

# Mid-Year report



International Federation  
of Red Cross and Red Crescent Societies

## Kosovo

MAAKV001

31/August/2011

This report covers the period  
from 01/January/2011 to  
30/June/2011.



*Red Cross volunteer cleaning and painting the lonely elderly lady's living area in collective centre together with UNHCR/June 2011/IFRC*

## In brief

**Programme outcome:** For 2011, the programme areas supported in Kosovo are disaster management; health and care, organizational development and principle and values. These areas are based on the priorities and capacities of the Red Cross organizations in Kosovo. All Federation supported programmes in Kosovo are aligned with and contribute to the strategic aims in Strategy 2020 and the priorities of the Red Cross organizations. The main emphasis of the Federation work in Kosovo is on supporting the Red Cross organizations in developing their operational capacities to better respond to the basic needs of the most vulnerable people.

### **Programme summary:**

The **disaster management programme** aims to strengthen capacity in disaster management for the Red Cross organizations in Kosovo to be able to fulfil their humanitarian mandate. Key achievements during the reporting period were

- the training of six disaster response teams at branch level;
- simulation exercise;
- provision of relief assistance to the most affected during floods.

During December 2010 heavy rains caused flash floods in several municipalities in Kosovo as well

as in the neighbouring countries. A response operation funded through the Federations Disaster Relief Emergency Fund was launched to support 600 most vulnerable affected families.

Through **health and care programme** the Federation continued supporting Red Cross organizations in implementing

- family health education courses in order to improve knowledge and raise awareness about reproductive health, general family health issues including hygiene, good parenting and
- HIV and AIDS peer education for youth that contributed in increasing the awareness about the risk of HIV and AIDS and improved healthy behaviour.
- Qualitative health survey

Within the **Organizational Development and Capacity Building** programme the Red Cross leadership, staff and volunteers at all levels benefited from advice, coaching, consultancy, training, peer to peer support and material input which enable them to improve their functioning and service delivery.

In addition, the Federation cooperates with the Red Cross of Kosova in order to address the needs of the returning asylum seekers from Sweden and strengthen their ability to reintegrate into their society. More specifically the supported activities aimed to contribute to return in safety and dignity. The activities in the returnee project especially contributed to strategic aims two and three in the Federation Strategy 2020 aiming to *enable healthy and safe living and promote social inclusion and a culture of non-violence and peace.*

**Financial situation:** The total (2011) budget is CHF 566,470, of which CHF 505,144 (89 per cent) was covered during the reporting period (including opening balance). Overall expenditure during the reporting period was CHF 180,910 (32 per cent) of the budget. The low expenditure is due to late arrival of pledges as well as some pledges covering periods of more than one year.

A budget revision has been made between the original plan and this mid-year report, due to new income from donors and lack of funding for some planned activities.

Overall expenditure is 32 per cent of the annual budget due to the lack of funds available at the beginning of the year. There were no negative/positive variances (above 20 per cent) between the actual expenditure and the budget and at cost category level

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

**No. of people we have reached:**

During the reporting period, the approximate number of people that benefited directly from the International Federation supported Plan was 6,254 reached directly. Indirectly 31,270 were reached.

**Our partners:** The International Federation in Kosovo cooperates and coordinates its activities with a number of different partners be it within the International Red Cross and Red Crescent Movement or others such as: the German Red Cross, the Swedish Red Cross, the Norwegian Red Cross, the Italian Red Cross, Finnish Red Cross the International Committee of the Red Cross (ICRC), Grand Duchy of Luxembourg, UN agencies, and local and central authorities.

## Context

Like most of central and eastern Europe, Kosovo has been, and still is, undergoing a process of social, economic and political transformation. This transformation from authoritarianism to economic and democratic liberalism has led to severe, and in most cases, long-term transformation crises. Despite investments from the international community in recent years, the needs and challenges in Kosovo remain numerous ten years after the conflict. Kosovo continues to face a vicious cycle of low growth, significant trade imbalance and fiscal constraints. It is still highly dependent on the international community and the Diaspora for financial and technical assistance. Remittances from the Diaspora – located mainly in Germany and Switzerland are estimated to account for 14 per cent of GDP, and donor financed activities and aid for another 7.5 percent.

Despite a moderate economic recovery over the last decade, Kosovo faces difficult economic conditions coupled with the highest rate of unemployment and the lowest rate of domestic production in the Balkans.

During recent years the political situation and the related developments in Kosovo have been dominated by the status process to such an extent that little or no progress has been made on important internal issues and thus there has been insignificant improvement of the critical situation in the sectors of health, social welfare, economics and education.

With the support of the International Federation and other partners, the Red Cross organizations in Kosovo have managed to increase their level of services to the vulnerable population in comparison to previous years- an increase in the number of volunteers, in disaster response and relief, increased the number of beneficiaries in family health education, for example. At the same time they have managed to still work on improving their operational and organizational capacity to increase the level of quality support to more vulnerable people, reaching out to individuals, families and communities based upon Red Cross Red Crescent principles.

The Red Cross organizations play an important role in strengthening local communities and developing civil society. The programmes' strong focus on gender issues, including the family health education project and the social welfare programme contributes to this end. Through awareness-raising people are better able to prevent and cope with difficult situations. The integration of the fundamental principles and humanitarian values in all programme activities influences people's behaviour by promoting respect for diversity, reducing discrimination, intolerance and violence. The emphasis of the Red Cross continues to be on providing direct services with a lasting impact. In doing so capacity-building is pursued in parallel. Still, the Red Cross organizations cannot yet address such evident vulnerabilities without external support. In order to ensure the sustainability of its programmes, and subsequently to contribute to longer-term impact, the Red Cross organizations in Kosovo need to develop a stable financial resource base.

While the two Red Cross organizations have managed to retain some of their operational capacity in staff and volunteers to implement programme activities, i.e. health education, relief and assist the most vulnerable, they are very much challenged to change their organizational structures and systems to adapt to the new realities and to improve their operational capacity and programme service delivery.

## Progress towards outcomes

### Disaster Management

The disaster management programme aims to strengthen the capacity of the Red Cross organizations to effectively prepare for and respond to humanitarian needs in disaster situations.

<b>Programme component 1: Disaster management planning</b>
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<b>Component outcome 1:</b> Central and branch level disaster contingency and response plan developed and coordinated with the authorities to mitigate their impact on vulnerable communities
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**Achievements:** During the reporting period, the Red Cross organizations in Kosovo with the support from the International Federation continued building its capacity in disaster risk mapping and contingency planning at municipal level.<sup>18</sup> Red Cross of Kosova staff and volunteers, already trained last year started the work on conducting risk mapping and preparing contingency plans in six municipalities, through their respective Red Cross branches. Other activities under this programme component are planned to be implemented during second half of the year.

Red Cross of Kosova signed a MoU with the Ministry of Kosovo Security Forces aiming to enhance the cooperation and coordination between them. The agreement includes cooperation and coordination in humanitarian activities in emergencies, mine risk education for general population, capacity building including professional trainings, and protection of the RC/RC emblem.

Another important component of the disaster management programme is active advocacy. To this end the International Federation and the Red Cross of Kosova have been part of the national level working group on Disaster Risk Reduction led by United Nations Development Programme

(UNDP), in partnership with Capacity for Disaster Reduction Initiative (CADRI) and United Nations International Strategy for Disaster Reduction (UNISDR).

As part of this initiative UNDP organized a Disaster Risk Reduction National Platform Training in the framework of the UNDP Regional Programme on Disaster Risk Reduction in South East Europe, which took place in Pristina, from 30 June to 1 July 2011. Among different stakeholders from local institutions and different international agencies present in Kosovo, Red Cross of Kosova Disaster Management programme coordinator and one branch secretary as well as the International Federation programme manager participated in this training. This workshop aimed at promoting the exchange of knowledge, ideas and experiences about Disaster Risk Reduction, in order to support capacities of the relevant stakeholders and to sustain their coordination in this area. The facilitators of the training were representatives from UNISDR, UNDP Kosovo and Swiss National Platform for Natural Hazards PLANAT.

The overall work done so far under this component has contributed towards building the relations and increased cooperation between the Red Cross and other stakeholders.

<b>Programme component 2: Organizational preparedness</b>
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<b>Component outcome 1: Improved capacity in skilled human resources</b>
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**Achievements:** The disaster management capacities of the two Red Cross organizations in Kosovo are very limited. Hence the International Federation has been particularly focused on supporting the building of such capacities for the organizations to be better able to fulfil their humanitarian mandate.

During the reporting period, the International Federation supported the Red Cross of Kosova in conducting three capacity building trainings on first aid, shelter and management, and search and rescue for disaster response team members from 6 Red Cross branches. In total 89 participants attended these trainings. The International Federation will, during second half of the year, also conduct three basic trainings for forming six branch-level disaster response teams for the participants of the above mentioned capacity building training, and the same will be provided with limited personal equipment.

With the support from International Federation, the Red Cross of Kosova trained 27 new first aid trainers from 10 branches. This was done in order to further strengthen the Red Cross of Kosova capacity in provision of first aid training to the community.

The Red Cross of Kosova also conducted one simulation on flood preparedness in order to have on the job exercise simulating real time disasters attended by 90 branch-level disaster response team members and 30 other Red Cross volunteers. These trainings and the simulation exercise contributed to increased capacity of the Red Cross of Kosova in coordinated disaster response. The International Federation also supported the Red Cross of Kosovo and Metohija in starting the preparations for organizing a disaster response simulation expected to be held at the end of the year. This training will further strengthen RCKM capacity in coordinated disaster response at branch level.

Due to the heavy rain falls in Kosovo as in many countries in the Balkans, many villages in Kosovo, some of them in the rural and poorer part, have been flooded in early December. The affected municipalities were Prishtina/ Priština, Kamenice/ Kamenica, Viti/ Vitina, Gjakova/ Đakovica, Dragash/ Dragaš and Skenderaj/ Srbica including their surrounding villages. An estimated 850 households have been affected by the flooding. The Red Cross of Kosova has identified approximately 600 families (3,000 people) in need of urgent assistance with basic food, water and non-food items and initially used its emergency stock to reach them as it worked on further assessment of needs. A DREF operation was launched to support 600 most vulnerable affected families with mattresses, food parcels, drinking water, hygiene parcels, blankets and rubber boots. Additional 100 food parcels as well as 200 blankets were purchased as the International Federation managed to get lower prices than initially planned. The operation was finalized by 12 March 2011. Please find the report [here](#).

The capacity building activities under this component had an impact on provision of faster and effective response to the most vulnerable in time of disaster.

### **Programme component 3: Community preparedness**

**Component outcome 1:** Increased awareness of the community on the potential risk from the disasters.

Achievements: Work towards the third component will be implemented during the second half of the year and it will continue the work done under component 1.

## Health and Care

In order to address the health needs in Kosovo the Red Cross organizations worked to strengthen their capacity in health and care as well as to offer services to the community in family health issues, HIV and AIDS and drugs and healthy behaviour.

### **Programme component 1: Community-based health including maternal and child health**

**Component outcome 1:** Increased knowledge and access to appropriate information about reproductive health, better child care and development and other family health issues.

Achievements: The Red Cross organizations in Kosovo supported by the International Federation and in cooperation with the Ministry of Health and UNICEF and UNFPA worked to improve healthcare knowledge and raise health awareness of the general population through family health education courses. The courses focused on reproductive health, family planning, general family health issues, good parenting and prevention of diseases in rural and urban areas. The courses were held by certified public health trainers and open to both females and males with a special emphasis on mothers and young people. During the reporting period, total of 67 family health education courses were conducted out of which Federation supported 38 courses with 293 participants. 20 out of 38 courses were conducted for RAE (Roma, Ashkali, Egyptians) communities living in Mitrovica

In addition the Red Cross of Kosova organized two regular regional meetings with 9 branch secretaries and 49 health trainers in which the implementation of the progress of courses, including monitoring and reporting were discussed.

Inadequate health situation positions Kosovo as one of the places with the highest mortality rates in Europe. Preventive health resources are inadequate most notably in rural areas. Large areas lack basic conditions for life such as water, sanitation, and reproductive health services.

The Red Cross of Kosova (RCK) has been implementing a Family Health Education programme since 2005. Public health programming is the RCK's most compelling case for relevance. It builds on its primary strengths by reaching into communities and relying on volunteers, while addressing the vulnerability throughout Kosovo concerning inadequate access to resources which affect health. Therefore, in order to define the level of community awareness on health issues, existing practices, as well as progress indicators, RCK conducted a Public Health Needs Assessment study in March 2009 in four municipalities of Kosovo (Malisheva, Skenderaj, Obiliq and Vushtrri).

In order to supplement and strengthen Family Health Education component of the RCK health programme, a further qualitative research was planned with the aim of building on the outcomes of the previously implemented Needs Assessment Study and better understanding the situation of communities in the studied municipalities.

International Federation, together with Red Cross of Kosova conducted the health qualitative survey during June. With the support of a local consulting company 16 Red Cross volunteers have been trained to conduct the survey. Total of 240 questionnaires have been collected, using semi structured interviews and four focus group discussions.

The qualitative health research provides a better understanding of the community awareness concerning health issues, existing practices as well as the progress indicators within municipalities of Skenderaj, Obiliq, Vushtrri and Malisheva. This qualitative survey identifies the actual needs of communities in the above mentioned municipalities concerning water, hygiene and sanitation, warmth in the houses and their understanding of child and reproductive health. The report will be prepared and shared during the second half of the year with local and international stakeholders.

The provision of family health education is believed to have positive impact on people behaviour during every day life. However, in order to change people behaviour completely takes longer term programmes to be implemented.

#### **Programme component 2: Increase awareness about the risk of HIV and AIDS**

**Component outcome 1:** Reduced vulnerability to HIV and its impact through increasing awareness and reduce stigma and discrimination among youth.

Achievements: Both Red Cross organizations in Kosovo continue contributing towards increasing the awareness about HIV and AIDS and promoting healthy behaviour in order to have an impact on their behaviour change. The activities targeted youth from all communities in Kosovo including minorities.

During the reporting period, HIV and AIDS peer education training of trainers for 30 new volunteers from ten Red Cross branches, HIV was conducted by the Red Cross of Kosova. The trained youth volunteers continued implementing HIV and AIDS activities in their respective schools to increase the awareness about HIV and AIDS and sexually transmitted diseases (STDs), and reduce stigma among the youth. Total of 170 sessions on HIV and AIDS peer education were conducted in schools reaching around 3300 students. Red Cross of Kosovo and Metohija conducted the same activities in another three municipalities. Total of 60 sessions were conducted in schools reaching around 900 children.

## Organisational Development/Capacity Building

In order to improve its performance for better service delivery the two Red Cross organizations continued strengthening their capacities through trainings and improvement of skills, and development of strategy, policy and guidelines documents.

#### **Programme component 1: Support RC organization OD process**

**Component outcome 1:** Ensure better functioning RC organizations with improved systems and procedures, and staff with improved managerial and technical competencies.

**Component outcome 2:** Improved RC organizations leadership and management capacities to ensure good performance and accountability

Achievements: The International Federation supports the Red Cross in Kosovo through advocacy, by increasing its profile among potential partners and helping with building better programme portfolio. This resulted in having diversified limited funding from international and local donors, such as UNFPA, Grand Duchy of Luxembourg and UNICEF, the Disaster Management Agency within the Ministry of Interior, local municipalities etc.

The International Federation, Red Cross of Kosova, UNHCR Office in Kosovo and United Nations Volunteers UNV have agreed to join forces for marking World Refugees Day. More than 24 Red Cross volunteers were involved in the one week long events. During this week, the volunteers provided assistance to the most vulnerable refugees in Mitrovica, Istog, Peja, Lipjan and Viti municipalities through provision of food and hygiene parcels, cleaning of their living quarters in the collective centre, painting of an elderly lonely lady's room, awareness raising activities with children and mothers on health education, hygiene, humanitarian values as well as planting of trees in their surroundings. On 20 June, the main event was organized by UNHCR where all partners and many guests were present. Red Cross volunteers who did the majority of activities were highly praised in the ceremony. The volunteers also received appreciation letters. The events were closely monitored and covered by the media. The International Federation assisted the Red Cross of Kosova in the mentioned activities.

Since the Laws on the Red Cross of Kosova and the emblem of the Red Cross were approved by the Kosovo assembly in June 2010, the Red Cross of Kosova continues its efforts to tap income/donations from domestic sources. In this regard meetings are ongoing with different local institutions.

During the first half of the year the Red Cross of Kosova printed its Strategy 2011-2014 and shared it with its branches and other stakeholders. Future work of the the Red Cross of Kosova for

realizing its strategic priorities will be guided by the above strategy that is based on the International Federation Strategy 2020.

Monthly coordination meetings between the Red Cross of Kosova and the Red Cross of Kosovo and Metohija were conducted in order to review progress and implementation of activities.

Due to the lack of funds during the first half of the year, other planned activities under this programme will be implemented during second half of the year.

<b>Programme component 2: Volunteering and Youth development</b>
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<b>Component outcome 1:</b> Promote and support development of volunteers and youth and their involvement in programme and services
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Achievements: The activities implemented under this component had an impact on improving the Red Cross organizations public visibility and image.. Both Red Cross organizations celebrated World Red Cross Day on 8 May and conducted promotional activities for the period of one week, with their volunteers. Different activities were implemented such as health education sessions, blood donation, first aid in emergencies demonstration, drawing competition, membership drive, photo exhibition, and different games. Some 600 volunteers were present. The activities that were implemented by the Red Cross youth volunteers were followed by distribution of posters, leaflets containing Red Cross messages, material for drawing and demonstrations.

Principles and Values

The programme focuses on improving understanding of principles and values in local communities and within the Red Cross organizations. Emphasis is on ensuring that capacity building initiatives and trainings will contain a principles and values component in order to influence the behaviour of staff, volunteers and people from different ethnic communities through promoting respect for diversity and reducing discrimination, intolerance and violence.

<b>Programme component 1: Promotion of Fundamental Principles and Humanitarian Values</b>
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<b>Component outcome 1:</b> Increase knowledge and understanding of Fundamental Principles and Humanitarian Values
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<b>Component outcome 2:</b> Basic support to prospective returnees from Sweden
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Achievement: The overall objective of the returnee project is to contribute to return in safety and dignity. More concretely the project implemented by the Red Cross organizations in cooperation with the International Federation and supported by the Swedish Red Cross aims to develop an efficient system of information gathering, provide counselling and support before, during and after return, monitor returnees conditions after return, and provide support for their re-integration in Kosovo.

During the reporting period, nine families were returned. However, during the reporting period, the support was also provided to the other 20 families returned earlier through monitoring visits and moral support. During the reporting period more than 40 field trips were conducted. The International Federation together with the Red Cross organizations in Kosovo continued information gathering by communicating and networking with other stakeholders such as government authorities, local and international NGOs. The information was mainly about what the other parties can offer to the returnees, whether they can offer the accommodation at least for a short period of time, whether transport can be provided from airport to another destination even if just to temporary accommodation, etc. Through cooperation and joint advocacy with local NGOs, the returned families that had no place to go were offered the transit accommodation for up to one week in a motel and one person was provided accommodation in a safe house. The International Federation together with local Red Cross visited these families.

Returnees also received information and guidance about where to get official documents such as identity cards; how to register children in schools; and available health and social services. Moral support as well as items such as food, hygiene parcels, blankets and kits for kids and some clothes was also provided. In addition, as part of this project the International Federation managed to assist the returnees in increasing their capacity for self-sustainability and possible income generation through provision of tools such as sewing machines and accessories, lawn mowers, gas wood

saws and grass trimmers. One individual is currently attending a sewing training course; One teenager is attending a language and computer skills training course;

With the additional support from Swedish Red Cross, since December 2010, the Federation together with Red Cross organizations in Kosovo is able to offer psycho social treatment for the returnees suffering from Post Traumatic Stress Disorder (PTSD), depression, anxiety and panic attacks. The services are being provided by Kosova Rehabilitation Centre for Torture Victims NGO. Seven returnees are receiving professional psychiatric treatment with Kosova Rehabilitation Centre for Torture Victims (KRCT). For seven families the International Federation covered expenses for medicines and medical examinations as prescribed by medical doctors.

Since the beginning of the project implementation, capacity building has been a very important component. With the support from Swedish Red Cross, training of Red Cross volunteers on Psychosocial Support to Returnees was conducted on 22-23 February 2011 by Swedish Red Cross expert. 23 volunteers from 11 Red Cross branches have participated. Also, in April a meeting with Red Cross of Kosova HQ staff and Red Cross branch secretaries was held. During the meeting, the returnee's project was discussed in order to discuss how the project is being implemented and how it can further be improved.

Since the beginning of the project, according to the available data, none of the returnees have found permanent settlement or job. Only a limited number of them managed to receive small social assistance. This forced many families to leave Kosovo again and try to find settlement in other European countries.

Red Cross of Kosova (RCK) staff and volunteers have been fully involved during the implementation of the above activities. Moreover, the RC branches are including these returnees into their beneficiary lists in order to provide them with the assistance of any kind whenever available. RCK is also inviting youth returnees to join Red Cross as volunteers in implementing RCK activities. This will help them reintegrate faster with their peers.

A return guide that has been re-printed in Albanian, Serbian and English with information about the Municipal Centre for Civil Registration (MCCR), the Regional Employment Centre, the Ministry of Labour and Social Welfare and the Centre for Education, Red Cross contact details and information about health-related costs. It is distributed among the returnees upon their arrival as well as to other stakeholders. The return guide will help returnees to find their way through Kosovo administration.

Increased networking and cooperation helped the gathering of information which provides returnees with pre-departure counselling as well with the information about the general situation in Kosovo. Many returnees according to their needs have linked-up with different institutions and other stakeholders. During the regular monitoring visits to the returnees, the information gathered in the meetings that is of their concern is than transmitted to them. This means that if during the meetings some opportunities are seen, this information is shared with them.

### **Constraints or Challenges**

No major challenges or constraints hampered the implementation of the programme activities in Kosovo. The Federation supports the local Red Cross organizations to ensure sufficient and stable programme implementation through building their organizational and operational capacity.

The particular needs are however greater than what the Red Cross can meet. Although the work of the Red Cross organizations is making an impact for the most vulnerable, the Red Cross cannot directly provide services that would contribute the overall socio economic welfare of the people.

Hence the support evolves around meeting the basic needs of the most vulnerable within the current capacities and resources of the Red Cross organizations.

## **Working in partnership**

The local Red Cross organizations and the Federation office built on the increased level of partnerships which were developed over the last two years. These partnerships, which have an

emphasis on local and non-Red Cross partners, contribute to: a) ensuring a constant exchange of information and analysis which complements the view and expertise of the Red Cross in assessing the needs and implementing programmes for the most vulnerable; b) providing funding and capacity-building support to the local Red Cross organizations and thus enhancing their programme implementation ability and quality; and c) allowing for better focused planning and activity implementation through an increased level of cooperation and coordination with other actors. The partnerships have enabled the organizations to increase their service delivery to vulnerable communities and to build the capacity of staff and volunteers.

Both organizations work closely with the International Federation. In its support to the organizations International Federation continued focusing on locating new potential partnerships and sources of funding. Actors such as the United Nations, the European Commission, central and local authorities and Movement partners were and will be approached for possible joint assistance. In 2011 the International Federation succeeded in securing much needed support to reach extremely vulnerable Roma communities in Mitrovica through a new partnership with UNFPA in Kosovo. International Committee of Red Cross provides capacity-building support in dissemination and tracing including restoring family links and mine risk education activities. Increased participation in coordination and planning meetings with existing and new partners and stakeholders will be a future priority.

## Contributing to longer-term impact

The International Federation supported programmes in Kosovo are aligned with and contribute to the strategic aims in Strategy 2020. The Red Cross organizations play an important role in strengthening local communities and developing civil society. The programmes' strong focus on gender issues, including the family health education project and the social welfare programme contributes to this end. Through awareness-raising people are better able to prevent and cope with difficult situations. The integration of the fundamental principles and humanitarian values in all programme activities influences people's behaviour by promoting respect for diversity, reducing discrimination, intolerance and violence. The emphasis of the Red Cross continues to be on providing direct services with a lasting impact. In doing so capacity-building is pursued in parallel. Still, the Red Cross organizations cannot yet address such evident vulnerabilities without external support. In order to ensure the sustainability of its programmes, and subsequently to contribute to longer-term impact, the Red Cross in Kosovo needs to develop a stable financial resource base.

## Looking ahead

The Red Cross organizations in Kosovo, supported by the International Federation will continue to assess the situation of the most vulnerable people living in Kosovo. In the coming period the IFRC will be particularly focusing on two core areas. First it aims to assist the Red Cross organizations in improving their level and quality of services to the vulnerable population. This will be achieved through family health education with a special emphasis on women; awareness-raising activities on HIV with a special emphasis on youth; increased response and support to people affected by natural disasters through better trained and equipped disaster response teams; and decreased vulnerability and impact of disasters through risk reduction activities. Second the Red Cross organizations will strengthen their operational capacities. This will result in a more effective use of financial and human resources for the greater benefit of vulnerable people. This will be achieved through enhanced capacity and skills of management and governance structures; increased number of trained volunteers through improved volunteer training and management; increased number of partnerships through enhanced transparency; and an improved public image and better capacity to forge and manage partnerships (see Working in Partnership).

## How we work

*All Federation assistance seeks to adhere to the [Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations \(NGO's\) in Disaster Relief](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.*

The IFRC's vision is to:

Inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

## Contact information

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