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Kosovo

Annual Report 2012

 International Federation
of Red Cross and Red Crescent Societies

MAAKV001

01 April 2013

**This report covers the
period 01 January 2012 to
31 December 2012.**

*A Red Cross basic assistance to the
returnee family from Sweden
Photo: IFRC Office in Kosovo*



Overview

For 2012, the project areas supported in Kosovo 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 of the IFRC's Strategy 2020 and the priorities of the Red Cross organizations. In Kosovo, the International Federation contributes, within its agreed areas of responsibility, to the achievement of the Secretary General's objectives set by the Governing Board in 2011. Derived from this, the IFRC Kosovo Office's specifically planned outputs and targets are aligned to the five Business Lines of the International Federation:

- "To raise humanitarian standards"
- "To grow Red Cross Red Crescent services for vulnerable people";
- "To strengthen the specific Red Cross Red Crescent contribution to development";
- "To heighten Red Cross Red Crescent influence and support for our work";
- "To deepen our tradition of togetherness through joint working and accountability".

During the reporting period, the Red Cross organisations have promoted the fundamental principles and humanitarian values that are now integrated in other programme areas to raise humanitarian standards.

In order to grow Red Cross services for vulnerable people, the planned disaster management programme is being implemented with the aim to strengthen the organization's capacity in disaster management for the Red Cross organizations in Kosovo to be able to fulfil their humanitarian mandate. However, during the reporting period, no support was provided to the capacity building of the two Red Cross organizations in Kosovo due to the lack of funds.

During January – February 2012 heavy storms as well as deep snow affected many families in Kosovo. Response operations funded by the International Federation's Disaster Relief Emergency Fund were implemented to support the most vulnerable 1,900 affected families during the period from January to April 2012. Also the severe winter conditions hampered the implementation of the planned activities during January-February, and they had to be rescheduled.

The beneficiary satisfaction survey was conducted 14-30 April 2012, among the people who were assisted through the DREF operations *MDRKV004 and MDRKV005* responding to extreme winter condition during January-February 2012. During the survey, a total of 370 families were interviewed in all of the affected areas. 44 volunteers and 5 Red Cross staff were involved in conducting the beneficiary satisfaction survey. The collected information was analyzed in a database. The survey confirmed that the distributed items met the basic needs of the assisted persons. The assistance arrived in time, relatively soon after the launch of the operation, therefore the distributed items were useful for the beneficiaries. (Link can be added here maybe)

In order to strengthen the specific Red Cross contribution to development, the Red Cross organisations in Kosovo are implementing Health and Care, Organisational Development and Capacity Building and Migration programmes.

The International Federation continued supporting the Red Cross organizations in implementing the health and care programme to contribute to improved living conditions, knowledge and behaviours, which lead to better health situation of people who are most in need in Kosovo. In order to achieve this goal, capacity building trainings, family health education courses, and community-based health related activities were conducted during the reporting period.

As part of this project one of the objectives were to improve cold and damp resistance of targeted houses especially of those households with older people and children. The expected result was to provide support to households, particularly those with older people and children, have durable, cheap, and locally available insulation and dampness protection in their houses. In this regard, British Red Cross managed to provide additional funding in order to start implementation of a project called "first aid for houses" which is not a separate project but it is just additional support of existing activities against objectives. This proposal included intervention and funding for one insulated room in the selected households. In order to learn more about the beneficiary satisfaction upon completion of this project, RCK with support from the International Federation decided to conduct a beneficiary satisfaction survey to gather feedback from the project's direct beneficiaries of the assistance was relevant for them. (Link can be added here maybe)

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 that enable them to improve their functioning and service delivery.

In addition, the Federation is cooperating with the Red Cross of Kosova in order to address the needs of the returning asylum seekers from Sweden and to strengthen their ability to reintegrate into their society. More specifically the supported activities aimed at contributing to their return in safety and dignity. The objectives of the returnee project are specifically linked to Strategic Aims Two and Three in the Federation's Strategy 2020 aiming to *enable healthy and safe living and promote social inclusion and a culture of non-violence and peace*.

Both Red Cross organizations in Kosovo work actively to support the vulnerable population based upon their humanitarian needs. In the present context, the Red Cross organizations still have a major role to play in terms of ensuring harmony in community through influence on their behaviour in terms of respecting diversity and values. The Red Cross organizations' standing among all communities is high because of its principles and humanitarian work. The capacities of the Red Cross organizations are limited but are gradually growing, and therefore the situation demands an uninterrupted support from the partners in the coming period to fulfil their humanitarian mandate. However, there is still only a limited opportunity for RC organizations to raise funds in Kosovo for their activities and therefore, they still depend on external funding and support primarily.

Working in partnership

The International Federation in Kosovo cooperates and coordinates its activities with a number of different partners within and outside the International Red Cross and Red Crescent Movement. The major partners are the British Red Cross, the German Red Cross, the Swedish Red Cross, the Italian Red Cross, the International Committee of the Red Cross (ICRC), the Grand Duchy of Luxembourg, several UN agencies, and the local and central authorities.

Progress towards outcomes

Business line 1: To raise humanitarian standards

Output 1.2 Promote Fundamental Principles and Humanitarian Values and mainstream those in programmes

Measurement			
Indicators	Baseline (BL)	Annual Target	Year to Date Actual
1.2.1 <i>Fundamental principles and humanitarian values sessions conducted for staff, volunteers and community</i>	Not applicable	To integrate Fundamental Principles and Humanitarian Values to new projects and programmes	For ongoing programmes Fundamental Principles and Humanitarian Values were integrated
Comments on progress towards outcomes			
Support was provided to the Red Cross organizations to integrate and mainstream Fundamental Principles and Values in all programmes and other activities. Both Red Cross organizations include Fundamental Principles and Values in all its activities, and plan and ensure dissemination of the same in public events and in media.			

Business line 2: To grow Red Cross Red Crescent services for vulnerable people

Outputs:

2.1.1 Risk assessment and emergency contingency plans designed and coordinated with stakeholders

2.1.2 RC Organizations are provided with timely support to undertake needs assessments and to provide emergency relief assistance to vulnerable people in time of disaster

2.2.1 Trained Disaster Response teams in place to respond to small disaster

2.3.1 RCK Disaster Management database established

2.4.1 Support RC Organizations in Kosovo to cooperate and coordinate with local authorities and other stakeholders to fulfill their roles for disaster management

2.5.1 IFRC Kosovo office has updated security regulation and contingency plan in compliance with Minimum Security Requirements

2.6.1 Increased awareness of the community on the potential risks from the disasters

Measurement			
Indicators	BL	Annual Target	Year to Date Actual
2.1.1 <i>Risk assessment and mapping conducted at branch level</i>	Six branches	4 to 6 branches	0 (due to lack of funding)
2.1.2 <i>Support to RC organizations through DREF/emergency operation in time of disaster as and when required</i>	Not Applicable	2 DREF operations (1,900 families)	100%

2.2.1 DR team trained at branch level	Six trainings supported by German Red Cross in 2011	4 to 6 trainings	0 (due to lack of funding)
2.3.1 DM database established in 2012 by RCK and updated twice a year	0 DM database	1 DM Database	0 (due to lack of funding)
2.4.1 Meeting with local authorities and stakeholders to promote RC auxiliary role	Ongoing activity	6-8 meetings	8 meetings
2.5.1 IFRC Office is Minimum Security Requirements (MSR) compliant, and staff and delegate are aware and adhere to follow code of conduct and security rules to ensure a safe and secured operational environment	Annual updates	100% MSR compliance	100% MSR compliance
2.6.1 Awareness raising activities at community level to be better prepared for eventual disaster situation	Ongoing activity	5 communities	0 (due to lack of funding) However, DP awareness was conducted during DREF operations in 22 communities

Comments on progress towards outcomes

2.1.2 RC Organizations are provided with timely support to undertake needs assessments and to provide emergency relief assistance to vulnerable people in time of disaster

The disaster management programme aims to strengthen the disaster management capacity of the Red Cross organizations in Kosovo to be able to fulfil their humanitarian mandate. The International Federation, mainly supported by the German Red Cross during the past years, has been supporting Red Cross organizations in this regard. However, during the first half of 2012, no funding was available for implementation. Therefore, outcomes 2.1.1; 2.2.1; 2.3.1; and 2.6.1 have so far not been implemented. At the same time, so as to address this issue, the IFRC Office in Kosovo has developed project proposals together with the Kosovo Red Cross organisations related to disaster management, highlighting the main areas where intervention is needed.

Due to extremely low temperatures and windstorms followed by heavy snowfall starting in January this year, several municipalities in Kosovo were heavily affected. February 2012 brought even more snowfall with many villages buried under the snow reaching two meters in height and blocking road traffic and the supply of goods and causing electricity/ communication cuts. Following the described events, the Red Cross organisations in Kosovo activated their disaster response teams in order to assess the situation and respond accordingly.

Upon the request of the Red Cross organizations in Kosovo, two DREF allocations to the amount of CHF 353,598 (CHF 148,635 on MDRKV004 and CHF 204,963 on MDRKV005) were allocated to support with food and non food items 1,900 most vulnerable families affected by the disaster.

Two “lessons learned” workshops were conducted in April 2012 with the objectives to analyze the Red Cross organizations` extreme winter response operation; preparedness and response capacities of the RC in regard to possible floods or other crisis and explore possibilities for preparedness efforts. During workshops, the participants identified two types of obstacles, one influenced by the disaster itself, and the other by not having logistics, financial as well as material stocks to assist the people. They all expressed the need to have more advanced capacity building trainings in disaster response as well as disaster risk reduction. The acting DM Coordinator at the Europe Zone Office paid a monitoring visit to Kosovo in order to observe the implementation of the operation as well as to participate in the “lessons learned” workshops.

A beneficiary satisfaction survey was organised among the people who were assisted through the DREF operations in January-February 2012. A report on the findings was published in May¹. During the survey a total

¹<http://www.ifrc.org/docs/Evaluations/Evaluations%202012/Europe/Kosovo%20Beneficiary%20Satisfaction%20Survey%20Report.pdf>

of 370 families were interviewed in all of the affected areas. 44 volunteers and 5 Red Cross staff were involved in conducting the survey.

2.4.1 Support RC Organizations in Kosovo to cooperate and coordinate with local authorities and other stakeholders to fulfill their roles for disaster management.

The previously signed Memorandum of Understanding facilitated by the International Federation between the Red Cross of Kosova (RCK) with the Ministry of Kosovo Security Forces has been a very positive step taken, aiming to enhance the cooperation and coordination between them. During the reporting period, as a result of this agreement, 43 staff and volunteers participated in trainings such as Basic Fire Preparedness, Basic Emergency Management, Basic Emergency Planning and Risk Assessment and Contingency Planning.

2.5.1 IFRC Kosovo office has updated its security regulation and contingency plan in compliance with Minimum Security Requirements.

The IFRC Office in Kosovo continues monitoring of the security situation in Kosovo, and regular updates are sent to the Security Unit, the Europe Zone Office Senior Management Team, and the security focal person. Regular coordination is in place with ICRC on security matters and contingencies related to security. The Security Regulation was updated in July 2012.

2.6.1 Increased awareness of the community about potential risks of disasters

The planned activities under this objective have not been implemented as planned due to the lack of funding. However, during the distribution of relief items during DREF operations, Red Cross staff and volunteers advised families on protection during possible floods in the spring when the snow melts and rains start.

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 Kosovo 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). This active advocacy resulted in some assistance RCK received from UNDP for awareness rising of the communities in two municipalities about the risks from disasters. During the reporting period no other funding was obtained for this activity.

Business line 3: To strengthen the specific Red Cross Red Crescent contribution to development

Outputs:

3.1.1 Advocacy and coordination with authorities and other stakeholder for improved services and integration of vulnerable returnees

3.2.1 Increased awareness-raising about the risk of HIV and AIDS among youth.

3.3.1 Increased knowledge and access to appropriate information about family health issues

3.3.2 Promoting first aid and road safety measures among population

3.5.1 Improved performance of staff and volunteers

3.5.2 Updated or developed policies and procedures for all programme and administrative areas in phases

3.5.3 Improved performance of governance and management structures through better understanding of roles and responsibilities

Measurement			
Indicators	BL	Annual Target	Year to Date Actual
3.1.1 <i>Basic and other needs based support to prospective returnees from Sweden</i>	In 2011, 12 families with 56 members and three individuals returned	30 returnee families	29 returnee families
3.2.1 <i>HIV and Aids Peer education for youth in schools/out of schools, Theatre based performance and information campaigns annually</i>	390 peer education trainings, 10	476 sessions and	Funding obtained, preparation work started and

	theatre performance and 20 awareness raising campaigns in 13 branches	campaigns in 13 branches	activities will be implemented in 2013
3.3.1 Family Health Education Courses for vulnerable communities	192 courses	200 courses	303 courses
3.3.2 Capacity building training on First Aid and road safety for volunteers, and school children and campaign on road safety measures in 10 RC branches	not available	10 trainings and 10 campaigns	0 due to lack of funding
3.5.1 Needs based capacity building training for staff and volunteers (trainings on planning, reporting & M/E)	not available	8 trainings	7 trainings
3.5.2 RCK DM and social welfare policy finalized in 2012-13	not applicable	1	1
3.5.3 Governance and management training for RC Organizations` branch presidencies	not applicable	2	0 due to lack of funding

Comments on progress towards outcomes

3.1.1 Advocacy and coordination with authorities and other stakeholders for improved services and integration of vulnerable returnees

With the support from Swedish Red Cross, the International 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. The overall objective of the returnee project is to contribute to their return in safety and dignity. It 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 to their re-integration in Kosovo. Interviews with people who had returned were also carried out throughout the reporting period asking questions about their most difficult challenges. Increased networking and cooperation helped the gathering of information, which provides the returnees with pre-departure counselling as well as with the information about the general situation in Kosovo such as the possibility of accommodation of some of their children in SOS children`s villages; information related to treatment in children`s psychiatric clinics; information from the Centre for Protection of Victims and Prevention of Trafficking in Human Beings;; request to Ministry of Internal Affairs for ensuring transportation and temporarily accommodation for returnees, etc.

During the reporting period, 20 families and two individuals have returned. These families were supported according to their identified needs with food and hygiene parcels; blankets; children kits; clothes for children; kitchen sets and some medical expenses reimbursements. Some of the returned families were also provided with self-sustainable support such as: tools for painting; equipment for a hair dresser parlour; sewing machines with fabrics and other material; a set of tools for a mechanic; and equipment for the locksmith trade, tools for carpenter, etc. Another seven families returned but have not contacted the Federation Office or the Kosovo Red Cross organizations in 2012.

In addition, returnees based on their needs are provided with psychiatric treatment sessions through qualified professionals. During the reporting period 12 of them were treated. With the support from Swedish RC, basic training on Psychosocial Support to returnees was conducted for 11 RC branch secretaries and volunteers. In June 2012, Swedish Red Cross representatives visited Kosovo to discuss the future cooperation around the returnee project. Also Information sharing Workshop was held with RCK HQ staff and branch secretaries in December. The purpose of the meeting was to provide the opportunity for participants to share their experience related to the project implementation as well as to discuss their capacity of minimum support that could be provided in case external support would stop.

3.2.1 Increased awareness-raising about the risk of HIV and AIDS among youth

As expected, during the second part of the year, funding for supporting these activities was obtained. Based on the project plans, the RC organizations identified 13 RC branches where project activities will be implemented. A ToT was conducted for peer educators as well as World AIDS Day was celebrated on 01 December 2012. During the celebration beside awareness campaign rallies, a workshop entitled "0 to discrimination" was conducted in collaboration with the National Institute for Public Health, where 30 RC

volunteers participated. The peer education sessions are planned to be implemented during 2013.

3.3.1 Increased knowledge and access to appropriate information about family health issues

In order to address the health needs in Kosovo, the Red Cross organizations worked to strengthen their organizational capacity in health and care as well as to offer services to the community in reproductive health, better child care and child development, and healthy behaviour.

The Red Cross organizations in Kosovo, supported by the International Federation, in cooperation with the Ministry of Health and UNICEF, and the Grand Duchy of Luxembourg, 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 they were open to both females and males with a special emphasis on mothers and young people. During the reporting period, with the support from the International Federation, a total of 303 family health education courses were conducted with around 4,545 participants. 10% of the participants were men. 90% of the courses were monitored by the Red Cross health supervisors. In addition both Red Cross organizations in Kosovo also provided hygiene parcels among the 240 most vulnerable participants of the courses during the last day of the course.

To supplement and strengthen the Family Health Education component of the RCK health programme, an additional component was supported by British Red Cross who also managed to provide additional funding in order to improve room insulation, damp-proofing and draught-proofing of the most vulnerable families living in the respective municipalities. This activity is called "first aid for houses".

During May 2012, RCK branch secretaries and volunteers identified houses with poor insulation and high exposure to dampness and draughts based on selection criteria. In this regard Red Cross branches have also conducted different campaigns in order to do fundraising among population for donating different construction materials such as doors, windows, furniture and other items. Posters were printed in order to promote the donation of needed materials among the residents. As a result of the local fundraising, a total of 176 families were assisted in Malisheva, Vushtrri, Skenderaj and Obiliq municipalities with insulation, dampness and draught proofing one of their rooms. This was done prior to winter period in order to help these vulnerable families to have one warmer room to stay in.

200 most vulnerable families that were identified having problem with safe drinking water were provided with water cans and carrying containers in four municipalities. Water provision has been ensured by the right choices of water carrying and storage vehicles; containers which are protected and have water pouring taps.

Community members together with Red Cross staff and volunteers organized cleaning campaigns and are trying to keep their surroundings cleaner. There are some resourceful and promising approaches to waste recycling of biodegradable plastics. Household waste collection has yet to be resolved through agreements between authorities and the communities, facilitated by RCK branches.

At the beginning of June, the RCK conducted a training session for young trainers for providing health sessions to their peers in the community. There were 25 participants from 5 branches (Prishtina, Vushtrria, Malisheva, Skenderaj and Obiliq) that participated in this training. Trained Red Cross volunteers conducted 50 health promotion sessions in their respective branches with total of 750 participants.

3.3.2 Promoting first aid and road safety measures among population

Due to the lack of funds, activities under this outcome have not been implemented.

3.5.1 Improved performance of staff and volunteers

In order to enhance the capacity of the Red Cross of Kosova, the International Federation conducted a Project Planning and Reporting basic training for branch secretaries and HQ staff. A total of 32 participants participated. The Project Planning manual was translated into the local language, and the same has been printed and shared with the RCK. It is expected that the participants of the training will be able to prepare better project proposals and apply to different donors for support. The same training was conducted for the other organization, the RCKM as well during the second half of the year with 30 participants.

During the reporting period an increase was registered in the number of volunteers participating in disaster relief operations and other RC organized events. The capacity building training followed by the formation of Branch Disaster Response Teams (BDRT) last year had an impact on faster and more effective response for a timely completion of the two DREF operations launched in 2012. The capacity building of the staff and volunteers done through trainings and workshops such as beneficiary satisfaction surveys, lessons learned workshops, planning and reporting training, psychosocial support training, further strengthened volunteer and staff knowledge and skills in the implementation of different projects. Increased networking, information sharing and coordination resulted in better coordination with local authorities to provide better services and

more information for the ongoing projects implemented by RC organizations.

Two RC branches are implementing a mini project to provide support to the elderly people. The objective of the project is to relieve the suffering of the most vulnerable lonely elderly through advocacy, fundraising and homecare visits. Ten RC volunteers provided support to 30 elderly people through home visits. During the visit, they discussed different issues affecting their lives, arrange doctor's visits from the health centre for their basic check up, clean up their houses, do some gardening for them etc. The RC volunteers also conduct regular drives to raise funds as well as collect food and hygiene parcels etc from local companies to assist these elderly people. The project activities were extensively covered by different local and national media. This project mentioned above was not initially planned in the Long-Term Planning Framework; however, this is piloted now, and in case funding can be secured for it, this will be added to the objectives.

Red Cross youth volunteers have regularly conducted diversified membership drives (recruitment of new members) in their respective branches. The number of new members that joined the RCK is 1,224. Red Cross youth volunteers conducted fundraising events in six branches (Prishtina, Peja, Gjilan, Kamenica, Prizren and Vushtrri). They organized different campaigns such as: first aid, promotion of volunteerism, social games etc. Red Cross messages carrying different slogans about volunteering, community issues and different humanitarian topics such as 'Become a volunteer!' or 'You can make a change in people's life by donating!' were disseminated. During these campaigns, the volunteers collected in-kind and cash donations from the public. In these campaigns around 115 volunteers and 400 people of different ages, gender and ethnicity participated. The collected goods were then distributed among the vulnerable families in need.

The Red Cross organizations improved their public visibility and image through several public events. Both Red Cross organizations celebrated World Red Cross Day on 8 May 2012, and conducted promotional activities for the period of one week, with their volunteers. Different activities were implemented such as health education sessions, voluntary blood donation, and demonstration of first aid in emergencies, 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 and leaflets with Red Cross messages.

During 2012, additional community-based activities were implemented in three municipalities with the support of 20 youth volunteers such as planting trees in the places near the walking space for the elderly. Ten people from the community and twelve youth volunteers participated in this activity; ten volunteers conducted a campaign with the community for helping the people in need and collected food and non-food items to help 15 families in their community; 30 people from the community and 14 volunteers participated in activities targeting environmental awareness and cleaned together with the community in three villages.

The Red Cross of Kosova conducted a Training of Trainers for the promotion of humanitarian values for 25 volunteers at the branch level plus five staff members. A facilitator was invited from the Macedonian Red Cross. Subsequently, trained youth volunteers started implementing community sessions at branch level. Following the completion of the training session, the Red Cross of Kosova conducted 60 sessions reaching around 900 youths in primary and secondary schools. The Red Cross of Kosova and Metohija also conducted 20 sessions dealing with humanitarian values in four municipalities. Eight volunteers were engaged in the implementation of this activity reaching around 150 children in primary and secondary schools. The aim of these sessions was to influence people's behaviour by promoting respect for diversity by reducing discrimination, intolerance and violence.

A youth volunteer training for new volunteers was also conducted by the Red Cross of Kosova and Metohija. A total of 25 new youth volunteers were trained. These volunteers will contribute to the implementation of Red Cross youth activities

3.5.3 Improved performance of governance and management structures through better understanding of roles and responsibilities

Due to the lack of funds activities under this outcome were not implemented.

Business line 4: To heighten Red Cross Red Crescent influence and support for our work

Outputs:

4.5.1 New and old donors approached for diversified funding of Federation Kosovo LTPF (2012-15)

4.6.1 Advocacy with local authorities for RCK auxiliary role based on RC law and statutes

Measurement			
Indicators	BL	Annual Target	Year to Date Actual
4.5.1 <i>Diversified funding source with 90% funding coverage for Kosovo LTPF 2012-15</i>	117% in 2011, funds received mainly in the second half of the year	90%	118%
4.6.1 <i>Support RCK to have a MoU with relevant local authorities for their auxiliary role</i>	Not applicable	4 meetings	4 meetings

Comments on progress towards outcomes

4.5.1 New and old donors approached for diversified funding of Federation Kosovo LTPF (2012-15)

During the reporting period, several donors have been approached in order to ensure possible support for the Kosovo LTPF in 2012. Even though many of them were contacted, efforts resulted in having support from some donors such as: Swedish Red Cross for the returnee project; British Red Cross for Health and Care as well as Development; German Red Cross for Health and Care (Family Health Education project); DFID and Grand Duchy of Luxembourg for Health and Care (Family Health Education project). The Italian RC provided support for HIV peer education project in the second half of the year. Through regular advocacy by the International Federation, the RCK continues receiving support for family health education project from UNICEF.

Also several meetings were held with the Kosovo UN team for the development of an inter-agency coordination mechanism for disaster response. Guidance and draft plan were shared with UNDP which is coordinating the same with other UN agencies. The Europe Zone Acting DM Coordinator also participated in the meeting. These meetings continued during the whole year and resulted in drafting Kosovo Interagency Contingency Plan. This is expected to contribute to more efficient and coordinated response in times of disaster. The IFRC also participated in national level DRR (Disaster Risk Reduction) working group meetings organized by the UNDP.

4.6.1 Advocacy with local authorities for RCK auxiliary role based on RC law and statutes

The International Federation supports the Red Cross in Kosovo through advocacy, by increasing its profile among potential partners and helping with building up a better programme portfolio. This is done through advocacy in different meetings with local and international stakeholders and informing them of the important role the Red Cross plays and their presence at the grass roots level as well as their volunteer structure. This resulted in having some diversified limited funding from international and local donors, such as UNFPA, the Grand Duchy of Luxembourg and UNICEF, the Disaster Management Agency within the Kosovo Ministry of Interior, local municipalities etc. A meeting was conducted with in-country stakeholders to share the RCK plan and to seek for support. The meeting was very much welcomed by the participants as they were able to see more in details what RCK programme activities were there in support of the most vulnerable population. Local institutions showed willingness to find the means to support the RCK.

Business line 5: To deepen our tradition of togetherness through joint working and accountability

Outcomes:

5.1.1 Ensure better coordination between Movement partners in Kosovo in support of RC organizations in Kosovo

5.3.1 RCK Strategic Plan 2011-14 updated and extended annually (current framework: 2012-15)

5.5.1 Support to develop RCK human resources development

Measurement			
Indicators	BL	Annual Target	Year to Date Actual
5.1.1 Regular coordination and information sharing meeting with ICRC on issues related to support to RC Organizations in Kosovo	10 meetings each year	10 meetings	10 meetings
5.3.1 Conduct annual planning meeting to review/update RCK Strategic Plan	Not applicable	1 meeting	1 meeting to prepare RCK annual plan
5.5.1 RCK staff regulation developed in 2012	Not applicable	RCK Staff regulation	Draft RCK Staff regulation prepared

Comments on progress towards outcomes
<p>5.1.1 Ensure better coordination between Movement partners in Kosovo in support of RC organizations in Kosovo</p> <p>The International Federation continued having regular meetings with the ICRC on the support provided to the Red Cross organizations in Kosovo and monitoring and sharing of information on the humanitarian, political and security issues. Also regular meetings with RC organizations were conducted to discuss progress and challenges in implementation of project activities and needs.</p> <p>5.5.1 Support to develop RCK human resources development</p> <p>The process of developing RCK staff regulations has started and is expected to be completed during the second part of 2012.</p>

Stakeholder participation and feedback

The local Red Cross organizations and the Federation Office in Kosovo 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 local Red Cross organizations work closely with the International Federation. In its support to the organizations, the International Federation continued focusing on locating new potential partnerships and sources of funding. In 2012 the International Federation; together with the Red Cross organizations in Kosovo, succeeded in securing basic assistance to the most vulnerable families affected by disaster through DREF operations, and a beneficiary satisfaction survey was conducted with many of those families. Two thirds of the interviewed people stated that only the Red Cross had asked them about their needs during the disaster, and 99% of the interviewed beneficiaries stated that only the Red Cross had assisted them. The distributed items met the basic needs of the assisted persons. Assistance arrived in time and was useful for the beneficiaries. The

majority of the respondents received the relief within one week. People much appreciated that the relief was brought directly to them as they would have experienced some difficulties to travel and pick up the items somewhere else.

Participatory methodology is also applied in the health component project by involving communities in the implementation of the project. Increased participation in coordination and planning meetings with existing and new partners and stakeholders will remain a priority.

Key Risks or Positive Factors

Key Risks or Positive Factors	Priority High Medium Low	Recommended Action
<ul style="list-style-type: none"> A destabilized situation, including the possibility of resurgence of the conflict Large-scale emergencies with severe consequences in humanitarian terms 	"H"	Some of the potential risks and challenges are identified, such as conflict and emergencies (pandemic), cannot be overcome by the Red Cross organizations and the International Federation due to their nature and dynamics. Therefore regular follow-up and close monitoring of the situation is conducted.
<ul style="list-style-type: none"> High turnover of staff and volunteers due to the limited support the Red Cross organizations can provide. Salaries are low and far from competitive, and the organizations do not have the means to cover staff and volunteers' expenses during programme implementation 	"H"	High staff and volunteer turnover constitute an obstacle towards ensuring a flexible yet professional human resources base to meet the needs to build strong RC Organizations in Kosovo.
<ul style="list-style-type: none"> Limited funding available 	"M"	Sufficient and regular financial support is vital to allow for longer-term planning. Funding is provided by a limited number of donors, usually on a yearly basis, which de facto limits the possibility to plan several years in advance. In this regard, the International Federation will try to enhance diversified longer term funding for RC organizations activities including capacity building.
<ul style="list-style-type: none"> Ability of the Red Cross organizations to respond timely and efficiently to winter disaster situation was a very positive factor during reporting period as it also increased RC image being the only humanitarian responder in the field. 	"H"	Continue building capacities of Red Cross organizations in Kosovo in disaster management.

Lessons learned and looking ahead

The programmes supported by the International Federation in Kosovo are aligned with and contribute to the strategic aims of the IFRC's Strategy 2020. The Red Cross organizations in Kosovo play an important role in strengthening local communities and developing a civil society. The programmes' strong focus on gender issues, including the family health education project and the social welfare programme, contributes to this goal. Through awareness-raising people will be more 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.

The International Federation strives to provide relevant services to the most vulnerable in order to have positive impact on their vulnerabilities. This is done based on the assessment of their needs such as the 'first aid for houses' project that resulted in improving the living condition of 176 families by renovating their one room.

Whenever funding allows, the Federation builds the capacity of the two Red Cross organizations in the identified field previously identified as required. However, there is still room for improvement in achieving improved level of their capacity to cope with different vulnerabilities rising in Kosovo.

The main challenge faced during the year was uncertainty about the sustainability of the programme support provided by the International Federation. However, International Federation continues efforts in approaching different stakeholders for possible assistance to the most vulnerable in Kosovo.

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 International Federation will be particularly focusing on two core areas. Firstly, 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 the people affected by natural disasters through better trained and equipped disaster response teams; and decreased vulnerability and impact of disasters through risk reduction activities; provision of basic supports to prospective returnees from Sweden. Secondly, 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 aim will be achieved through enhanced capacity and skills of management and governance structures; an increased number of trained volunteers through improved volunteer training and management; an increased number of partnerships through enhanced transparency; and an improved public image and better capacity to forge and manage partnerships.

Financial situation

Click here to go directly to the financial report.

[http://www.ifrc.org/docs/LTPF Process/LTPF/2012/SP566KVLTPF_12arf.pdf](http://www.ifrc.org/docs/LTPF%20Process/LTPF/2012/SP566KVLTPF_12arf.pdf)

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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