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# Kosovo

## Annual Report 2013

 International Federation  
of Red Cross and Red Crescent Societies

**MAAKV001**

**30 April 2014**

**This report covers the  
period  
from 1 January 2013  
to 31 December 2013.**

*First Aid simulation exercise  
conducted by a  
Red Cross volunteer*

**Photo: IFRC Office in Kosovo**



## Overview

The International Federation of the Red Cross and Red Crescent Societies is supporting the Red Cross organizations in Kosovo to strengthen their organizational and operational capacity to carry out effective assistance and offer services to improve the situation of the most vulnerable people.

For 2013, the project areas supported in Kosovo were 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 global aims of the IFRC's Strategy 2020 and the priorities of the Red Cross organizations. 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".

The Red Cross organizations play an important role in strengthening local communities and developing civil society in Kosovo. In order to raise humanitarian standards, the Red Cross organisations have disseminated and promoted the fundamental principles and humanitarian values and integrated the same in all programme areas.

In order to grow Red Cross services for vulnerable people, the planned disaster management programme has been implemented with the aim to strengthen the organizations' capacity in disaster management for the Red Cross organizations in Kosovo.

Many villages in several municipalities were affected by flash flood due to heavy rainfall in Kosovo that started on 14 March 2013 and lasted for more than 24 hours. The majority of these affected areas are situated in the rural and poorer part of Kosovo. Based on the request of RC organizations, the International Federation launched a DREF operation. 760 families were assisted with food and non-food items based on the assessment conducted by Red Cross staff and volunteers. In addition to this, 110 food and non-food relief items were purchased as a replenishment of RCK's emergency stock.

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.

Through the Health and Care programme, the International Federation has continued supporting Red Cross organizations in implementing its health and care programme to contribute to the improved living conditions, knowledge and behaviours, which has led to a better health situation of people who need it most in Kosovo. In order to achieve this goal, capacity building trainings, family health education courses, community-based health related activities including HIV and AIDS peer education were conducted.

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

In the light of the serious humanitarian challenges that the population in Kosovo is facing, the International Federation is working to strengthen the organizational and operational capacity of the two local Red Cross organizations. 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.

In addition, the Federation was cooperating with the Red Cross of Kosova in order to address the needs of the returning asylum seekers from Sweden and strengthen their ability to reintegrate into their society. More specifically the support aims to contribute to their return in safety and dignity. The objectives of the returnee project are specifically linked to strategic aims 2 and 3 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 their principles and humanitarian work. The capacities of the Red Cross organizations are limited but are gradually growing, and therefore it demands an uninterrupted support from the partners in the coming period to fulfil its humanitarian mandate. However, there is still a limited opportunity for RC organizations to raise funds in Kosovo for their activities and therefore, they still depend on external funding and support.

## 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:

1.1. Promote Fundamental Principles and Humanitarian Values and mainstream those in programmes

Measurement			
Indicators	Baseline (BL)	Annual Target	Year to Date Actual
1.2.1 Fundamental principles and humanitarian values sessions conducted for staff, volunteers and community	<b>Not applicable</b>	To integrate Fundamental Principles and Humanitarian	For ongoing programmes Fundamental Principles and

		Values to new projects and programmes	Humanitarian Values were integrated
<b>Comments on progress towards outcomes</b>			
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 Branch level disaster contingency and response plan developed and coordinated with the authorities to mitigate their impact on vulnerable communities

2.1.2 Branch Disaster Response Teams (DRTs) have been created and are able to respond to disaster situation

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

Measurement			
Indicators	BL	Annual Target	Year to Date Actual
2.1.1 DM contingency plan and related materials have been developed and are disseminated in targeted branches and relevant institutions.	Five RC branches	5 RC branches	100%
2.1.2 The number of trained volunteers has increased and they are actively involved in activities organized in both central and branch level.	Five RC branches	5 RC branches	100%
2.2.1 Trained volunteer groups are actively organizing awareness campaigns at targeted communities	Five RC branches	5 communities	100%

**Comments on progress towards outcomes**

*2.1.1 Branch level disaster contingency and response plan developed and coordinated with the authorities to mitigate their impact on vulnerable communities*

In the previous years it was noted that whenever a natural disaster like floods happens, the Red Cross organizations are the only ones to respond even though they have limited capacity to do so. This highlights the need for developing a better disaster preparedness and response capacity. The disaster management capacity of the two Red Cross organizations in Kosovo remains limited. Hence the International Federation has been particularly focused on supporting the building of such capacities for the RC organizations to be better able to fulfil their humanitarian mandate. During the reporting period the following activities were implemented by RCK under DM response capacity building project supported by DFID.

One training session on risk mapping and contingency planning was conducted with the participation of 20 volunteers from 5 RC branches. That strengthened the capacity of the respective branches to conduct risk mapping and prepare contingency plans.

Due to heavy rainfall in Kosovo that started on 14 March 2013 and lasted for more than 24 hours, many villages in several municipalities were flooded. The most affected municipalities were Klina/ Klina, Skenderaj/Srbica, Peja/Pec, Istog/ Istok, Kamenice/Kamenica, Gjakova/Djakovica, North and South Mitrovice/Mitrovica, Zvecan, Laposavic. The majority of these affected areas are situated in the rural and poorer part of Kosovo. Some villages were isolated as well due to the damaged and/or not accessible bridges. The flooding caused damages to houses and personal belongings, casualties in livestock, damages

in agricultural land and equipment. The sudden cold wave with low temperatures and strong winds all over Kosovo further worsened the situation of the affected population. There were shortages of food and other essential goods, as the population was not prepared for such a heavy rain especially since there was not such a harsh winter.

Based on the request of RC organizations, the International Federation launched a DREF operation. 760 families were assisted with food and non-food items based on the assessment conducted by Red Cross staff and volunteers. In addition to this 110 food and non-food relief items have been purchased as replenishment of RCK emergency stock.

A “lessons learned” workshop was conducted by the RC organizations in Kosovo. The objectives of the workshop were meant to analyse the Red Cross organizations` response operation; preparedness and response capacities of the RC in regard to possible emergencies and explore possibilities for preparedness efforts.

Also, a beneficiary satisfaction survey was conducted among the people who were assisted through the operation. During the survey, a total of 200 families were interviewed in the majority of the affected areas. 18 volunteers, 7 branch secretaries and four Red Cross staff were involved in conducting the survey. 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.

#### *2.1.2 Branch Disaster Response Teams (DRTs) have been created and are able to respond to disaster situation*

One shelter and camp management training, and one First Aid training for DRT members were conducted with the participation of 20 volunteers in each training from RC branches. Two first aid Trainings of Trainers with the participation of 30 volunteers from RC branches was conducted by RCK. Also, one training for the formation of basic disaster response team at branch level with 15 participants was organized. That strengthened the capacity of the respective branches to conduct basic first aid trainings in future as well as enhanced their response capacity at branch level.

RCKM organised Disaster Response Team training in Mitrovica RC branch. 22 RC volunteers from seven RC branches participated in this training facilitated by DM coordinator from RC Serbia.

Also an earthquake simulation for primary school children in Gjilan municipality was organized by RCK on 5 December 2013 together with UNDP, Save the Children and Agency for Emergency Management including disaster management department in Gjilan. More than 500 children and others participated in this event.

#### *2.2.1 Increased awareness of the community on the potential risks from the disasters*

The Red Cross printed 2,000 leaflets containing information messages on potential risks from disasters. All materials used in the related trainings and campaigns were prepared in cooperation with the International Federation, the Red Cross of Kosova and the Agency of Emergency Management. Following that, the Red Cross-trained volunteers conducted information as well as awareness raising campaigns in five municipalities. The leaflets were also distributed during these campaigns. The awareness campaigns were conducted at community level through community gatherings, door-to-door approach, and in schools, etc. The campaigns will enhance the people awareness to be better prepared in order to reduce impact and loss from future disaster. Approximately 4,000 people have been reached through these activities.

UNDP, together with IFRC, RCK, and local authorities celebrated World DRR Day on 13 October. This year`s theme was disability in disaster. Several events took place on this occasion, including a roundtable, awareness campaigns at central and community level on potential disaster by RCK. Also, through joint forces, a guide on earthquake preparedness was printed in Braille for blind and visually impaired persons. This was later distributed by RC volunteers. The same was very much appreciated by the Blind Association of Kosova.

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

#### **Outputs:**

3.1.1 Increased knowledge and access to appropriate information about reproductive health, better child care and development and other family health issues

3.1.2 Capacity of RC staffs and volunteers is further strengthened in project implementation

3.2.1 Increased awareness among youth to decrease risky behaviour about the risk of HIV and AIDS and drug addiction

3.2.2 Capacity of RC staffs and volunteers is further strengthened in project implementation

3.3.1 Better functioning RC organizations with improved system and procedures and staff with improved managerial and technical competencies.

3.3.2 Improved RC organizations leadership and management capacities to ensure good performance and accountability.

3.3.3 Promote and support development of volunteer and youth in their involvement in programs and services

3.4.1 Basic support to prospective returnees from Sweden

3.4.2 Capacity building of RC organizations to provide required support to prospective returnees

Measurement			
Indicators	BL	Annual Target	Year to Date Actual
3.1.1a Women participating in Health Education courses report that they are able to put in practice the knowledge they have gained.	Disseminate & use training manuals and materials for health courses	Done during implementation of FHE courses	100%
3.1.1b Children awareness on health topics has increased through the number of organised health promotion sessions	-Organize 200 FHE Courses by RC organizations in the	165 FHE courses	82%
	-Organize 200 Health Promotion Sessions for children and youth	150 Health Promotion sessions	75%
	-Design and printing of materials for dissemination of health messages	Printing of 20,000 leaflets	100%
	-Provide 200 hygiene parcels to most vulnerable	200 Hygiene parcels distributed	100%
3.1.2 RC staff volunteer capacity further developed to implement planned activities	-One refresher ToT for FHE Trainers	Not done due to funding constraint	0
	-4 monthly meetings with FHE volunteer supervisors	4 meetings	100%
	-One regional progress monitoring mtg. with Trainers and secretaries	1 regional meeting	100%
	-Update FHE courses pre and post test database	Regular update of data base	100%
3.2.1 a # of distributed information materials during public events	115 HIV & AIDS Peer education trainings for youth in 13 RC branches	115 HIV & AIDS Peer education trainings	100%
3.2.1b Youth awareness is increased through peer education sessions	195 HIV Peer education training for out of school youth in 13 branches	195 HIV Peer education trainings for out of school youth	100%

	-Develop & print ICE training materials for conducting peer education training	Print ICE training materials for peer education trainings	100%
	-Conduct outreach peer education sessions with drugs users on harm reduction in two RC branches	Outreach peer education sessions with drugs users in two RC branches	100%
	20 Awareness raising sessions with parents in targeted schools	20 awareness raising sessions with parents	100%
	-10 theatre based performances in 10 branches	10 theatre based performances	100%
	-Awareness raising campaigns on HIV and AIDs and drug addiction targeting young people at risk	Awareness raising campaigns in 10 branches	100%
	-Develop and print HIV and AIDS awareness campaign materials	Printing of 900 leaflets and 900 brochures awareness campaigns	100%
3.2.2 RC organisations are preparing plans for activities	One meeting with peer volunteer trainers to discuss the implementation of the planned activities at branch level.	One meeting with peer volunteer trainers	100%
3.3.1a RC Organizations demonstrates improved ability in planning, monitoring and reporting on the implementation of projects	Prepare to Staff Regulation	Staff Regulation	100%
3.3.1b RCK have updated Admin. Regulations and staff regulations	PMER Training	PMER training	100%
3.3.2a Governance and management have clearer understanding of their roles and responsibilities	Governance and management trainings	Not done due to lack of funding	0%
3.3.2b Increased number of members in RC branches	Diversified membership drive in 4 branches	Completed in 8 branches	200%
3.3.2c RC organizations annual report shared with all stakeholders	Branch level Fundraising events in 4 RC branches	Completed in 4 branches	100%

3.3.3a Increased number of trained volunteers from different ethnic groups participating in activities	4 Basic community level humanitarian activities	4 community activities	100%
3.3.3b The most vulnerable communities have been reached and assisted through basic humanitarian activities	Celebrate World Red Cross Red Crescent Day	2 events (RCK and RCKM)	100%
3.3.3c Humanitarian Values dissemination session conducted in schools	100 Community awareness sessions on humanitarian values	100 HV sessions	100%
3.3.4d New youth volunteers leadership training conducted to contribute in better implementation of volunteer activities	1 volunteer leadership training for RCK	1 leadership training	100%
3.4.1 Support provided by Red Cross organizations fulfilling immediate basic needs of prospective returnees	One Needs assessment	One needs assessment conducted	100%
	Individual counselling /monitoring of returnees 20 families	32 families	125%
	One Awareness campaign on Migration	Planned for 2014	0%
	Provision of Food and Non- Food items Parcels for 25 families	27 families	110%
	Medical consultation (need based)	11 persons	100%
	Psychotherapy session for returnees 10 person	3 persons	30%
	Self-sustainable support - 10 person	10 persons	100%
3.4.2 RC staff and volunteers capacity further developed to implement planned activities	One ToT on psychosocial and moral support	1 ToT	100%
	Volunteer activities for providing Psychosocial and moral support	On going	100%
	Information/experience sharing meeting	1 meeting	100%

**Comments on progress towards outcomes**

*3.1.1 Increased knowledge and access to appropriate information about reproductive health, better child care and development and other family health issues*

The health system in Kosovo is not able to cover even the basic health needs of the population so there remain significant needs in the distribution of health services and health information. The limited data available on the health status in Kosovo suggests that it ranks among the lowest in Europe. The health and social welfare system does not cover even the basic health and welfare needs of the population so significant gaps in service coverage and information remain. Large areas lack basic conditions for life such as water, sanitation, and reproductive health services. Preventive health resources are inadequate most notably in rural areas. Moreover, infant mortality rate, poor maternal health and the decline in immunization coverage are of particular concern as is the lack of knowledge about reproductive and family health.

During the reporting period, the Red Cross organizations in Kosovo, supported by the International Federation, in cooperation with the Ministry of Health and UNICEF, 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 the 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 165 family health education courses were conducted with around 2,310 participants. 10 per cent of the participants were men. 40 per cent of the courses were monitored by the Red Cross health supervisors. In addition, both Red Cross organizations in Kosovo also distributed hygiene parcels among the 200 most vulnerable participants of the courses.

150 health education promotion sessions for children and youth were conducted by RC volunteers in nine Red Cross branches. A total of 2,370 youth participated in these sessions.

Also, RCK in cooperation with the Ministry of Health, Institute for Public Health, the International Federation, and UNICEF has worked to improve the health education manual for health instructors of RCK that is to be used during the family health education courses in the field. In addition to this, another new manual has been developed for adolescents and youth regarding health education. In order to prepare these manuals, many meetings were organized with relevant partners and also several field visits were conducted with beneficiaries and the content of the manual was discussed. Following the final draft manuals, two training of trainers with 50 RC youth participants was conducted by the RCK and facilitated by Institute for Public Health experts who also contributed in manual preparation process. The manual was also piloted and comments about the manual are being incorporated. Also refresher training was conducted by the RCK for 127 health education instructors in order to pilot the new manual.

In addition to the training materials, RCK has distributed a set of CDs with good parenting messages, donated from UNICEF Kosovo. These 4,800 CDs were distributed to 26 Red Cross branches and have been delivered to the community during the Family Health Courses. Also, 20,000 leaflets containing hygiene and sanitation messages supported by the International Federation have been printed. These leaflets are being distributed during the FHE courses.

*3.1.2 Capacity of RC staffs and volunteers is further strengthened in project implementation*

In order to improve the field monitoring of the family health education courses, the Red Cross of Kosova organized two meetings with supervisors. In the meetings the experience of the supervisors was discussed, sharing different information about difficulties faced in the field, improving the quality of courses and other issues related to the monitoring process.

*3.2.1 Increased awareness among youth to decrease risky behaviour about the risk of HIV and AIDS and drug addiction*

In Kosovo, the young population remains ill-informed about their rights or life skills, including risks from HIV and AIDS, unprotected sex, harm from drugs, alcohol and tobacco. While Kosovo is facing low HIV/AIDS prevalence, there is a stringent need to implement preventive programmes and measures to address the needs of the population and with specific focus on the vulnerable group. Social and cultural barriers often prevent information and services from reaching young men and women and it has been observed that there is a general reluctance within families, community and in schools to discuss youth issues related to reproductive health and sexual behaviour which increase vulnerability to sexually transmitted infections (STI) and HIV/AIDS.

During the reporting period, the two Red Cross organizations conducted 390 HIV and AIDS peer education

training workshops for youth in school and out of school in 15 RC branches: Gjilan, Rahovec, Ferizaj, Kamenice, Drenas, Lipjan, Prishtine, Obiliq, Fushe Kosove Mitrovica south, Zubin Potok, Zvecan, Mitrovica north, Gračanica and Novo Brdo. 32 volunteer trainers were involved and there were 5,281 participants that benefited from these workshops.

With the support from the International Federation, Prishtina and Gjilan RC branches conducted outreach peer education sessions with drug users on harm reduction in cooperation with the NGO "Labyrinth" who are active in this field. Initially, the training of the 12 volunteers was conducted in order to teach them how to approach this specific target group. Volunteers selected for this had a background in psychology. The trained volunteers conducted 48 outreach sessions with 720 drug users in hot spots. After the sessions, the target group was provided with sterile injections, disinfectants and leaflets.

Red Cross youth volunteers, supported by the International Federation, organized 20 awareness raising sessions about HIV & AIDS, Drugs in our community and Red Cross activities with parents in targeted schools in ten branches. Total of 200 parents participated in these sessions.

Also, Red Cross Branches with their volunteers performed 10 theatre performances on HIV & AIDS and Drugs abuse in 6 RC branches. The performances were held inside the schools. Around 3,000 students, teachers, and school principals observed these performances.

Awareness campaigns on HIV& AIDS and drug addiction targeting young people at risk and drug users were also organized by the RC organizations through peer to peer to activities, distribution of leaflets containing information about HIV and AIDS as well as harm of drugs. This was done in the main streets where youth spend majority of their free time. Around 2,000 young people were reached through this activity.

### *3.2.2 Capacity of RC staffs and volunteers is further strengthened in project implementation*

One meeting with peer volunteer trainers was held to discuss the implementation of planned activities at branch level.

### *3.3.1 Better functioning RC organizations with improved system and procedures and staff with improved managerial and technical competencies.*

During the reporting period, the draft RCK staff regulation has been prepared for the consideration of the presidency. In order to enhance the capacity of the Red Cross of Kosova, one PMER training was conducted for RCK staff and volunteers supported by IFRC. A total of 18 participants enhanced their basic knowledge on PMER and proposal writing. It is expected that the participants of the training will be able to prepare better project proposals and apply to different donors for support.

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 Disaster Response Teams (DRT) had an impact on faster and more effective response for a timely completion of the DREF operation launched in 2013.

Also, 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.

The Red Cross organizations in Kosovo managed with the support of the International Federation and other partners to increase their level of services to the vulnerable population compared to previous years. At the same time work was on-going to improve the Red Cross organizations' operational and organizational capacity in increasing the level of quality support to a greater number of vulnerable people as well as progressing towards becoming a modern and well-functioning Red Cross organization in a multi-ethnic society.

### *3.3.2 Improved RC organizations leadership and management capacities to ensure good performance and accountability.*

During reporting period, the Red Cross of Kosova conducted membership drive campaign in eight branches and managed to recruit 1,483 new members. This was done in Prizren, Gjakova, Prishtina, Suhareka, Podujeva, Rahovec, Ferizaj and Peja. 37 volunteers were engaged in this activity. Volunteers visited the institutions, companies and also they organized table promotion in the most frequented streets.

Eight fundraising events have been organized by RCK Branches. Through different activities such as tournaments in sport, humanitarian concert, selling sweets, table promotions, visiting different institutions,

organizations and companies, 42 active RC youth volunteers managed to raise food, hygiene products, clothes and EUR 800. The planned governance and management training was not organized due to lack of funding.

RCK strives to ensure local ownership and alignment in development processes as to ensure the higher degree of effectiveness and sustainability. Closely related to the point above is the voluntary and auxiliary character of the Red Cross of Kosova. The authorities and the public have shown increasing trust in the Red Cross as a reliable and dedicated service provider.

### *3.3.3 Promote and support development of volunteer and youth in their involvement in programs and services*

Two basic level humanitarian activities were organized by RC youth volunteers of Vushtrri and Ferizaj RCK branches. Total of 33 volunteers with 72 community members were engaged in these activities. In Vushtrri, activities evolved mainly around elderly home visits to lonely elderly. During these visits, youth socialized with elderly, helped them with cleaning, cooking, and reading, and distributed some hygiene and food as well as doctor visits. Ferizaj RC youth volunteers implemented activity with RAE community. They conducted different education and awareness raising sessions with them such as family planning, personal and environment hygiene, sexual education, HIV and AIDS, harm from drugs and tobacco, distribution of condoms and some food and hygiene items.

During the reporting period, Red Cross Kosovo and Metohija implemented two small projects in Zubin Potok and Gračanica RC branches. Red Cross youth volunteers conducted workshops with theme "STOP trafficking" in secondary schools and university with 200 students.

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 2013, as well as the 150<sup>th</sup> anniversary of the Movement. This was done through several activities such as first aid demonstration, theatre based performances, exhibitions, games, dance and social activities. In this event around 700 volunteers and staff of the RC organizations participated.

25 youth volunteers of RCK conducted 60 humanitarian values awareness raising sessions in secondary schools in 5 RC branches. 865 students reached. RCK. Also, RCKM youth volunteers in four RC branches conducted 40 sessions on promoting humanitarian values in secondary schools and 650 youth were reached.

RCK conducted one youth volunteer leadership training. 30 volunteers from 10 RC branches participated in the training. The training will strengthen the skills and knowledge of the volunteers in leading and implementing RC youth activities in their respective branches.

### *3.4.1 Basic support to prospective returnees from Sweden*

During the recent years, an increasing number of people have been returning to Kosovo from European host countries after being denied an asylum as well as from neighbouring countries. This trend is expected to increase in the coming years. The number of returnees is substantial and these are especially vulnerable due to the overall health and socio-economic situation in Kosovo.

Through the continuous support of the 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 re-integrate into their society. The overall objective of the returnee project is to contribute to their return in safety and dignity. More concretely, the project implemented by the Red Cross organizations in Kosovo aims to develop an efficient system of information gathering, provide counselling before, during and after return, monitor returnees' living conditions after their return, and provide basic support for their re-integration in Kosovo. Interviews with people that had already returned were carried out throughout the reporting period asking questions about what they thought were the biggest challenges.

During the reporting period, 22 families and four individuals returned. Three families out of them did not contact the Office. The returnees came from different ethnic groups such as Albanians, RAE (Roma Ashkali Egyptians) and Serbs. All returned families who contacted the office were supported. In addition, another, 18 families that had returned earlier were continued to be assisted during the reporting period.

The Red Cross provided the returnees with information and guidance about where to obtain official documents such as identity cards; how to register children in schools; and about available health and social services. In addition to psycho-social support, material support in the form of food parcels, hygiene parcels, blankets, kitchen sets, children kits that returned during this reporting period.

Eleven person medical expenses have been covered, eight families received the self-sustainable support based on skills they have and two returnees are participating in the vocational/skills training. The project tries to link up returnees with the Centres for Social Welfare throughout Kosovo.

This project evolves also around provision of professional psychiatric treatment to a limited number of returnees suffering from Post-Traumatic Stress Disorder (PTSD), depression, anxiety, psychiatric disorders and panic attacks. The support is provided by the NGO named 'Kosova Rehabilitation Centre for Torture Victims (KRCT)'. Currently three returnees are under psychiatric treatment.

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 temporary accommodation on arrival, helped in the transport from the airport to the returnees' final destination. Sharing of information between stakeholders was also of great importance.

Other regular assistance continued to be provided, such as: information and guidance about where to obtain official documents such as identity cards; how to sign up children for schools; and about the available health and social services.

Regular monitoring of the project activities was conducted by IFRC Office, RCK HQ as well as by the Swedish RC.

*3.4.2 Capacity building of RC organizations to provide required support to prospective returnees*

Information and experience sharing meeting with 26 RC branch secretaries was conducted during October. Participants exchanged their experience related to their engagement with returnee's project implementation. Also, Training of Trainers for psychosocial support to returnees was conducted for 17 RCK staff and volunteers. The training was facilitated by Swedish RC trainer.

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

**Outputs:**

4.2: New and old donors approached for diversified funding of Federation Kosovo Plan LTPF (2013-14)

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

Measurement			
Indicators	BL	Annual Target	Year to Date Actual
4.2.1: Diversified funding source with 80% funding coverage for Kosovo in 2013	100%	80%	110%
4.3.1 Advocacy with local authorities for RCK auxiliary role based on RC law and statutes	N/A	5 meetings	5 meetings

**Comments on progress towards outcomes**

*4.2.1 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 2013. Even though many of them were contacted, efforts resulted in having support from some donors such as: Swedish Red Cross for the returnee project, German Red Cross for Health and Care (Family Health Education project); The Italian RC provided support for HIV peer education project, DFID for DM capacity building and Coordination.

The IFRC also participated in national level DRR (Disaster Risk Reduction) working group meetings organized by the UNDP.

*4.3.1 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 RCK received funding from UNFPA and UNICEF for family health education project, the Disaster Management Agency within the Kosovo Ministry of Interior, local municipalities etc. 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:**

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

Measurement			
Indicators	BL	Annual Target	Year to Date Actual
5.2.1 Regular coordination and information sharing meeting with ICRC on issues related to support to RC Organizations in Kosovo	10 meetings	10 meetings	10 meetings
Comments on progress towards outcomes			
<p>5.2.1 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>			

**Stakeholder participation and feedback**

The Federation Office in Pristina continues to work to further strengthening partnerships. 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.

In its support to the RC organizations, the International Federation continued focusing on locating new potential partnerships and sources of funding. In order to achieve this goal, there was an increased participation of Federation and RC organizations in Kosovo in coordinating and planning meetings with existing and new partners and stakeholders, such as local authorities, UN agencies and international organizations. There have already been some good achievements in this direction when a number of Kosovo institutional and international partners recognized the Red Cross as a reliable service provider.

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"> <li>A destabilized situation, including the possibility of resurgence of the conflict</li> <li>Large-scale emergencies with severe consequences in humanitarian terms</li> </ul>	“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"> <li>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</li> </ul>	<p>"M"</p>	<p>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.</p>
<ul style="list-style-type: none"> <li>Limited funding available</li> </ul>	<p>"H"</p>	<p>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</p>
<ul style="list-style-type: none"> <li>Ability of the Red Cross organizations to respond timely and efficiently to disaster situation following the flash flood in March 2013 was a very positive factor during reporting period as it also increased RC image being the only humanitarian responder in the field.</li> </ul>	<p>"M"</p>	<p>Continue building capacities of Red Cross organizations in Kosovo in disaster management.</p>

### 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. In 2013, the International Federation; together with the Red Cross organizations in Kosovo, succeeded in securing basic assistance to the most vulnerable families affected by flash flood disaster through DREF operation.

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 its support to the RC organizations, the International Federation puts an emphasis on identifying new partnerships and new sources of funding. Various stakeholders will be approached for possible joint assistance.

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;

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%20Process/LTPF/2013/MAAKV00113arf.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.



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](http://www.ifrc.org)

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