishment of emergency response teams at branch level and training continued in 2008. Two new multipurpose teams were trained in Prnjavor and Gacko. Each of the teams comprises 12 members who all successfully completed basic training in responding to natural disasters. Provision of collective equipment was not completed in 2008 due to lack of funds.

A well-functioning network with neighbouring National Societies has been established with the support of the International Federation. Several training sessions took place building upon the ongoing cooperation in the field of preparedness and prevention. The cooperation is especially fruitful in terms of training current and new volunteers and staff for implementing the disaster preparedness and response programme. Several staff and volunteers were trained as regional disaster response team (RDRT) members in Mostar in May, and three members took part in a RDRT training of trainers covering vulnerability and capacity assessment in Albania in June. Furthermore, team members took part in training on water and sanitation in Macedonia in May, organized in cooperation with the Austrian Red Cross, and in Croatia in September.

In its focus on regulations and cooperation with competent state authorities, the National Society and the Directorate of Civil Defence defined and concluded a cooperation agreement regulating approaches and working modes for joint activities in rescue and protection in case of disasters. An assessment and analysis of preparedness and prevention activities showed that few cantons could provide data regarding regulations in accordance with the provisions of the agreement. Thus this will be a priority for 2009.

² In disaster management the National Society works in accordance with the authority and duties stemming from the Law on the Red Cross Society of Bosnia and Herzegovina, Law on Rescue and Protection of Population and Property against Natural and Other Disasters, and the National Society's statutes.

Population Movement Programme and Mobile Technical Teams

The population movement programme was established in the second half of the 1990s to assist and to encourage minority returnees to resettle in their places of origin. Although needs are still present among returnees, the number of people returning has decreased significantly. The society has therefore decided to end the mobile technical team component of the population movement programme. This decision was also triggered by limited funding.

Until the programme ended the National Society had ten mobile technical teams serving returnees, covering five regions and five cantons. Two of the teams were funded bilaterally by the Italian Red Cross. The aid consisted of teams of two persons providing support for repairing people's houses, cutting fire wood and other activities.

There will be an observation period following the conclusion of the programme to define the impact the decision may have on other programmes such as the home care programme. This period will ultimately lead to the inclusion of additional activities in the latter programme to compensate for the absence of the supporting activities of mobile technical teams. This is expected to prove successful as the mobile teams complemented and enhanced the effectiveness of other programmes, especially the home care programme.

Constraints or Challenges

The main challenge for the National Society within the disaster management programme is to raise sufficient resources to ensure proper trainings, simulations and necessary equipment. The idea of a possible regional project on disaster preparedness based on EU funding was discussed internally, but due to the lack of competent personnel this could not be done. It has also proved difficult to hire a national disaster management coordinator, a position which is currently being covered by the programme coordinator. Also the society still does not have its own national disaster response team. Positively the Norwegian Red Cross continued to support some local branches' preparedness efforts bilaterally. The Federation office in Bosnia and Herzegovina initiated and coordinated follow-up meetings with the society to analyse data from local branches in order to develop a database.

Health and Care

Outcome(s)/Expected result(s): The capacity of the Red Cross Society of Bosnia and Herzegovina to provide public health education campaigns has increased and the effectiveness and sustainability of the home care programme has been enhanced.

Home Care

Of all Federation supported programmes in Bosnia and Herzegovina the most significant progress was made within the home care programme. In cooperation with the Italian Red Cross and supported by the Swedish Red Cross, the National Society continued to provide quality services and food and hygiene parcels to vulnerable elderly people. Activities were implemented in nearly all local branches through the well-developed network of volunteers paying visits, performing home assistance and distributing items. In 2008 the number of volunteers involved in providing home care services increased by ten per cent.

Share of people reached	Length of visit	Days or number of visits
1/3 of people reached	Two hours	20 days a month
1/3 of people reached	Two hours	5 visits a month
1/3 of people reached	Two hours	4 visits a month

For the people reached this support is of vital importance, although nationwide needs for such services by far exceed the outreach of the programme.

Table 1: Frequency and length of home care visits to people reached by home care services

In response to an evaluation by the International Federation in 2006 a pilot home care project was implemented in 10 local branches.³ The project aimed at identifying procedures and methodologies for consolidating and improving the effectiveness and sustainability of the programme as well as sharing experiences. Throughout the project the National Society has been aiming at: increasing local branches and volunteers' participation in home care activities; engaging local branches together with local municipalities and donors to provide home care services according to quantified standards; implementing fund-raising activities locally to cover the expenses of services provided; and developing a nationally centralized beneficiary database.

Achievements within the programme show that the objectives set out in the pilot project were reached. The pilot project, which defined a new basis for the programme, contributed to the society reaching approximately 5,000 beneficiaries and the initiation of new fund-raising activities allowed some branches to enhance programme sustainability. Furthermore, the objective of developing a beneficiary database was achieved. Increased fund-raising capacity and the beneficiary database will benefit other National Society programmes as well, thus having a potential impact beyond the home care programme. Activities have furthermore been closely related to population movement programme activities. The latter programme has been terminated, though the possibilities to incorporate elements from the mobile technical teams into the home care programme are presently being explored.

A planning and reporting format was developed and used by implementing branches in order to specify and quantify in advance, with the maximum transparency and accuracy, all services provided to each recipient. The format enables the society to fulfil its responsibilities towards municipal authorities and donors with the final objective of maximizing service quality and, at the same time, collecting resources needed for implementing the programme from local donors. One of the most significant achievements was thus enhanced adherence to standards of reporting and compliance with deadlines by all sixteen local branches involved in the project.

Item	Quantity in pcs.
Food parcels	3,000
Hygiene parcels	2,000
Hygiene parcels for volunteers	300
Jackets for volunteers	300
Diapers	179,000

Table 2: Items distributed to people reached by home care services

All 16 branches received technical and financial back-up through the programme owing to support from the Italian and Swedish Red Cross through the International Federation. In December the items in table one were distributed in the whole territory of Bosnia and Herzegovina. Furthermore social events for people reached were organized at local branch level.

Returnee Activities

With support from the Swedish Red Cross the local branches in Jajce and Banja Luka supported totally 120 returnees out of some 700 returnees in need of support. Table three shows returnee categories reached, frequency of visits and total number of visits:

Returnee category	Reached people*	Frequency of visits	Number of visits*
People with disabilities	40 (33)	Two/ weekly	4,106 (51)
People with partial disability	21 (18)	One or two/weekly	1,329 (16)
Others	59 (49)	Three or four/monthly	2,621 (33)
Total	120 (100)	One to four visits	8,056 (100)

Table 3: People covered by returnee activities, frequency and number of visits
*Per cent of total in brackets

³ Bihac, Bosanska Krupa, Jajce, Kozarska Dubica, Pale, Rogatica, Sanski Most and Sokolac.

The total number of home visits paid to the 120 returnees was more than 8,000. During visits the volunteers assisted the returnees in their homes with daily tasks. Also the volunteers helped the target group with hospital visits.

Raising Awareness and Promoting the National Society

As part of the efforts within health and care the National Society took an active part in several annual events, celebrations and commemorations. Though not funded through the appeal directly, these events were important elements in the National Society's endeavours to raise awareness and present itself as a proactive organization within health and care.

- During *World Tuberculosis (TB) Day* in March the National Society, together with the International Federation, the Ministry of Health and UNDP participated in a round table addressing partnership building under the slogan "In Partnership Against TB - We Are Stronger Together". The round table was organized by the Institute for Public Health.
- In September the National Society followed up its focus on *TB* during an entire week under the slogan "Together against Tuberculosis – Join Us". Almost 800 persons were covered by medical checkups and more than 225 visits were made to TB patients. Around 500 gift packages were distributed. During 14 blood donation campaigns almost 470 donors donated blood and through 46 events grass-covered areas and collective centres were cleaned.
- The Red Cross took part during the *World Health Day* in April under the slogan "Health Care Workers - Together for Health". During the day the society focused on the importance of educating health care workers to advance the health of the population and enhance the healthcare system.
- In connection with the *World Blood Donor Day* in June the National Society in cooperation with blood transfusion services campaigned for increased blood donations. A round table was organized titled "The Role and Importance of Voluntary Blood Donation in the Community". During the campaign golden emblems and plaques, letters of gratitude and identification cards were handed out to blood donors.
- During the *International Day for the Elderly* in October the National Society distributed 80 food and hygiene parcels in cooperation with the Association of Ambassadors' Wives to home care recipients in six municipalities.
- The traditional *Week of Solidarity* was organized under the slogan "Solidarity at Work" to raise awareness of the public about the needs of vulnerable old people, children, returnees and other poor and socially exposed people. Some 1,200 volunteers, home care teams and youth in 60 local branches took part during the week and distributed food and hygiene parcels to some 5,000 recipients.
- The National Society put special emphasis on the *International Volunteers Day* in December. Some 100 youth volunteers took part in order to advocate for volunteerism.
- The *World AIDS Day* was commemorated in December. The National Society sought to raise public awareness, especially among young people, and focused on reproductive health, sexually transmitted infections, HIV and AIDS, unplanned pregnancy, and gender-based violence. Furthermore lectures and theme workshops for youth were organized and a five-day training course on reproductive health was conducted educating trainers.

Harm Reduction, Voluntary Blood Donation and First Aid

Harm reduction, voluntary blood donation and first aid were not funded through the appeal. Nonetheless there are important synergies between these and supported programme activities, in particular with the home care programme through which the network of volunteers is an indispensable asset.

As part of a five-year project with support from the Global Fund to fight AIDS, Tuberculosis and Malaria (GFATM), particularly focusing on the TB component, four mobile teams⁴ promoted the

⁴ In Tuzla, Una Sana, Banja Luka and Bjielna.

prevention of TB, and a TB team was established at headquarters level. Some 500 trained volunteers identified and controlled potential and actual cases of TB in 10 cantons.

The National Society's traditional engagement in voluntary blood donation continued and activities were implemented in most of its branches. The society implemented a wide range of activities to increase the number of voluntary blood donors and the amount of donated blood. In 2008 the society had almost 33,000 registered blood donors out of whom almost 90 per cent donated blood resulting in almost 33,000 units of blood.

New legislation authorizes the National Society as the sole organization to provide first-aid training for learner drivers and has become a much needed source of income. A percentage of the income is earmarked for the society's headquarters. Courses for drivers are held in most branches. First-aid competitions were organized all over Bosnia and Herzegovina with Red Cross youth participating actively. Furthermore the society sent one first-aid team to the European first-aid competition in Liverpool, England in July. The National Society's efforts within first aid received contributions from the Red Crescent Society of the United Arab Emirates.

Constraints or Challenges

Limited funding remains the main concern for all programmes of the National Society. However, within health and care, the home care component is better funded than other health activities, given the support from the Italian and Swedish Red Cross Societies. Nevertheless, available funds may decrease as the latter society ended most of its support in 2008.

Organizational Development

Outcome(s)/Expected result(s): National Society management skills and structures have been improved with increased volunteer and programme capacity at all levels.

Statute development and implementation and capacity building

Implementation of the National Society statutes and consequent reinforcement of the headquarters operational capacity remain at the core of the society's focus within organizational development. Extensive preparations and discussions involving ICRC and the International Federation have unfortunately brought no solution⁵ as the two entities still disagree on how to move forward. Joint interventions by the Federation and ICRC will continue.

The National Society successfully applied for a three-year support from the International Federation's Capacity Building Fund (CBF) to strengthen its programme management capacity in general and income generation in particular. However, the implementation was hampered by the current situation within the National Society.

Nevertheless, staff has been trained in planning and project implementation and several training sessions for local branch staff and volunteers took place in the first half of 2008.

Youth development

Although not being funded through the appeal youth activities increased and contributed to supported programmes. In the first half of 2008 exchange visits for young volunteers between local branches in Bosnia and Herzegovina and Italy took place, also including Norwegian Red Cross branches. A group of five youth volunteers attended the torch march in Solferino in June.

Constraints or Challenges

With the required leadership missing, implementation of the society's strategy and programme development are being seriously hampered. Consequently, maintaining partnerships and attracting new donors has become a problem and no significant support is received from the

⁵ Including the election of a president and the employment of a secretary general.

government. The society's possibilities to search for new or expanded funding are also limited by its human resource capacity. The financial situation for the National Society is thus very difficult, especially at headquarters level at which the society is heavily dependent on international funding. The fund-raising project and plan initiated in 2007 was not followed up and implemented. Moreover the National Society was not able to engage a finance manager at the headquarters.

Humanitarian Values

Outcome(s)/Expected result(s): The fundamental principles and humanitarian values have been promoted and the awareness among the population has increased.

Promotion of the fundamental principles and humanitarian values, as well as profiling of the National Society, is integrated in all Red Cross programmes in Bosnia and Herzegovina. Presently the communication capacity of the National Society is limited and is partly depending on support from the International Federation and ICRC. Hence making use Federation and ICRC information channels are required for promoting humanitarian issues and for network building as well as knowledge sharing. In humanitarian values *Friendship without Borders* is a bilateral programme supported by the Norwegian Red Cross aiming at building friendship and understanding between Red Cross youth from the Balkan countries and Norway. Annual summer camps have been organized since 1998 and in 2008 it was held in Sutomore, Montenegro in August.

Constraints or Challenges

No multilateral funding was received for humanitarian values.

Working in partnership

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

- The International Federation supported the National Society financially and technically, including funds from the Capacity Building Fund, and in implementing its statutes.
- ICRC provided support to the tracing service, on mine awareness, safe access, disaster management, organizational development and health development with emphasis on first aid.
- The Swedish Red Cross supported the home care programme and contributed with unearmarked health support funds.
- The Italian Red Cross supported the home care programme, the population movement programme, youth exchanges at branch level and delegate support.
- The Norwegian Red Cross supported organizational development, disaster preparedness at branch level and provided delegate support.
- The United Arab Emirates Red Crescent contributed to organizational development and bilaterally supported the work with orphanages and schoolchildren in areas of Sarajevo.
- The Spanish Red Cross bilaterally supported orphanages and youth programmes at branch level as well as the promotion of humanitarian values.
- The Swiss Red Cross provided bilateral support to branch development, local community development and home care.

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

- National authorities at different levels were main partners within disaster management.
- Key partners within health and care were the Ministries of Health and Social Welfare, national blood transfusion centres, HIV and AIDS and TB institutes as well as GFATM. These partnerships enabled the National Society to contribute to the national poverty reduction strategy which feed into the Millennium Development Goals (MDGs).

- The National Society worked closely with United Nations Development Programme (UNDP) within the TB component of GFATM.
- The Ministry for Human Rights and Refugees, the United Nations High Commissioner for Refugees (UNHRC) and the International Organization for Migration (IOM) were partners in small projects targeting refugees, including dissemination among children.
- The National Society cooperated with the World Health Organization (WHO) in connection with the National Society's work in HIV and AIDS.
- The Stability Pact Disaster Preparedness and Prevention Initiative (DPPI).

Contributing to longer-term impact

Owing to the political and social situation in Bosnia and Herzegovina the longer-term strategies of many governmental and non-governmental bodies are still unclear. Services provided by the Red Cross to vulnerable people, in particular to elderly people, make a real difference in the short and mid-term, creating a foundation for further improvement in the long-term when all state structures are fully operational. The Red Cross, with its volunteers, has been, and still is, a major contributor in the fight against poverty in Bosnia and Herzegovina. The participation in regional disaster management trainings contribute both to the National Society's and the region's long-term disaster preparedness capacity. Endeavours within health and care, especially through the home care programme, may benefit other programmes, thus indicating cross-programme and potential long-term impacts. Especially in the case of Bosnia and Herzegovina all the National Society's activities may be considered as valuable and constructive contributions to ongoing processes of reconciliation and creation of political unification.

The International Federation's office in Bosnia and Herzegovina carries out monitoring activities which are integrated programme components. Experiences from training sessions are incorporated into planning and programming. The Red Cross Society of Bosnia and Herzegovina is making efforts to ensure that men and women equally benefit from programmes in line with their specific needs. The participatory community development (PCD) methodology also suggests equal participation of men and women. Moreover, the local Red Cross branches play a vital role in strengthening local communities and developing civil society by applying the participatory community development methodology in its programmes, and empowering communities to identify and to address humanitarian needs. All Federation supported programmes currently being implemented in Bosnia and Herzegovina are aligned with the Federation's Strategy 2010 and contribute to the Global Agenda, as well as the Millennium Development Goals (MDGs).

Looking ahead

Local and international funding is significant for the National Society's programme development and implementation. The decrease in external funding has, however, to be met with income generating efforts by the society. Such efforts have already been initiated, but are also hampered by the lack of funding. The implementation of its statutes and the 2006-2010 strategy will be an essential task in the time to come with implications for all the society's undertakings.

In addition to the International Federation and ICRC the Red Cross of Bosnia and Herzegovina continued or initiated six new partnerships within the Movement in 2008. The home care programme managed to develop activities which can also benefit other programmes. Furthermore, the society will be encouraged and supported in establishing and joining global as well as operational alliances, including the Red Cross Red Crescent Global Alliance on HIV and TB. The Red Cross Society of Bosnia and Herzegovina is already working within the GFATM platform. Fundamental principles and humanitarian values are integrated elements in other programmes and are thus promoted through these. The Red Cross Society of Bosnia and Herzegovina has, however, included principles and values as components in a separate humanitarian values programme in the 2009-2010 plan thus indicating a more focused and

intensified approach. In working towards reconciliation and political unity, this step is considered as a valuable contribution to these efforts. The International Federation is currently reviewing its support to the National Society in light of the decreased funding and in order to become more effective with greater chances to strengthen the society in terms of organizational functionality and service delivery.

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