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Annual report Kazakhstan

 International Federation
of Red Cross and Red Crescent Societies

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**This report covers the
period 01/Jan/11 to
31/Dec/11.**

*Volunteers of the Kazakhstan RC promote
water safety rules at a public beach
/Kazakhstan RC*



In brief

Programme outcome

The National Society programmes are aligned with the strategic aims of the *Strategy 2020* to save lives, protect livelihoods, and strengthen recovery from disasters and crises; enable healthy and safe living; and promote social inclusion and culture of non-violence and peace. The capacity-building efforts are in line with enabling action one to build strong National Red Cross and Red Crescent Societies.

Programmes summary

The **disaster management** programme has built up the institutional capacity of the Kazakhstan Red Crescent Society to respond to emergencies by improving the staff and the volunteers' knowledge and skills in disaster management, planning for disasters, maintaining technical resources (including communication equipment and transport), strengthening partnerships with public authorities and other stakeholders. The headquarters and branches staff was also part of the regional capacity-building initiatives. The National Society supported the government of Kazakhstan in strengthening the national disaster management laws and disaster risk reduction measures in urban environment through promotion of the Disaster Law (DL) and the global informational campaign "My city is getting ready". In close cooperation with the UN agencies the Kazakhstan Red Crescent started working on the national inter-agency contingency plan that is planned to be completed in 2012.

The National Society engaged with communities to strengthen coping capacities of the population living in disaster prone areas by increasing community awareness of actions to be taken in case of a disaster. In response to small-scale disasters, the Kazakhstan Red Crescent provided assistance to people affected by domestic fires, floods and severe weather conditions. In spring 2011, the International Federation's Disaster Relief Emergency Fund (DREF) allocated funds to support the

Kazakhstan National Society in delivering assistance to the most vulnerable people affected by floods in West- Kazakhstan region.

Within the **HIV prevention programme**, the Kazakhstan Red Crescent Society disseminated information about HIV among youth, key populations at higher risk and general public. The peer to peer approach has been actively used in the programme to target the beneficiaries. The **tuberculosis (TB) prevention programme** targeted people with tuberculosis on the continuation phase of treatment, their family members, and general population. The services provided include direct observation of treatment, social support to the clients with TB and raising awareness of TB. The National Society has been also providing services for the people with MDR TB (multi-drug resistant forms of TB) and TB/HIV co-infection. The beneficiaries of the programme received social, psychological, and legal support.

The **principles and values programme** informed the general public about the Movement's components, its principles, values and commitments through public campaigns, information materials, publications in media sources and facilitated sessions on anti-discrimination, tolerance and respect for diversity during training and seminars organized by other programmes for beneficiaries and partners. Messages on gender-based violence and discrimination have been spread, as part of the National Society promotion activities. Trainings for volunteers on anti-discrimination, including anti-xenophobia, have been conducted in Kazakhstan within the migration component. The expanded network of Red Crescent information and education centres for migrants and their families rendered humanitarian assistance, provided diseases prevention, first-aid and disaster preparedness sessions, and consulted on legal, social and psychological issues.

Within the **organizational development programme** the draft strategy of human resource management and personnel policy were presented to the Kazakhstan Red Crescent's executive council. Feedback from branches will further be sought and, if necessary, changes to the drafts will be introduced before they are completed. The Kazakhstan National Society had undergone an institutional audit and internal controls assessment by an external audit company. The results of the assessment and recommendations for areas where improvements were required were presented through the briefing for the leadership and a gap report.

Financial situation

The total 2011 budget is CHF 2,009,347, of which CHF 1,455,293 (72 per cent) covered during the reporting period (including opening balance). Overall expenditure during the reporting period was CHF 1,238,470 (62 per cent) of the budget. Low implementation rate is mainly due to low coverage. The implementation rate of the disaster management programme is about 66 percent because the income includes fees stipulated by the service agreements between IFRC and the American Red Cross that were carried over to 2012.

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

See also Kazakhstan Floods [DREF Operation Bulletin](#) (MDRKZ004)
Kazakhstan Floods [DREF Final Report](#) (MDRKZ004)

No. of people we have reached

The total number of people who benefited directly from secretariat-supported programme interventions during the reporting period was 177,283. The organizational development programme targeted the headquarters (50 people) and branch staff (190 people), volunteers and members (6,000 people), including leaders of the primary organizations and governing board members nationwide.

Programme/ project	Target group	Number of people reached	% of women	% of men
Disaster management	Population in disaster prone areas	24,780	48	52
	Schoolchildren	5,690		
	Key persons in government structures	1,000		
Health and care: TB prevention	People with TB, MDR TB, TB/HIV co-infection	1,120	40	60
	Family members of people with disease	4,500		
	General population	87,683		
HIV prevention	SWs, clients of SWs, IDUs, PLHIV, general population	45,000	48	52
Principles and values	Migrants, government officials, staff of NGOs and international organizations	7,500		
Total:		177,283		

Our partners

The donors supporting the programmes multilaterally through the International Federation were the American, British, Japanese, Italian, Netherlands, Norwegian and Swedish¹ Red Cross Societies, Ely Lilly, the European Commission, the Japanese government and the United States Agency for International Development (USAID).

The total number of partnerships between the Federation regional representation, the National Society and community-based, national, government-based, international organizations, UN and developmental agencies exceeded 20.

Context

In 2011, the National TB Programme (NTP) worked on a strategy on advocacy, communication, and social mobilization for 2012-2015. Within the framework of the strategy development process, there were random assessments carried out among officers of state and other organizations to check the level of awareness of TB. The results were disappointing. Recommendations were made to focus future work on raising awareness and promoting examination through peer education, mini-sessions, consultations, and dissemination of information materials. Most-at-risk populations – injecting drug users (IDUs), sex workers (SW) and men who have sex with men (MSM) – and their family members should also be included in target groups.

A technical working group – led by the NTP and including key actors in TB in the country – supported the development of the strategy. The Kazakhstan National Society – as a member of the working group – proposed its model of psycho-social support to people with TB for replication at the national level. The model, which includes among other things forming self-support groups and teaching providers interpersonal communication skills, was accepted. The strategy is expected to be adopted in spring 2012.

¹ Funds carried over from 2010.

Over the year the Kazakhstan Red Crescent responded to 37 small-scale and one mid-scale emergency. These were operations in response to domestic fires (17), floods (8) and severe weather conditions (9) in 9 regions of Kazakhstan. The International Federation's disaster response mechanisms, the Disaster Relief Emergency Fund (DREF) and the regional disaster response team (RDRT), were activated to support the National Society in delivering assistance to the most vulnerable people affected by the floods in the West-Kazakhstan region in spring. In total, more than 3,700 disaster affected people received humanitarian aid from the National Society pre-positioned emergency stocks and through DREF operation (2,700 people).

Progress towards outcomes

Disaster management

Programme component 1: Disaster management planning

Outcome:

- Improved ability to predict and plan for disasters to mitigate their impact on vulnerable communities: respond to, and effectively cope with, their consequences.

Achievements

The Kazakhstan Red Crescent took an active part in testing the revised regional disaster response/contingency plan (DR/CP) of the Central Asian National Societies and signed two regional Memoranda of Understanding between the IFRC and the Central Asian National Societies: on mutual assistance in case of an emergency and on the deployment of regional disaster response teams.

The Red Crescent's national contingency plan was completed, adopted by the governing board and disseminated among RC staff, partners within the Red Cross Red Crescent Movement and relevant partners in the country.

Karaganda, Kostanay and North-Kazakhstan regional branches got their contingency plans approved as defining the National Society duties in case of a mid-scale disaster by respective departments of the Ministry of Emergencies at the regional level. Draft contingency plans of East-Kazakhstan and Pavlodar regional branches were also shared with relevant ministry departments to seek approval. In addition, the Red Crescent south zone (sub-national level) gathered the required information for its contingency plan and agreed the content with key stakeholders. While working on the DR/contingency plans the Kazakhstan Red Crescent conducted in total more than 30 consultations/meetings with staff of relevant government bodies at different levels.

Besides, in cooperation with UN OCHA the National Society started the work on a country inter-agency disaster response plan.

Programme component 2: Organizational preparedness

Outcome:

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

Achievements

Two standard educational curricula – for induction course and for basic training – for National Society staff and disaster response team (DRT) members have been completed. Additionally, two new standard courses for local community committees and general population were developed and discussed with the emergency ministry. The National Society trained 15 selected trainers from all

branches who will facilitate future standard educational courses. The new strategic plan of the National Society (that should be adopted by the congress in spring 2012) also contains information on staff and volunteers education standards that follow regulations of the national contingency plan concerning recovery, shelter and early warning system issues.

Following the disaster response team training in Tajikistan², five new members of the regional disaster response team (RDRT) from the Kazakhstan Red Crescent shared the knowledge with 107 DRT members from its branch DRTs during 12 regional refresher trainings on needs assessment after the disaster and on emergency relief and during the national DRT training for 27 members of the national disaster response team (NDRT). Besides, six staff of the Kazakhstan National Society participated in the regional training on community-based disaster risk reduction (DRR), arranged by the IFRC in December. This training aimed to improve community mobilization skills.

Also, two national trainings in disaster response and psychological first aid and psycho-social support covered about 70 new volunteers from branches of the central and eastern zones. National DRT members assisted effectively the West-Kazakhstan region branch during the emergency relief operation following the spring floods. Over the reporting period, the Kazakhstan Red Crescent responded to 37 small-scale emergencies in nine regions of the country, in addition to the floods response operation. Two members of the RDRT from the Kazakhstan Red Crescent also took part in the monitoring mission to the Turkish Red Crescent during their operation in response to an influx of refugees from Syria.

With support from the IFRC regional representation and the Geneva secretariat, the Red Crescent continued facilitating the process of improving the national legal base through Disaster Laws (DL) promotion. Based on the completed study on legal preparedness for disaster response operations in Kazakhstan the taskforce committee – including representatives of relevant state bodies and UN agencies – suggested several points to the new law on civil protection³ developed by the emergency ministry. In addition, the IFRC and the National Society discussed DL issues during the round table meeting on the new law and during the third Central Asian Regional Risk Assessment (CARRA)⁴ coordination meeting. Around 200 people from different government structures and UN agencies of Central Asia attended these events.

The Kazakhstan National Society also took part in the second regional disaster laws conference “Strengthening Disaster Management Laws In Central Asia” held in Astana (Kazakhstan) in August. The participants – from the state structures of Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan, the UN agencies, the ICRC, the IFRC, the Central Asia Red Crescent Societies and partner National Societies present in the region – discussed existing laws, rules and principles of international humanitarian assistance, gaps and necessary steps towards legal base improvement. The conference also facilitated exchange of information, experiences and resources related to facilitation and regulation of international disaster relief between the five countries.

The main achievement of the regional conference was that all five country teams presented plans of action to promote changes to the national/regional legislation addressing international disaster response and risk reduction. Based on this plan the Kazakhstan Red Crescent met with key focal points in the Ministry of Foreign Affairs to discuss the issue. During the 31st International Conference representatives of both the National Society and the government came out in support of initiatives on promotion of DRR and committed to address the issue at country level.

² The training was held in Norak, Tajikistan, in May 2011.

³ The new law on civil protection was supposed to be adopted by the parliament by the end of 2011 but the adoption was postponed for 2012.

⁴ The third CARRA meeting in Almaty in April 2011 was organized by UNDP. This meeting and the background papers covered inter-related areas of regional risk and risk management in the Central Asia region, including all five Central Asian republics.

In addition, the National Society disaster management staff (mainly from the headquarters) participated in seven workshops organized by partners inside and outside the Movement at the international, regional and national levels.

To improve the Kazakhstan Red Crescent material capacity for disaster response, emergency stocks of basic relief supplies in five south branches were partly replenished with bedding, first aid kits, and hygiene supplies for 150 people. Also, a mobile HF radio station was mounted on the National Society vehicle used for disaster response with technical support from the regional representation; the maintenance of the transport means used by the programme was also ensured.

Programme component 3: Community preparedness / Disaster risk reduction

Outcome:

- Strengthened capacities of communities in disaster-prone areas to respond to future disasters through community-based disaster preparedness and the implementation of mitigation projects.

Achievements

The National Society carried out seven community-based disaster preparedness projects in Pavlodar, Akmola, East-Kazakhstan and Karaganda regions targeting five rural and two urban communities. The Red Crescent facilitated the establishment of local disaster management committees (LDMC), community vulnerability and capacity assessments, training and distribution of information materials. After relevant training for 92 community members, all communities developed risk and capacity maps, four communities worked out response plans for their communities and three communities conducted simulation exercises. The National Society also assisted one community with emergency stock of relief items (for 3-5 families) and two other communities with means for its early warning system and first aid kits. The population of target communities makes about 17,600 people.

Besides, the Red Crescent arranged refresher training for LDMC members and simulation exercises for 20 communities in Almaty and South-Kazakhstan regions that were involved in community based disaster preparedness (CBDP) activities in 2010, reaching 425 people.

The National Society's three risk reduction projects benefited more than 3,000 people in four settlements of Almaty, Akmola, and Karaganda regions. They reduced the risks of injuries and snow-wreaths in winter and the risks of water accidents at public beaches of water reservoirs in summer.

Besides, the Red Crescent Society held thematic disaster awareness campaigns to reduce the number of road accidents, water accidents in winter and summer, domestic gas explosions, fires and the spread of tick encephalitis as well as to mitigate the earthquake consequences among broader communities in 27 settlements of nine regions. The campaigns included more than 20 television and radio broadcasts, meetings with local authorities and relevant government bodies, NGO and communities that covered directly around 5,600 people. The eastern and central zone branches arranged trainings and information sessions on disaster preparedness and first aid for 326 teachers and supervisors of schools, colleges and summer camps. Other actions to spread messages on disaster risks, to promote risk reduction and Red Crescent activities among children included 485 trainings and special information sessions, drawing and poster competitions and radio quizzes for 5,990 schoolchildren in six regions of the country. It is estimated that all informational activities reached indirectly about 200,000 people.

Wider disaster awareness campaigns marked the World Civil Defence Day, the World Red Cross Red Crescent Day, and the International Day for Disaster Reduction. They overlapped the

presentation of the IFRC *Word Disasters Report* and the campaign on making cities resilient⁵. The related meetings, round tables and workshops targeted 140 people from the government bodies and about 40 people from non-governmental organizations.

Programme component 4: Recovery

Outcome:

- Increased capacity of the National Society to restore or improve pre-disaster living conditions and reduce the risk of future disasters.

Achievements

Three members of the RDRT from the Kazakhstan Red Crescent passed the five-day regional shelter/recovery training organised by IFRC in Varzob (Tajikistan) in July. The participants mastered the basics of the Emergency Market Mapping and Analysis and received an overview of the different techniques for early recovery and recovery activities. The training also addressed reporting and analysis of findings and included practical exercises.

As a follow-up the Kazakhstan National Society disseminated the knowledge among 27 staff and members of the national DRT through a national training in August 2011.

Constraints or Challenges

There is a lack of disaster management staff in disaster prone regions, as currently there is only one full-time staff member supported by the disaster management programme at the branch level within the current funding available. Three staff supported by the principles and values programme (migration component) work part-time in a multi-tasking system.

Also, the Kazakhstan Red Crescent Society reported a slow-down of activities in risk reduction and community based disaster preparedness in branches that were *not* involved in the DREF response operation, because the headquarters staff was preoccupied with the operation.

Health and Care

Programme component 1: HIV and AIDS

Outcomes

- Vulnerability to HIV and its impact reduced through preventing further infection.
- Vulnerability of PLHIV is decreased through expanding HIV support.
- Vulnerability of PLHIV decreased through reducing HIV stigma and discrimination.
- The capacity of the National Society to deliver and sustain scaled up HIV programmes strengthened.

Achievements

The National Society has been implementing the HIV prevention programme in Almaty, Astana, Aktobe, Ust-Kamenogorsk, Taldykorgan, Pavlodar cities. The target groups of the programme are sex workers (SWs), injecting drug users (IDUs), people living with HIV (PLHIV), clients of SWs – schoolchildren and students, military personnel, truck drivers, migrants. Peer education was provided by 350 peer educators through training, education, and information sessions.

Over the year the Red Crescent reached 8,000 SWs clients, 700 SWs, 1,400 IDUs and 40,000 people from the general population. Around 77 per cent of the targeted population aged 15-49

⁵ “My city is getting ready” campaign was the Red Crescent contribution to the World Disaster Risk Reduction campaign that seeks to convince city leaders and local governments to commit to a checklist of the *Ten Essentials for Making Cities Resilient*.

correctly identified ways of preventing sexual transmission of HIV and rejected major misconceptions about HIV transmission. Besides, 85 per cent of targeted SWs, IDUs, and military men who have sexual contacts with more than one partner or with irregular partners reported that they had always used condoms.

Dissemination of 14,500 units of information/education materials supported both education and awareness-raising activities.

The four Red Crescent harm reduction points in Almaty, Pavlodar, Taldykorgan and Ust-Kamenogorsk exchanged syringes, distributed condoms, disseminated information materials, and provided consultations and outreach services. The points served 420 permanent clients and 1,370 people received outreach services. Out of 150,350 distributed syringes 59 per were returned.

Constraints or Challenges

Only one third of the HIV programme budget was covered. Consequently, the scale of activities was reduced. The planned coverage was not achieved. Capacity building activities under the fourth outcome were limited. However, two branch HIV coordinators received training in harm reduction in Villa Maraini (Italy) to learn best practices.

Programme component 2: Tuberculosis

Outcomes

- Clients with TB received support from the Red Crescent.
- TB referral among people living HIV increased.
- TB awareness increased and stigma associated with TB/HIV reduced through advocacy, communication and social mobilisation.
- Participation of community members in the Red Crescent TB programming increased.

Achievements

The National Society TB prevention programme tackles TB, MDR TB and TB/HIV co-infection. The Red Crescent served clients with TB in Kokchetav, Semey cities, clients with MDR TB – in Almaty, Kyzylorda and Taldykorgan – and clients with TB/HIV– in Almaty, Karaganda and Temirtau. The programme aims at improving treatment outcomes by encouraging treatment adherence. To achieve this, visiting nurses of the National Society provided programme beneficiaries with direct observation of treatment (DOT) in clinics, with education and social support (food parcels and hygiene kits). Clients with MDR TB also received psychological support from professional psychologists individually or in a group.

The National Society reached 1,245 clients with TB and MDR TB over the period. The treatment success rate among 400 clients who benefited from DOT of treatment was about 92 per cent.

The TB/HIV co-infection programming comprised services provided by multi-disciplinary teams of social workers, psychologists and lawyers combined with social support and educational activities. In total, 576 clients with TB/HIV co-infection were targeted; default rate was about 3.5 per cent. Psychological support was also rendered through five self-support groups facilitated by the clients of the programme volunteering in the Red Crescent TB service and psychologists. Twenty one former beneficiaries of the programme volunteered in the Red Crescent TB service, basically assisting with outreach work.

The sessions for wider population in secondary schools and organizations included information on tuberculosis symptoms, prevention measures, treatment, and where to refer in case TB is suspected. About 85 per cent of the targeted population was aware about 4 signs of TB, measures to prevent the disease and the fact that TB is curable.

Programme component 3: Community-based health and first aid

Outcome

- Communities empowered through skills to prevent the most frequent diseases, to provide care to newborns and basic first-aid.

Achievements

There was no funding received for this component. However, the National Society's health programme was realized in cooperation with the principles and values programme to raise the migrants' awareness of TB, TB/HIV and sexually transmitted infections (STI) thus putting the community-based health and first aid approach in practice.

Organizational Development/Capacity-building

Programme component 1: National Society organisational development and capacity-building (headquarters and branches)

Outcomes

- Effective governance and management structures.
- Effective and transparent human resources management systems.
- Proper and effective financial management in line with clear procedures, guidelines and leadership commitments.
- Increased National Society's sustainability.

Achievements

The executive council of the Kazakhstan National Society adopted amendments to the statute in October. The statute should further be agreed with the IFRC/ICRC Joint Statutes Commission, approved by the National Society congress and submitted to the Ministry of Justice for re-registration. The executive council also examined the draft strategy of human resource management and personnel policy that imply creation of a single open personnel policy of the Society to attract, retain and develop staff, members and volunteers. The National Society will seek feedback from branches and, if necessary, introduce changes to the drafts before they are completed.

In the last quarter of the year the Kazakhstan Red Crescent was involved in the institutional audit and internal controls assessment by an external audit company. Effectiveness workshops were organised with key process owners and other key stakeholders to discuss relevant processes, risks and controls to ensure key risks, controls and the workflow were captured correctly; and to assess the design of controls against the characteristics of a Well-Functioning National Society as well as control objectives for a non-for-profit organization. The result of the assessment and recommendations for areas where improvements were required was presented through the briefing for the National Society leadership and a gap report. The recommendations concerned the following areas: corporate level controls – strategic planning, information and communications, philosophy of management and financial sustainability, volunteer management, HR management, policies and procedures, risk management and monitoring; management accountability – planning and budgeting, budget implementation and analysis; financial accountability – process organization, financial unit structure, information systems, regulating documents and instructions, division of responsibilities, documentary proof of controls, work with cash. The financial audit was postponed until spring 2012.

Three induction courses reached 50 staff and volunteers of the new information and education centres for migrants. The courses, arranged jointly with the principles and values programme,

equipped the participants with knowledge of the Red Cross Red Crescent mission, principles and values, issues of governance and management, the Red Crescent legal base, health and disaster management and migration issues.

Nine staff of the Kazakhstan National Society improved their programme management skills through the training in project planning and monitoring and evaluation basics conducted by the IFRC in October 2011. Over the year the Kazakhstan Red Crescent participated in the Central Asian National Societies leadership forum and a workshop on humanitarian diplomacy and strengthening strategic partnerships arranged by IFRC for five central Asian National Societies. A new head of the organizational development department was appointed in December.

Programme component 2: National Society legal base development

Outcome

- Red Crescent Law developed and promoted for adoption.

Achievements

The National Society produced the draft Red Crescent law with support from a legal consultant. The draft was submitted to the ministries of justice and foreign affairs.

Programme component 3: Volunteer promotion and development

Outcome

- Nationwide volunteer profile and youth services improved through strengthening volunteers centres and clubs.

Achievements

Because there was no funding received for this programme component, the National Society volunteering activities were implemented through other programmes supported bilaterally and multilaterally.

The position of a coordinator on volunteers and youth was covered by the principles and values programme (migration component). The National Society developed a volunteer management system and a set of relevant documents (guidelines for volunteers, a questionnaire, job descriptions, an interview sheet, and an induction course module).

In December 2011, the Kazakhstan Red Crescent organized a national meeting for volunteers from all branches of the Society, the so called youth camp. The meeting, held in Almaty, gathered 34 participants – active volunteers, youth and volunteering programmes coordinators – to share knowledge and experience. Moreover, the participants were provided with information about the Movement and volunteerism during an induction course. They were also trained on first aid, communication and presentation skills, and teambuilding.

Constraints or Challenges

Only 12 percent of the OD programme budget was covered and the activities consequently were minimal. Some capacity building initiatives were covered by other programmes, like the regional workshop on humanitarian diplomacy and strategic partnership development or the youth camp.

Principles and Values

Programme component 1: Promotion of humanitarian principles and values

Outcomes

- Fundamental principles and humanitarian values of the Movement promoted.
- The image and profile of the Kazakhstan Red Crescent Society improved.

Achievements

Over the reporting period the Kazakhstan Red Crescent continued to promote principles and values through public campaigns, round-table meetings and through mass media sources. About 10,000 people from partner organisations, general public and Red Crescent beneficiaries were covered by 213 events.

About 280 publications about Red Crescent activities and humanitarian principles and values were made through radio, TV and printed periodicals at local and republican levels.

On the eve of the World Red Cross Red Crescent Day the Kazakhstan National Society organized four public campaigns in new sites of the migration programme – Aktobe, Atyray, Semey and Shymkent. The campaigns aimed at promotion of humanitarian principles and values including non-discrimination, tolerance and anti-xenophobia through round-tables, debates and competitions. The actions covered representatives of government bodies, international organisations, NGOs, AIDS centres, medical entities and young people, including those from migrants, so as attract them as volunteers. Totally, the campaigns covered more than 500 people. Migrants took active part in the public campaigns, which ensured their social inclusion and helped build ownership of improvement of their situation.

Programme component 2: Anti-discrimination and violence prevention

Outcomes

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

Achievements

In 2011, the Kazakhstan Red Crescent expanded the national network of information and educational centres for migrants from three to seven centres. Through these seven centres and outreach work the Red Crescent reached over 7,000 beneficiaries – labour migrants from Kyrgyzstan, Tajikistan and Uzbekistan.

The centres provided the following services: legal consultancy, psychological support, TB, HIV and other diseases prevention and first aid, disaster risk reduction, tracing and tailored humanitarian support for the most vulnerable migrants. Humanitarian support included food items, bedding, hygiene and first aid items, used clothes, shoes and other support depending on the needs of beneficiaries. The outreach work implied visits to migrants' work places, i.e. construction sites and markets, where the staff and volunteers established links with employers and taskmasters, met migrants, disseminated information and printed materials and conducted short training sessions on social, health and disaster issues.

Tolerance, respect for diversity and the need to oppose xenophobia, discrimination and social exclusion were promoted at national and regional levels through public campaigns, information materials, publications in media sources, debates and round tables for partners and the general public. The campaigns targeted population on the markets, railroad terminals, residential areas of

migrants (summer houses, suburban districts) and construction sites. Besides, each of the four new centres organized an information campaign to promote the Red Crescent services for migrants.

Messages on gender-based violence and discrimination were spread as part of the National Society's promotion activities within the migration project.

Constraints or Challenges

Newly established centres faced certain difficulties with access to beneficiaries as migrants are often reluctant to contact the Red Crescent for fear of being discovered, detained, deported or returned by state authorities, and because of language barrier. As in other project sites, to overcome this problem, the Kazakhstan National Society raised awareness among population, potential beneficiaries and partners about the services.

Efficient legal support in new centres was also difficult in the beginning as new staff had to learn, including from experience, how to deal with migrants' issues that are quite specific.

Working in partnership

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

The Red Crescent Society's role in disaster response is stipulated by the national plan. Besides, the National Society has an agreement on cooperation with the Emergency Ministry signed in 2001 which is regularly renewed. The Red Crescent Society has partners in the disaster management sector among the UN agencies and gets involved in UN and interagency training events and workshops. The ICRC is among the main partners of the disaster management programme in Kazakhstan, especially in contingency planning and the DL promotion; it also supports legal base development.

The Kazakhstan Red Crescent carried out community-based disaster preparedness activities and disaster preparedness and first-aid education among schoolchildren in Almaty city, Almaty and South-Kazakhstan regions in cooperation with the Netherlands Red Cross. The activities formed part of the project "Building Sustainable Community Resilience through Disaster Risk Reduction in Central Asia" implemented by the consortium of the American, German and Netherlands Red Cross Societies, the Central Asian Red Crescent Societies and IFRC funded by DIPECHO in 2010-2011. Besides, together with the American Red Cross, the Kazakhstan Red Crescent runs the urban earthquake preparedness initiative that focused on Almaty. In this connection the National Society signed a tripartite agreement on cooperation with the Ministry of Emergencies and Almaty city administration.

The National Society is an active member of the country coordination mechanism on TB in the country and regularly participates in the inter-agency meetings about the developments in the national TB programme. The Red Crescent Society maintains working relationships with international agencies like Project HOPE, KNCV (Dutch Tuberculosis Foundation), AIDS Foundation East-West, USAID.

The Kazakh National Society is a member of the Red Cross Red Crescent Global Alliance on HIV. Within the framework of the HIV Global Alliance programme, the American RC allocated additional funds for the National Society to expand HIV prevention in the country by increasing the range of the Red Crescent services. As a result, information and counselling centres for SWs and their clients in Aktobe and Taldykorgan provided educational sessions, psychological counselling, social support and refer to HIV voluntary counselling and testing, TB testing, STI testing and treatment in friendly clinics.

With the support from the Global Fund to fight AIDS, Tuberculosis and Malaria, the Kazakhstan Red Crescent Society continued its activities in the field of TB advocacy, communication and social

mobilization. It also provided social support to the most vulnerable people with TB, including former prisoners. The National Society will expand TB and HIV (co-infection) prevention activities for former prisoners with support from the British Red Cross in 2012-2013.

The key partners of the principles and values programme are the media, which play a great role in improving image of Red Crescent and changing behaviour towards vulnerable groups served by the National Society. The partnership with EC, IOM, UN family agencies, local NGOs and local authorities strengthened under the migration project through information sharing, participating in regional and national conferences and meetings.

Contributing to longer-term impact

The IFRC and the Kazakhstan National Society carried out routine monitoring of the project through field visits, observations, meetings with local authorities, volunteers and beneficiaries, international organisations, non-governmental organisations, internal staff meetings with branch staff and progress reports.

Field visits and reports from branches to the headquarters and further reporting to the IFRC regional representation fed the programme management at the national level. During the monitoring trips, the achievements, challenges and constraints were discussed with the project staff and recommendations were provided. The progress, constraints of the programmes and best practices were also discussed at the national and regional working meetings. The disaster statistics and their impact on the sites where risk reduction projects have been implemented are followed up with the emergency structures at local level. Promotion of the Disaster Law initiatives by the Red Crescent Society supports the government in performing their duties in the area of civil protection.

The SPHERE standards and the Code of Conduct for Red Cross Red Crescent staff and volunteers in emergency relief guide the Red Crescent disaster response, and the fundamental principles and the value of respect for dignity and equality are at all times promoted in disaster management awareness materials, during training and at work with the communities. In disaster response, the distribution of assistance is made on the basis of impartiality. Actions are solely guided by needs, proportional to the degree of suffering and prioritized on the basis of urgency and vulnerability. To support increased involvement of women in disaster risk reduction activities the National Society participated in the roundtable that discussed the role of women in the system of civil protection.

The characteristics of a well-prepared National Society provide both a point of reference and a framework for National Society capacity building in disaster management. The criteria for the characteristics of a well-prepared National Society are broadly based on the Federation criteria for the “Characteristics of a Well-Functioning National Society”, a set of agreed standards that every National Society should strive to meet. The information gathered through a well-prepared National Society (WPNS) questionnaire enables the National Society to conduct internal self-assessment measuring performance and impact as well as improving processes to build on existing capacities.

The Kazakhstan National Society has been involved in the WPNS self-assessment process since the first phase (2001). Over the reporting period the National Society carried out the third phase of the assessment. The data for the WPNS questionnaire was collected through an inclusive process that implied discussions in a focus group – a group of relevant disaster management paid staff and volunteers that undertook the completion of the questionnaire so as to increase the validity. The analysis of the filled WPNS questionnaire demonstrates that the Kazakhstan National Society improved its capacity by 2-4 points in each of the following parts (out of 7) of the questionnaire:

- Emergency preparedness, policy, plans and laws (including data on structure and organization; national coverage /historical data);
- Resource and response mobilization (including human resources and training, financial resources, material resources);
- Damage, needs, hazard/risk/vulnerability and capacity assessment/monitoring and evaluation;

- Coordination;
- Community based disaster preparedness, mitigation and disaster risk reduction;
- Advocacy.

The results of the external evaluation of the regional migration project⁶ and recommendations for future migration programming in Central Asia were shared with the implementing National Societies, the donor and Movement partners (through publication). Besides, the findings and recommendations of the evaluation were discussed at the regional technical meeting held in November 2011. The same month an external evaluator carried out an external evaluation of the four new Kazakhstan Red Crescent's centres for migrants set up in 2011. The evaluation report was drafted and shared with the IFRC regional representation. It should be further shared with the National Society for their feedback before it is completed.

In the first half of the year the IFRC regional representation also commissioned a rapid assessment to look into health issues in migrant communities in order to determine its strategic priorities in the region. As a result, a migration health four-year concept paper for Central Asia was prepared that gives particular attention to addressing TB, HIV and sexually-transmitted infections (STI) of migrants.

Looking ahead

In 2012 the Kazakhstan National Society will continue promoting enhancement of disaster risk reduction at the community level through legislation in line with the resolution of the 31st International Conference. Thus, there is a plan to facilitate a review of the existing legislative frameworks at country level to assess whether they adequately address risk reduction. Besides, the Red Crescent will support improvements to norms and mechanisms for cooperation in providing disaster relief and initial recovery assistance in the region.

It is expected that the Kazakhstan National Society will contribute to the inter-agency contingency plan completion in cooperation with UN OCHA. Disaster education for staff, volunteers and communities will be rolled out according to already developed standards. Additional education courses will also be developed. The National Society plans to reach more cities through a campaign aimed at making cities resilient.

In TB and HIV prevention programmes the National Society will strengthen work with former prisoners. Services for people with MDR TB and with co-infection will continue. Taking into consideration the shortage of funds, the Kazakhstan Red Crescent will also focus its efforts on work with communities and expand advocacy, communication, and social mobilization activities.

The experience of the migration programme in Kazakhstan, Kyrgyzstan, Tajikistan and Uzbekistan gave the IFRC and the Red Crescent Societies in Central Asia a considerable insight into the plight of migrants, potential migrants, returnees and their families at origin and destination and en route transit points. This experience and the migration health concept paper (produced in 2011) help define future programming. The strategic priorities defined by the concept are: bridging between origin, transit and destination intervention points; coordinating with organizations involved with health and migration issues; improving case detection and treatment outcome; increasing tolerance to cultural diversity; and building skills and resources to manage migration health. The IFRC regional representation has been seeking funds to support the existing Red Crescent services for migrants and to scale up the health component with particular attention to TB, HIV and STIs through a number of project proposals/concept notes.

⁶ In May-June the migration project funded by the European Union and implemented in Kazakhstan, Kyrgyzstan, Tajikistan and Uzbekistan underwent an external evaluation.

How we work

All IFRC 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 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.

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Saving lives, changing minds.



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 nonviolence and peace.

Find out more on www.ifrc.org

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