




# Venezuelan Red Cross Annual Report 2014

 International Federation  
of Red Cross and Red Crescent Societies

**MAAVE001**

**30/APR/2015**

**This report covers the  
period: 01/Jan/2014 to  
31/Dec/2014**

*The Valencia branch of the Venezuelan  
Red Cross organized road safety events as  
part of Friendly Neighbourhood campaign./  
Source: Venezuelan Red Cross*



## Overview

The regional representation for the Andean countries (regional representation) of the International Federation of Red Cross and Red Crescent Societies (IFRC) supported the Venezuelan Red Cross (VRC) in 2014 so that it could better fulfil its humanitarian mission. These actions were done in alignment with International Movement strategies and standards, including *Strategy 2020* and the Inter-American Framework for Action 2012-2016. Particular technical and strategic guidance was given to the BRC in the areas of urban risk and resilience, with a focus on non-violence and migration, and of organization development.

On 25 February 2014, the Venezuelan Red Cross launched and implemented a 5-month DREF operation (MDRVE002) to respond to the situation of civil unrest in the country that had begun with demonstrations in different cities on 12 February. The International Committee of the Red Cross (ICRC) with the IFRC supported the VRC to develop a contingency plan in the 24 branches, which included training in the Safe Access Framework (SAF) and basic first aid equipment. During this operation, medical services were provided to 145 people, 1,225 VRC volunteers participated in relief actions; a total of 2,000 VRC volunteers were on alert in case more support was required. For the DREF operation Final Report, click [here](#).

## Working in partnership

The National Society's primary and permanent partners are the International Committee of the Red Cross (ICRC) and the Federation secretariat. The VRC currently does not maintain international cooperation relations with participating National Societies within the country.

In recent years, the VRC has worked with the Ministry of Health on health-related activities; the Ministry of Social Development on violence prevention; and Civil Protection on disaster response.

## Progress towards outcomes

### Business Line I: Raise Humanitarian Standards

**Outcome:** Uplifted thinking that inspires and underpins our services to maintain their relevance in a changing world, along with increased magnitude, quality, and impact.

**Outcome 1.1:** The Red Cross is better positioned to lead and demonstrate the Federation-wide contribution to reducing vulnerability.

**Output 1.1.1:** Humanitarian access is addressed through learning and action.

Indicators	BL	Annual Target	Year to Date Actual
# of branches that have received support through initiatives related to disaster law.	0	5 by 2015	0

#### Comments on progress towards outcomes

No substantial actions towards this target have been implemented this year. Midway through 2014, the he VRC identified a focal point. However, activities have not yet been initiated due to the VRC analysis of the political context in the country. The secretariat has plans to continue this action in 2015.

**Output 1.1.2:** External trends are better understood and promoted within the National Society.

Indicators	BL	Annual Target	Year to Date Actual
# of project proposals based on guidelines and case studies that focus on key trends and other areas related to increased vulnerability.	0	3 by 2015	2

#### Comments on progress towards outcomes

In 2014, two project proposals were created. The regional representation, alongside the ICRC, continued work to implement actions to address migration from Colombia. The secretariat also provided support in risk reduction in urban settings through the "friendly neighbourhoods" project and organized meeting with CRV project focal point, IFRC country coordinator and Americas Zone Office (AZO) focal point.

**Outcome 1.2:** A collective understanding of the capacities, resources and services of the National Society has been improved.

**Output 1.2.1:** Federation-wide Databank and Reporting System is established in the National Society.

Indicators	BL	Annual Target	Year to Date Actual
VRC through FDRS providing the following: strategic plans, financial statements and annual reports	0	3	3 key documents and all indicators

**Comments on progress towards outcomes**

In 2014, the VRC changed the national focal point responsible for uploading information and finalising plans, statements and reports. In the last half of the year, the secretariat worked with the VRC to produce its 2013 annual report which was printed and disseminated to the presidents of the VRC branches and their directorates, as well as uploaded to the FDRS. The secretariat will follow-up with the VRC so it can produce its future annual reports in an independent manner starting in 2015.

**Outcome 1.3:** The National Society in Venezuela assesses its own capacity and performance to provide better services.

**Output 1.3.1:** Organisational Capacity Assessment and Certification (OCAC) process established.

Indicators	BL	Annual Target	Year to Date Actual
The Venezuelan Red Cross has applied the information gathered by OCAC to change/ update internal processes.	OCAC processes not started	NS implementing OCAC recommendations	

**Comments on progress towards outcomes**

The country support delegate supported the implementation of the self-assessment with the OCAC focal point in the Americas in a two-day session (4-5 October). The VRC president, 3 branch presidents, 7 national directors, the administrator, the secretary and one youth representative and one volunteer representative (15 people in total) participated in this session. In 2015, the secretariat will follow-up with the VRC to implement the recommendations presented and launches the implementation of the branch OCAC and the American Red Cross System for Transformation and Results (STAR) analysis.

**Outcome 1.4:** The professional qualifications and competencies of the VRC volunteers and staff are strengthened, enabling the National Society to take the lead in addressing new risks and vulnerabilities.

**Output 1.4.1:** Educational and knowledge-sharing platforms are mainstreamed in the National Society, increasing the learning opportunities for staff and volunteers.

Indicators	BL	Annual Target	Year to Date Actual
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# of courses taken on the e-learning platform.	72	1,500	1,187 courses completed
# of academic alliances that are established to support the work done in the zone around the key humanitarian trends.	1	3 by 2015	1

Comments on progress towards outcomes
<p>To date, 927 users have registered for 2,424 courses and have completed 1,187 (49%). Important progress has been made, but follow-up is needed to ensure that courses are completed and more new users employ this resource.</p> <p>With regards to academic alliances, the country support delegate has facilitated cooperation on the migration, violence prevention and climate change with the VRC and private universities.</p>

## Business Line II: Grow Red Cross Red Crescent services for vulnerable people

**Outcome:** Increased share of consistent and reliable Red Cross Red Crescent action in support of communities affected by disasters and crises.

**Outcome 2.1:** The National Society, through its network of branches, adopt integrated sectoral approaches that strengthen essential Red Cross preparedness, response and recovery systems, and enable communities to better understand trends that increase the impact of disasters and crisis in their lives.

**Output 2.1.1:** Community-based tools/ approaches to address emerging trends are adopted in disaster and crisis management.

Indicators	BL	Annual Target	Year to Date Actual
# tools and methodologies for response and recovery that have integrated the key humanitarian trends.	2	4	2
# of VRC branches implementing response and recovery programmes that take into account the key humanitarian trends.	5	10	All 24 branches
# of VRC branches that have contingency plans in place.	4	15	3

Comments on progress towards outcomes
<p>The Venezuelan Red Cross has made great strides to incorporate new humanitarian trends into its programmatic actions. In 2014, two methodologies (violence prevention and migration) for response and recovery were used in the DREF operation (MDRVE002) on civil unrest. As part of this operation, volunteers and staff were trained in psychosocial support, Safe Access Framework and attention to migrant populations.</p> <p>Furthermore, other methodologies and tools, such as community-based health and first aid (CBHFA), psychosocial support, road safety and resilience were implemented, with NORAD funds, in the last quarter of the year. The National Directorate of Health attended a field school to update</p>

training of CBHFA in Guatemala in October.

The Participatory Hygiene and Sanitation Transformation (PHAST) methodology was incorporated all of the 24 branches' integrated activities. There are six branches that are working directly on migration issues.

The country support delegate provided technical support to the VRC in the process to create contingency and response plans, with the objective of covering all the branches by 2015. The VRC director for disaster risk reduction, with technical support from the secretariat, is leading the creation of these plans. At the end of the year, three branches (Caracas, Barquisimeto and Valencia) and the national headquarters have contingency plans in place.

**Output 2.1.2:** Support the development and measurement of National Society logistics capacity to help strengthen the National Society and articulate the global capacity and effectiveness of the Federation logistics.

Indicators	BL	Annual Target	Year to Date Actual
VRC has developed a framework to measure the effectiveness of their logistics activities.	0	1 framework	0

**Comments on progress towards outcomes**

The IFRC country support delegate, PADRU delegates, and the ICRC health logistics delegate worked together (one from 6 VRC participating branches) for the implementation of logistics activities during the early 2014 civil unrest in Venezuela. This activity has been fully completed with the end the DREF operation in June. The global logistics service Americas Zone (GLSAMZ) has plans in 2015 to work with the VRC on its framework to measure logistics effectiveness.

**Output 2.1.3:** Increased the logistics capacity to deliver logistics services for preparedness and relief activities, connecting National Society assets where possible, and making it self-sustaining through promoting the effective functioning of the Federation.

Indicators	BL	Annual Target	Year to Date Actual
# of families that are able to receive standard and non-standard items	0	500	12 VRC branches with pre-hospital care kits

**Comments on progress towards outcomes**

Although the number of families who could be reached by the 12 VRC branches' pre-hospital care kits cannot be measured, it should be noted that the VRC, through the DREF operation on civil unrest, now has this useful equipment (pre-hospital care kits, complete first aid kits and standard protection for volunteers). The IFRC country support delegate, PADRU delegates, and the ICRC health logistics delegate worked together for the implementation of logistics activities, which included the reception of these standard items.

This activity was initially established as part of the Operative Plan with the VRC, but no funds were available for this in 2014. Strategic actions by the secretariat and the National Society have allowed for the partial attainment of the established indicator. The GLSAMZ has plans to work with the VRC on improving its logistics capacities in 2015.

**Outcome 2.2:** An efficient and effective national Red Cross disaster and crisis management system in Venezuela.

**Output 2.2.1:** Humanitarian access is ensured as part of readiness for response and early action within a context of greater coordination, including increased activity by military forces and corporate interests.

Indicators	BL	Annual Target	Year to Date Actual
# of cooperation agreements signed with partners.	2	2	0

**Comments on progress towards outcomes**

The VRC participated in the first national meeting of civil protection institutions. This meeting allowed the National Society to plan for future coordinated actions with State and non-State institutions and stakeholders. At the end of the year, the VRC negotiated an agreement with national-level civil protection; the final signature is pending and will be based on an analysis of the political context.

**Output 2.2.2:** The disaster and crisis response system in Venezuela will be forwarding-looking through innovation and by taking maximum advantage of the resources trained and available through the Red Cross network.

Indicators	BL	Annual Target	Year to Date Actual
# of emergency operations that have successfully used damage and needs assessments that include SMS technology.	0	1	1
# VRC of branches that have evaluated their emergency response.	2	3	6
# of VRC branches implementing volunteering in emergency practices.	5	15	9
# of increased human resource surge capacity in resource mobilization, communications, PMER, finance and IDRL in place.	25%	50%	18 people

**Comments on progress towards outcomes**

The DREF operation used SMS technology. The country support delegate provided technical support for the use of SMS technology, coordinated the emergency operations courses and the courses in volunteering in emergency practices, and facilitated a PMER session for 14 volunteers

and 4 NS director, in Barquisimeto in April. These were done in learning sessions on the ground with the stated members and leadership of these VRC branches. For the PMER session a webinar was also facilitated with the support of the IFRC AZO PMER unit who covered basic planning, monitoring and evaluation topics, shared the IFRC existing resources (guides, online courses and manuals) on PMER and provided feedback to the participants from different branches in the development of their log-frames for small projects.

Six branches were trained in emergency operations in public disturbances. Nine branches implemented volunteering in emergency practices in the DREF operation. A total of 18 people (14 volunteers and 4 National Directors) participated at PMER training on project cycle management and reporting.

**Business Line III: Strengthen the specific Red Cross Red Crescent contribution to development**

**Outcome:** Appropriate capacities built to address the upheavals created by global economic, social, and demographic transitions that create gaps and vulnerabilities, and challenge the values of our common humanity.

**Outcome: 3.1:** The National Society, through its network of branches, demonstrates leadership in promoting the Red Cross Red Crescent model of sustainable development.

**Output 3.1.1:** National Society leadership and institutional capacity for partnership exist in order to improve integrated programme delivery.

Indicators	BL	Annual Target	Year to Date Actual
# of integrated community-based development programmes that are being carried out with key stakeholders	0	5 by 2015	3 communities
# of VRC branches that have adapted their internal systems and structures to better facilitate integrated community programming	0	5 by 2015	2 branches

Comments on progress towards outcomes
With NORAD funds, the country support delegate provided technical support for the training activities and actions in the field with the VRC, In 2014, 3 communities in the Carabobo state implemented integrated activities (CBHFA methodology) with the Valencia branch. The national director of health shared with branches the issues on resilience learned in the national resilience workshop. Two branches (Barquisimeto and Valencia) have defined internal system for implementing integrated community activity with CBHFA methodology. The VRC has estimated this number to be 1,000 people trained.

**Output 3.1.2:** The IFRC and the NS in Venezuela actively use beneficiary communications to increase beneficiary accountability under our humanitarian mandate.

Indicators	BL	Annual Target	Year to Date Actual
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# of beneficiaries reached through beneficiary communications	0	500	Not quantified
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Comments on progress towards outcomes
While no actions were taken to measure the number of beneficiaries reached through beneficiary communications, with ICRC support during the DREF operation, the VRC launched a communications department coordinator and in 2014 had an intern.

**Output 3.1.3:** The key humanitarian trends (urban risk, climate change, migration and violence prevention) are integrated National Society programming.

Indicators	BL	Annual Target	Year to Date Actual
# of piloted integrated programmes.	0	3 by 2015	1
# of VRC branches that have joint programmes that address the needs of migrant populations as a cross-border issue.	2	5	6
# of VRC personnel and volunteers that are trained in self-protection methodologies.	0	100	25

Comments on progress towards outcomes
Technical support was provided to the VRC for the implementation of one integrated programme in the Valencia VRC branch.
By the end of 2014, six VRC branches have programmes that address migrant issues. The VRC includes the condition of "migrant" when registering persons reached (beneficiaries) through its operations and programmes. A meeting with all the directors of the branch-level migration areas was held on 9 November with 18 participants.
As part of the DREF operation, 25 personnel/volunteers at the national headquarters were trained in Safe Access Framework.

**Outcome 3.2:** The Venezuelan Red Cross, through its network of branches, has enabled communities to better understand trends that impact their lives and take action to improve their health, safety, environmental and socioeconomic conditions.

**Output 3.2.1:** The key humanitarian trends (urban risk, climate change, migration and violence prevention) are integrated into community-based development programme.

Indicators	BL	Annual Target	Year to Date Actual
# VRC branches implementing YABC initiative to promote social inclusion and a culture of nonviolence and peace through community outreach	0	2	0
# of NS activities working with government to address issues of migrant and host communities including their	2	5	6

places of origin and host communities			
# of VRC branches working with community and government authorities on integrated violence prevention	2	5	1

Comments on progress towards outcomes
<p>A joint ICRC- IFRC training for six branches was held on migration issues. The activity was co-ordinated with the National Office for Migrations, UNHCR and the Norwegian Council for Refugees.</p> <p>Technical support was provided for the friendly neighbourhood programme implemented by the 2014. The VRC Caracas branch is working the municipality authorities on violence prevention, employing this methodology. A memorandum of understanding (MoU) was signed for the activities in the field. The country support delegate has undertaken coordination with the ICRC to extend its action in 2015. The final financial report was presented in December and the final narrative report will be presented in January 2015.</p>

**Outcome 3.3:** The National Society has forward-thinking leadership with the skills and capacity to deliver services to vulnerable people in a sustainable manner.

**Output 3.3.1:** VRC leadership is recognized by government and other key stakeholders.

Indicators	BL	Annual Target	Year to Date Actual
# of meetings VRC involved in promoting the development of national platforms	0	2	1
# of VRC branches with strategic coordination agreements with local governments	0	5	3 and 3 more underway
# of VRC multi-stakeholder events	0	2	0

Comments on progress towards outcomes
<p>The VRC participated in the National Meeting of Volunteers and Organization of Civil Protection System in October.</p> <p>Given the socio-economic context, the VRC at the national level decided to prioritize other activities. VRC branches, however, have worked with local municipal governments when possible. Three branches established coordination agreements with local municipal governments in Barquisimeto, Caracas and Valencia. Work was also undertaken in three other municipalities in the states of Barinas, Tigre and Zulia.</p>

**Output 3.3.2:** National Society leadership and managerial skills are improved.

Indicators	BL	Annual Target	Year to Date Actual
# VRC staff that have participated in leadership/management trainings.	1	10	0
# VRC staff & volunteers trained in humanitarian	0	3	0

diplomacy, Disaster Law and civil-military relations.			
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#### Comments on progress towards outcomes

The VRC has not undertaken actions towards this output in 2014 due to the difficulty in coordinating availability of key persons and the socio-political context that implied other priorities.

**Output 3.3.3:** VRC leadership is regularly updated on key humanitarian and development issues.

Indicators	BL	Annual Target	Year to Date Actual
# of newsletters and publications that document key humanitarian and development challenges	3	6 by 2015	Messages disseminated during DREF operation

#### Comments on progress towards outcomes

Through the DREF operation, key messages were created and disseminated on the seven Fundamental Principles of the Movement. This IFRC regional representation has also used this output to support the organization of directorate meetings, in which key humanitarian and development issues are a part. Meetings of the directorates of migration (November- 18 persons), health (October-- 25 people) and relief (October-- 22 people) were held at the end of the year. The remaining 4 directorate meetings (volunteering, youth, communication and cooperation) are scheduled for the first half of 2015.

**Output 3.3.4:** The VRC will work towards a transition in National Society leadership at all levels seeking better diversity and representation in its membership.

Indicators	BL	Annual Target	Year to Date Actual
# of volunteers in decision-making bodies that better reflect the national make-up of the country	1	2 by 2015	Not quantified

#### Comments on progress towards outcomes

The entire branch directorate, a maximum of 7 per branch, is composed of volunteers. The national directorates are part-time staff. The VRC has a youth policy, which is part of the strategic plan. As of the end of 2014, no gender policy had been created.

**Outcome 3.4:** Volunteers of the Venezuelan Red Cross, representing all sectors and ages and involved in all aspects of National Society life from decision making to programme implementation, are key actors in demonstrating the added value of the work done by the Red Cross network.

**Output 3.4.1:** The National Society has improved its voluntary service, formalizing the status, rights and duties of volunteers within their statutes and constitutions, and strengthening and diversifying its volunteer base.

Indicators	BL	Annual Target	Year to Date Actual
% of volunteers engaged in VRC activities that are covered with insurance	10%	100% by 2015	30%

Comments on progress towards outcomes
In the last quarter, the country support delegate worked with the VRC to complete the new volunteer regulations and a volunteer code of conduct, which are pending approval by the governance body. A total of 800 volunteers (30% of the total number) are covered by IFRC insurance for volunteers.

**Outcome 3.5:** Youth, as agents for change of the Red Cross network, are a leading voice for joint actions with different sectors of society for inclusion, peace and innovation.

**Output 3.5.1:** VRC Youth will be provided opportunities to learn, innovate and develop leadership skills, contributing to generational change within the National Society network.

Indicators	BL	Annual Target	Year to Date Actual
# of young people in management positions other than the youth department.	1	5	0
# of VRC youth trained in YABC and follow-up activities.	0	5	0

Comments on progress towards outcomes
The VRC does not have young people (besides in the Youth area) in leadership positions. A new national director of youth has been named. The VRC continued its internal training of VRC youth, but no camp was organized due to security concerns in the first half of the year and then for the lack of funds in the second half of the year. In 2015, the country support delegate will support the organization of the workshop, work with the new youth official and sponsor the meeting of youth directorates.

**Business Line IV: Heighten Red Cross Red Crescent influence and support for our work**

**Outcome:** Evidence-based humanitarian diplomacy conducted to draw attention to the causes and consequences of vulnerability, giving voice to vulnerable people, and demonstrating the value of Red Cross Red Crescent humanitarian work and leadership.

**Outcome 4.1:** National Society leadership capacities are enhanced to use its auxiliary role to influence public policies and ensure it is seen as a credible and preferred source of information on humanitarian issues by the general public, media and other actors.

**Output 4.1.1:** The National Society becomes a source of reference information for humanitarian issues.

Indicators	BL	Annual	Year to Date
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		Target	Actual
# of VRC branches where the World Disaster Report is launched	0	3 by 2015	0

**Comments on progress towards outcomes**

The 2014 World Disaster Report was not launched due to the VRC prioritizing other actions and not coinciding with the mission of the country support delegate.

**Output 4.1.2:** The secretariat and the National Society actively use social network capacities.

Indicators	BL	Annual Target	Year to Date Actual
# of different types of social media being used by the VRC	2	2	3
# of people being reached through social media	0	500	Not quantified

**Comments on progress towards outcomes**

The VRC at the national and branch level regularly uses social media such as Facebook, Twitter and YouTube.

Particularly through the DREF operation in early 2014, the AZO communication team-- with coordination from the country support delegate-- provided technical support to the VRC communication team. The meeting of communication branch-level directorates will be held in the first half of 2015.

**Outcome 4.2:** Strong links are fostered with governments, the public (including especially opinion leaders), academia, private sector, and other partners of the Red Cross who work at local and national levels, which includes representation in key forums to address humanitarian challenges and trends.

**Output 4.2.1:** The Venezuelan Red Cross has a higher profile as auxiliary to government.

Indicators	BL	Annual Target	Year to Date Actual
# of VRC branches are involved with governments exercising their auxiliary role.	5	15 by 2015	3 and 3 underway
# of VRC engaged in initiatives with public, private and academic actors to reduce vulnerability.*	0	3	2

**Comments on progress towards outcomes**

As previously mentioned, three branches established coordination agreements with local municipal governments in Barquisimeto, Caracas and Valencia; work was undertaken in three other municipalities in the states of Barinas, Tigre and Zulia.

The VRC at the branch level (Barquisimeto and Valencia) has undertaken two initiatives with private sectors on road safety and community health.

**Outcome 4.3:** The National Society and donors invest in increasing financial and human resources to improve the National Society's abilities to deliver services and programmes.

**Output 4.3.1:** Resource mobilisation and accountability capacities of the National Society are enhanced to attract more reliable contributions to the VRC in an effort to ensure a high level of sustainability.

Indicators	BL	Annual Target	Year to Date Actual
# of VRC branches actively engaged in the RM network through tailored support	0	2	2
# of external donors providing funding to the VRC	4	5	6

#### Comments on progress towards outcomes

In 2014, two branches (Valencia and Barquisimeto) participated in the resource mobilization network.

Six external donors (GM, Goodyear, 2 local pharmacies, a local supermarket, and a local bank) provided funds to the VRC community-based health activities and road safety in 2014. This included targeted agreements with the Valencia and Barquisimeto branches.

### Business Line V: Deepen our tradition of togetherness through joint working and accountability

**Outcome:** More effective work among National Societies through modernised cooperation mechanisms and tools, and a greater sense of belonging, ownership, and trust in our International Federation.

**Outcome 5.1:** Movement components have strengthened relationships, common aims and improved access to knowledge and shared learning.

**Output 5.1.1:** The secretariat facilitates greater peer-to-peer support, horizontal initiatives, regional exchange, and shared learning for the VRC.

Indicators	BL	Annual Target	Year to Date Actual
VRC has a plan aligned with Strategy 2020 and Inter-American Framework for Action (IAFA)	0	1	1
# VRC staff & personnel benefitting from the new ICT catalogue	0	20	All 24 branches
# of peer-to-peer/ horizontal initiatives that have been carried out in the country	2	3 by 2015	1

### Comments on progress towards outcomes

The country support delegate has provided technical support to work towards shared learning opportunities and has facilitated an experience exchange between the health national directorate.

The strategic plan was distributed in November to all branches.

The secretariat supports the participation of one representative from the VRC in the integrated programme trans-border meeting in Leticia- Colombia in October.

**Output 5.1.2:** The National Societies in the Americas and the Secretariat successfully organised in the XIX Inter-American Conference to define our key priorities and strategic orientations for the Americas over the next four years and follow-up on the outcomes.

Indicators	BL	Annual Target	Year to Date Actual
VRC monitoring its progress against the IAFA	n/a	Not quantified	100%

### Comments on progress towards outcomes

The VRC, with secretariat support, monitored its progress against the Inter-American Framework for Action. In 2014, the National Society had 100% alignment of its branch-level actions on issues of migration, violence, innovation, integrated community resilience and public health (NS hospital and clinic centre) with the IAFA.

**Outcome 5.2:** The IFRC Framework for Evaluations is upheld for all secretariat funded programmes and activities.

**Output 5.2.1:** The IFRC Framework for Evaluations is applied to all evaluations carried out in the National Society.

Indicators	BL	Annual Target	Year to Date Actual
# of VRC evaluations carried out for programmes and emergencies	0	2 by 2015	Not quantified

### Comments on progress towards outcomes

In April, the country support delegate, with the online presence of the AZO Planning and Monitoring Senior Officer and the Federation-wide reporting and evaluation senior officer for Haiti, facilitated a PMER course for VRC volunteers. The PMER reference tools and resources were presented, including the IFRC Framework for Evaluations in Spanish. The national directors began to use the PMER reporting and evaluation tools for their activities in 2014. The evaluation of the plans and programmes for 2014 was planned using these tools. The secretariat will follow up on these activities in 2015.

**Outcome 5.3:** Federation policies and best practices on support services are increasingly adopted and implemented by National Societies.

**Outcome 5.3.1:** International Federation policies on cooperation and services (finance, administration, human resources, resource mobilization and accountability) are disseminated in the National Society.

Indicators	BL	Annual Target	Year to Date Actual
# of VRC events where key policies are mainstreamed and followed-up	0	2	Not quantified

Comments on progress towards outcomes
The country support delegate provided technical support so the VRC could comply with standard Federation policies. The VRC, with secretariat support, produced and published its 2013 annual report in line with the IFRC reporting format. The report was circulated among with the governance body (National Directorate Committee) that took place in November.

**Outcome 5.3.2:** Americas Zone Office is seen as a well-functioning support unit by the VRC.

Indicators	BL	Annual Target	Year to Date Actual
# of overdue donor reports	0	0	0

Comments on progress towards outcomes
The PMER training in April provided new technical knowledge for VRC volunteers and staff in reporting needs and procedures. This knowledge contributes to providing appropriate information when monitoring projects/ activities that are jointly undertaken with the secretariat.

**Stakeholder participation and feedback**

In order to better guide its support for the National Society, the secretariat employed the Development Operational Plan 2014, which was created in coordination with the Venezuelan Red Cross. The country support delegate attempted to balance the areas prioritized by the National Society with those deemed significant by the secretariat in the Americas, but within the context of civil unrest, priorities for action were readjusted. The DREF operation (MDRVE002) was successfully implemented and generated new knowledge within the National Society, particularly regarding the Safe Access Framework and the manners to respond in situations of civil unrest. Within this context, the VRC has established a close working relationship with the International Committee of the Red Cross as well as that which is has with the IFRC.

**Key Risks or Positive Factors**

Key Risks or Positive Factors	Priority High Medium Low	Recommended Action
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<p>The civil unrest in 2014 was the largest external risk to the National Society's plans.</p>	<p>High</p>	<p>The secretariat continues to coordinate with the ICRC in order to support the VRC. As the situation merits, further trainings for the VRC volunteers are planned so that they can safely serve as central humanitarian actors in the country and put into practice the International Movement's principles and values.</p>
<p>As has been the case in recent years, programmatic difficulties arise due to the supply, inflation, exchange rates and transport challenges in Venezuela.</p>	<p>Medium</p>	<p>The secretariat has taken measures to ensure that the VRC has humanitarian items in stock, which includes the pre-hospital care kits distributed to VRC branches as part of the DREF operation on civil unrest.</p>
<p>The VRC is currently immersed in a modernization process to foster its humanitarian contributions in the country.</p>	<p>Medium</p>	<p>The secretariat is providing technical support and guidance to this process—and will continue to do so in 2015. This process needs to be completed and the National Society has the task of demonstrating the practical and political willingness to follow through on this commitment.</p>

## Lessons learned and looking ahead

Reviewing the past year's progress and challenges of the Venezuelan Red Cross, the secretariat notes that many of the National Societies in the region are in similar situations. While not all of the projected outputs were fulfilled in 2014, the vast majority of these have been extended through 2015. As the Long Term Planning Framework suggests, many of the desired changes and advancements are extended processes that surpass simple one year plans. However, the secretariat, through its technical support and strategic guidance, continues to be committed to reaching the objectives established in the LTPF 2012-2015. Rather than a strict sense of fulfilment, the IFRC's support at the regional level aims to strengthen the institutionalism of the National Societies of the Red Cross in South America, by ensuring that their statutes, organizational structures and financial practices reflect and comply with International Movement standards, supporting their monitoring and evaluation in order to provide feedback that allows for adapting and changing actions as needed, and lastly, by guaranteeing that all the National Societies have the capacities to serve as a leading humanitarian actor in its country.

In light of the ongoing changes in the secretariat in the Americas, the services provided by the IFRC to its members will reflect some changes in 2015. While the nature of the support has not changed, the IFRC Delegation in Lima- Peru will provide the Venezuelan Red Cross with organizational development assistance, prioritizing organizational development, innovative tools and integrated actions. All support services for the VRC will also be provided by this delegation. Recognizing the emerging challenges due to the reduction in the secretariat staff with expanded responsibilities, the IFRC reiterates its willingness to receive feedback from the National Society regarding the manners to better respond to the existing needs of the Venezuelan Red Cross.

## Financial situation

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

## 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.

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

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