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Kosovo

Annual Report 2014

 International Federation
of Red Cross and Red Crescent Societies

MAAKV001

30 April 2015

**This report covers the
period
from 1 January 2014
to 31 December 2014.**

*Red Cross psycho-social volunteer
visiting the home of a
returnee family
Photo: Kosovo RC branch in Gjilan*



Overview

The Secretariat of the International Federation of 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 2014, 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 specifically planned outputs and targets of the IFRC Secretariat's Kosovo Office 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.

In order to strengthen the specific Red Cross contribution to development, the Red Cross organisations in Kosovo are implementing health and care, disaster management and migration programmes.

Through the health and care programme, the IFRC Secretariat has continued supporting Red Cross organizations in contributing to the improved living conditions, knowledge and behaviours, which has led to a better health situation of those people who need it most in Kosovo. In order to achieve this goal, capacity building trainings, family health education courses, and community-based health related activities were conducted.

In the light of the serious humanitarian challenges that the population in Kosovo is facing, the IFRC Secretariat 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 IFRC Secretariat 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 the local 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 International 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 are working 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 the community through influencing their behaviour in terms of respecting diversity and values. The Red Cross organizations’ standing among all the communities is high because of their principles and humanitarian work. The capacities of the Red Cross organizations are limited but gradually growing, and that demands an uninterrupted support from the partners in the coming period to fulfil its humanitarian mandate. There is still only a limited opportunity for the RC organizations to raise funds in Kosovo for their activities and therefore, they still depend on external funding and support.

Working in partnership

The IFRC Secretariat 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 Swedish Red Cross, the International Committee of the Red Cross (ICRC), UNFPA, 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	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 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.	Four RC branches	4 RC branches	100%
2.1.2 The number of trained volunteers has increased and they are actively involved in activities organized at both central and branch levels.	Four RC branches	4 RC branches	100%
2.2.1 Trained volunteer groups are actively organizing awareness campaigns for the targeted communities.	Four RC branches	4 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

Over the past years it has been noted that whenever a natural disaster happens, the Red Cross organizations are very often 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 IFRC Secretariat has been particularly focused on supporting the building of such capacities for the RC organizations to enable them to fulfil their humanitarian mandate. During the reporting period the following activities were implemented by RCK under the 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 4 RC branches. That strengthened the capacity of the respective branches to conduct risk mapping and prepare contingency plans.

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 a first aid training for DRT members were conducted with the participation of 20 volunteers from branches of the RCK. Two first aid “Trainings of Trainers” with the participation of 30 volunteers from RC branches were conducted by RCK. Also, one training for the formation of a basic disaster response team was organized at branch level with 15 participants. 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 a Disaster Response Team training in Mitrovica RC branch. 22 RC volunteers from seven RC branches participated in this training, facilitated by the DM coordinator from the RC of Serbia.

A first aid training for trainers was conducted by RCKM, with 24 participants from RC branches. The training

contributed to a strengthened capacity of RC volunteers to provide basic first aid in future as well as enhance their response capacity at branch level.

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

The Red Cross printed and distributed 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 IFRC Secretariat, the Red Cross of Kosova and the Agency of Emergency Management. Following that, the Red Cross-trained volunteers conducted awareness raising campaigns in four municipalities. The leaflets were also distributed during these campaigns. The awareness raising campaigns were conducted at community level through community gatherings, door-to-door approach, and in schools. The campaigns enhanced the people's awareness to be better prepared in order to reduce impact and loss from future disaster. Approximately 3,000 people have been reached through these activities.

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

3.4.1 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
3.1.1 Increased knowledge and access to appropriate information about reproductive health, better child care and development and other family health issues	Organize 100 Family Health Education (FHE) Courses by RC in the community	100 FHE Courses	100%
	Provide 400 hygiene parcels among most vulnerable families	400 hygiene parcels distributed	100%
	One Refresher ToT for FHE trainers	Conducted	100%
	Print a training manual and materials for the family health courses	Completed	100%
3.4.1 Support provided by Red Cross organizations fulfilling immediate basic needs of prospective returnees	Individual counselling /monitoring of returnees 25 families	29 families	116%
	One awareness campaign on migration	Completed	100%
	Provision of food and non-food items (parcels) for 25 families	29 families	116%
	Medical consultation (need based)	26 persons	100%
	Psychotherapy session for returnees, 10 persons	4 persons	40%

	Self-sustainable support - 10 persons	15 persons	150%
3.4.2 RC staff and volunteers capacity further developed to implement planned activities	One Monitoring ToT on psychosocial and moral support	1 training	100%
	Volunteer activities for providing psychosocial and moral support	Completed	100%
	Information/experience sharing meeting	1 meeting	100%
	PMER Project Writing Workshop	1 training	100%
	Basic First Aid Training	2 trainings	100%
	Basic training on PS and moral support to returnees	1 training	100%
	PMER Workshop for IFRC staff	1 training	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 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 remains. 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.

By observing their current situation, the Health Programme has appeared to be the most needed programme in this area. The Red Cross has been among those few local humanitarian organizations to work in this area and support the vulnerable population there. With the support of the IFRC Secretariat and UNFPA, the RCKM has started the implementation of family health education (FHE) courses.

During the reporting period, the RCKM supported by the IFRC Secretariat, in cooperation with UNFPA, conducted a total of 100 family health education courses with 1,868 participants. 10 per cent of the participants were males. In addition, a refresher ToT (Training of Trainers) was also conducted for the course trainers in May 2014, with 26 trainers participating in the ToT. The training was organized to update the participants' knowledge and skills to conduct the Family Health Education (FHE) courses at the community level. Also, the printing of training manuals for the FHE courses was completed. RCKM also provided 400 hygiene parcels to the most vulnerable families participating in the FHE courses.

Meanwhile, RCK was also implementing Family Health Education courses with the bilateral support of UNICEF and UNFPA.

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 the neighbouring countries. This trend is expected to increase in the coming years. The number of returnees is substantial, and these are especially vulnerable

people due to the overall health and socio-economic situation in Kosovo.

Through the continuous support of the Swedish Red Cross, the IFRC Secretariat 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, 15 families and two individuals were returned. The returnees came from different ethnic groups such as Albanians, Gorani, RAE (Roma Ashkali Egyptians) and Serbs. All returning families who contacted the office were supported. In addition, further 14 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 the available health and social services. In addition to psycho-social support, material support was given in the form of food parcels, hygiene parcels, blankets, kitchen sets, children kits that returned during this reporting period.

Twenty six persons' medical expenses have been covered. Fifteen families received self-sustainable support based on their skills. The project tries to link up returnees with the Centres for Social Welfare and Regional Employment Centres throughout Kosovo.

This project evolves also around the 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 four 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 information about the general situation in Kosovo such as the possibility of temporary accommodation on arrival and transport from the airport to the returnees' final destination. The 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 the IFRC Secretariat's Pristina Office, RCK HQ as well as the Swedish RC.

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

The IFRC Secretariat and the Red Cross of Kosova jointly organized a roundtable discussion on the socio-economic reintegration of the vulnerable returnees from Sweden into Kosovo society on 27 March 2014. The participants of the event were representatives of the government, international NGOs, IFRC staff, Red Cross HQ, RC branch secretaries, and the Migration Senior Manager of the Swedish Red Cross.

Between 21 and 25 April 2014 a survey was conducted by the Swedish RC among vulnerable female returnees affected by domestic violence. Two Swedish RC representatives conducted the survey. 6 women were interviewed in different Kosovo municipalities. The findings will be used by the Swedish RC for advocacy purposes with the Swedish authorities.

Also, the monitoring "training of trainers" on psychosocial and moral support to returnees was conducted in May 2014. 16 RCK staff and volunteers participated in the training, which was facilitated by a Swedish RC trainer.

Two representatives of the IFRC Kosovo Office participated in a conference on assisting returnees, Red Cross/Red Crescent Network on Return, organized by the Swedish RC in Struga, Macedonia, 21-22 May 2014. The conference provided an opportunity for the participants to further discuss the specific role of the Red Cross/Red Crescent as an actor in the overall area of returnee management. It will also further consolidate and contribute towards better co-ordination and enhanced co-operation, which will lead to the increase in knowledge sharing and capabilities of the network members.

A three-day workshop on PMER was conducted for Red Cross of Kosova staff and volunteers from 25 to 27 June 2014. The purpose of the training was to build the capacity of the participants in the project proposal writing process. The workshop also sought to build a shared understanding of tools for planning. 18 staff and

volunteers participated in the workshop.

An information and experience sharing meeting with 26 RC branch secretaries was conducted during November 2014. The participants exchanged their experiences related to the returnee project implementation. Also, during November two Basic First Aid trainings were completed with 60 participants in order to build the capacities of RC volunteers.

During December a basic training on psychosocial support to returnees was conducted for 8 RCK staff and volunteers including RCK HQ. The training was facilitated by the Danish RC's experts.

A two-day workshop on PMER was conducted for IFRC and ICRC staff during December, facilitated by the IFRC Secretariat's Europe Zone Office.

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

Outputs:

4.2: New and old donors are approached for diversified funding of IFRC Secretariat's Kosovo LTPF (2012-15)

4.3 Advocacy with local authorities for RCK auxiliary role is 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 2014	100%	80%	129%
4.3.1 Advocacy with local authorities for RCK auxiliary role based on RC law and statutes	N/A	4 meetings	4 meetings

Comments on progress towards outcomes

4.2.1 New and old donors approached for diversified funding of the IFRC Secretariat's Kosovo LTPF (2012-15)

During the reporting period, several donors were approached in order to ensure possible support for the Kosovo LTPF in 2014. The efforts resulted in getting support from some donors such as: Swedish Red Cross for the returnee project, UNFPA for Health and Care (Family Health Education project); and DFID for DM capacity building and coordination.

The IFRC Secretariat 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 IFRC Secretariat 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 grassroots level as well as their volunteer structure. This resulted in RCK receiving funding from UNFPA and UNICEF for the family health education project, the Disaster Management Agency within the Kosovo Ministry of Interior, local municipalities, etc. Local institutions showed willingness to find 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	8 meetings	8 meetings	100%
Comments on progress towards outcomes			
<p>5.2.1 <i>Ensure better coordination between Movement partners in Kosovo in support of RC organizations in Kosovo</i></p> <p>The IFRC Secretariat 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 were conducted with the RC organizations to discuss progress and challenges in the implementation of project activities and needs.</p>			

Stakeholder participation and feedback

The IFRC Secretariat’s Office in Pristina continues to work for further strengthening partnerships. These partnerships, which have an emphasis on local 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 the vulnerable communities and to build the capacity of staff and volunteers.

In its support to the RC organizations, the IFRC Secretariat continued focusing on locating new potential partnerships and sources of funding. In order to achieve this goal, there was an increased participation of IFRC Secretariat and the RC organizations in Kosovo in coordinating and planning meetings with traditional 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 traditional and new partners and stakeholders will remain a priority.

Key Risks or Positive Factors

Key Risks	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.
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	"M"	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.
Limited funding available	"H"	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
Positive Factors	Priority High Medium Low	Recommended Action
The ability of the Red Cross organizations to respond timely and efficiently to disaster situation was a very positive factor during reporting period as it also increased RC image being the only humanitarian responder in the field.	"M"	Continue building capacities of Red Cross organizations in Kosovo in disaster management.

Lessons learned and looking ahead

The programmes supported by the IFRC Secretariat 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 cope with difficult situations or even prevent those. 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. 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.

Whenever funding allows, the IFRC Secretariat builds the capacity of the two Red Cross organizations in the fields previously identified as required. However, there is still room for improvement in achieving a higher 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 programme support provided by the IFRC Secretariat. However, IFRC Secretariat continues its efforts by approaching different stakeholders for possible assistance to the most vulnerable people in Kosovo.

The Red Cross organizations in Kosovo, supported by the IFRC Secretariat, will continue to assess the situation of the most vulnerable people living in Kosovo. In its support to the RC organizations, the IFRC Secretariat 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 IFRC Secretariat 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 the 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.](#)

<https://fednet.ifrc.org/Docs/LTPF%20Process/Development%20Operational%20Plans/2014/SP566XK14arf.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 Humanitarian 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:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable healthy
and safe living.



Promote social inclusion
and a culture of
non-violence and peace.

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