

Annual report



International Federation
of Red Cross and Red Crescent Societies

Kosovo

MAAKV001

30/April/2011

This report covers the period 01/01/2010 to 31/12/2010.



Simulation exercise. Photo: IFRC

In brief

Programme outcome: For 2010, the programme areas supported in Kosovo are disaster management; health and care, organizational development and principle and values. These areas are based on the priorities and capacities of the Red Cross organizations in Kosovo. All Federation supported programmes in Kosovo are aligned with and contribute to the strategic aims in Strategy 2020 and the priorities of the Red Cross organizations. The main emphasis of the Federation work in Kosovo is on supporting the Red Cross organizations in developing their operational capacities to better respond to the basic needs of the most vulnerable people.

Programme(s) summary: The **disaster management programme** aims to strengthen capacity in disaster management for the Red Cross organizations in Kosovo to be able to fulfil their humanitarian mandate. Key achievements during the reporting period were:

- the training of six disaster response teams at branch level;
- training on risk mapping and contingency planning;
- mapping of risks;
- finalising the contingency plans for six branches;
- simulation exercise;
- raising community awareness on potential risks in six communities.

During December 2010 heavy rains caused flash floods in several municipalities in Kosovo as well as in the neighbouring countries. A response operation funded through the Federations Disaster Relief Emergency Fund was launched to support 600 most vulnerable affected families.

Through **health and care programme** the Federation continued supporting Red Cross organizations in implementing

- family health education courses in order to improve knowledge and raise awareness about reproductive health, general family health issues including hygiene, good parenting and

- HIV and AIDS peer education for youth that contributed in increasing the awareness about the risk of HIV and AIDS and improved healthy behaviour.

Within the **Organizational Development and Capacity Building** programme Red Cross leadership, staff and volunteers at all levels benefited from advice, coaching, consultancy, training, peer to peer to support and material input which enable them to improve their function and service delivery.

The Federation cooperates with Red Cross of Kosova in order to address the needs of the returning asylum seekers needs from Sweden and strengthen their ability to reintegrate into their society. More specifically the supported activities aimed to contribute to return in safety and dignity. The activities in the returnee project especially contributed to strategic aims two and three in the Federation Strategy 2020 aiming to *enable healthy and safe living and promote social inclusion and a culture of non-violence and peace*.

Financial situation: A budget revision was made in the 2nd half of the year due to limited funding. The budget was reduced to CHF 585,962 from initially planned CHF 720,677. Due to funding received for Humanitarian value project CHF 651,386 (111 per cent) was covered. Overall expenditure during the reporting period was CHF 490,802 (75 per cent) of the funding.

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

No. of people we have reached: The approximate number of people that benefited directly from the International Federation supported Plan during the reporting period was 28,970.

Our partners: The International Federation in Kosovo cooperates and coordinates its activities with a number of different partners be it within the International Red Cross and Red Crescent Movement or others such as: the German Red Cross, the Swedish Red Cross, the Norwegian Red Cross, the Italian Red Cross, Finnish Red Cross the International Committee of the Red Cross (ICRC), UN agencies, and local and central authorities.

Context

Kosovo has been under direct United Nations administration since 1999. In February 2008 the Kosovo assembly announced its independence from Serbia. Since then the political, economic and social situation has been dominated by issues related to its status. This has affected the transformation process that Kosovo is currently undergoing and means that little or no progress has been made on vital internal issues such as health, social welfare, economy and education. Kosovo continues to face a vicious cycle of low growth, significant trade imbalance and fiscal constraints. The World Bank report *Unlocking Growth Potential* from 2010 confirms that the economic development since 2000 has been insufficient to address Kosovo's most pressing challenges.

As much as 44 per cent of the population is living in poverty and 15 per cent is living in extreme poverty, defined as individuals who have difficulty meeting their basic nutritional needs. In 2009 the labour force unemployment rate was as high as 70 per cent, 27 per cent higher than in 2008.¹ Two third of all jobseekers are unskilled and the majority is aged between 25 and 39.² These poverty and unemployment rates are very high and have unfortunately not changed over time. This situation has had a negative impact on household economies and many breadwinners have left Kosovo in search for employment. Mere eight per cent of the population receives minor social assistance benefits mainly due to highly restrictive criteria. The high unemployment rate and a dramatic rise in poverty, a fragile economy combined with gaps in the health sector have resulted in an extremely high degree of structural socio-economic vulnerability for large parts of the Kosovo population. Groups such as elderly people, youth, single-headed female households, and people living in rural and disaster-prone areas are among the most vulnerable.

¹ Statistical Office of Kosovo: Kosovo in Figures 2009

² Kosovo Poverty Assessment: World Bank and the Statistical Office of Kosovo. October 2007

Kosovo has one of youngest populations in Europe, with 50 per cent under the age of 25 and 40 per cent under the age of 18. Therefore the challenges related to political, economic and social development are first and foremost the challenges of young people.³

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 the basic health and welfare needs of the population so significant gaps in service coverage and information remains. Moreover, the infant mortality rate⁴, maternal health and the decline in immunization coverage are of particular concern as is lack of knowledge about family and reproductive health.

Similarly to many other Eastern European countries, official up-to-date information on HIV and AIDS is very limited, at best scarce and unreliable. The incidence of HIV and AIDS is therefore thought to be much higher than what is registered. So far 76 cases have been registered. The demography and health survey conducted by the Statistical Office of Kosovo in 2003 points to an increasing numbers of sexually transmitted infections (STI). The issue of sexually transmitted infections assumes added importance given Kosovo's young population.

Although not prone to frequent natural disasters, the geological configuration of Kosovo- its location within a region characterized by seismic volatility renders it susceptible to earthquakes, landslides and seasonal river floods. Such incidents happen at least once or twice each year. Kosovo can not be described as a high risk area, however, when looking at the low capacities or level of coping mechanisms and particularly high vulnerability, it becomes evident that even small-scale disasters have a strongly negative impact on communities and thus require the development of better disaster preparedness and response capacity.

In recent years an increasing number of people have been returned to Kosovo from European host countries after being rejected asylum. This trend is expected to increase in the coming years. In order to ensure a dignified return process, Kosovo authorities encourage host countries from which people are returning to support the process of reintegration and rehabilitation. The number of asylum seekers returning from Sweden is substantial and these, as well as returnees from other European countries are especially vulnerable due to the overall health and socio-economic situation in Kosovo.

To date there is no recognised Red Cross National Society in Kosovo, but there are two RC organizations - Red Cross of Kosova (RCK) and Red Cross of Kosovo and Metohija (RCKM). These two Red Cross organizations have separate origins in that the former (RCK) is an organisation set up prior to the declaration of independence (indeed, prior to the conflict which eventually led to the declaration of independence) to meet needs among the Albanian-speaking majority of the population, while the latter (RCKM) consider itself as provincial branch of Serbian Red Cross run by the Serbs and still is considered to be – a branch of the Red Cross of Serbia

Progress towards outcomes

Disaster Management

The disaster management programme aims to strengthen the capacity of the Red Cross organizations to effectively prepare for and respond to humanitarian needs in disaster situations.

Programme component 1: Disaster management planning
Component outcome 1: Central and branch level disaster contingency and response plan developed and coordinated with the authorities to mitigate their impact on vulnerable communities

³ Statistical Office of Kosovo: Kosovo in Figures 2009

⁴ The infant mortality remains one of the highest in Europe, rating at 9.7 per 1000 live births. Statistical Office of Kosovo: Kosovo in figures 2009

Achievements: During the reporting period, the Red Cross organizations in Kosovo, with the support from the International Federation continued building its capacity in disaster risk mapping and contingency planning in the branches. One training session on risk mapping and contingency planning was conducted with the participation of 24 volunteers from 6 branches. This contributed to strengthen the capacity of the respective branches to conduct risk mapping and prepare contingency plans. Active engagement of 30 volunteers and staff resulted in having printed risk assessment and contingency plans at branch level which were shared with municipal institutions in all six communities. This initiative will strengthen municipal capacity as the current municipal disaster management capacity is quite low across the board. This is in parallel with the initiative of local governments working together to prepare a national response plan and define roles and responsibilities of all stakeholders.

Another important component of the disaster management programme is active advocacy. To this end the International Federation approached the authorities to define the role and responsibilities of the Red Cross of Kosova in case of disaster. A promising outcome so far is that the Red Cross is now regarded as an important actor in emergencies by the Department of Emergency which operates under the Ministry of Interior and this is reflected in the National Response Plan prepared by this ministry. This recognition means that the Red Cross of Kosova is better able to play its due role as an auxiliary to the authorities.

Programme component 2: Organizational preparedness

Component outcome 1: Improved capacity in skilled human resources

Achievements: The disaster management capacities of the two Red Cross organizations in Kosovo are very limited. Hence the International Federation has been particularly focused on supporting the building of such capacities for the organizations to be better able to fulfil their humanitarian mandate.

During the year, the International Federation supported the Red Cross of Kosova in conducting three capacity building trainings on first aid, shelter and management, and search and rescue for disaster response team members from 6 Red Cross branches. In total 90 participants attended these trainings. The International Federation also conducted three basic trainings for forming six branch disaster response teams for the participants of the above mentioned capacity building training, and the same were provided with limited personal equipment. The Red Cross of Kosova also conducted one simulation on flood preparedness in order to have on the job exercise simulating real time disasters attended by 90 branch disaster response team members and 30 RC volunteers. These trainings and simulation contributed to increased capacity of the Red Cross of Kosova in coordinated disaster response.

The International Federation also supported the Red Cross of Kosovo and Metohija in conducting four day long disaster response team training. A total of 40 participants attended composing four regional disaster response teams. The facilitators came from the Red Cross of Serbia. This training will further strengthen Red Cross of Kosovo and Metohija capacity in coordinated disaster response at branch level.

Due to the heavy rainfalls in Kosovo as in many countries in the Balkans, many villages in Kosovo, some of them in the rural and poorer part, have been flooded in early December. The affected municipalities are Prishtina/ Priština, Kamenice/ Kamenica, Viti/ Vitina, Gjakova/ Đakovica, Dragash/ Dragaš and Skenderaj/ Srbica including their surrounding villages. An estimated 850 households have been affected by the flooding. The Red Cross of Kosova has identified approximately 600 families (3,000 people) in need of urgent assistance with basic food, water and non-food items and is using its emergency stock to reach them as it works on further assessment of needs. A DREF operation was launched to support 600 most vulnerable affected families with food and non-food items. The operation will be finalized by 12 March 2011.⁵

⁵ <http://www.ifrc.org/docs/appeals/10/MDRKV003do.pdf>

Programme component 3: Community preparedness

Component outcome 1: Increased awareness of the community on the potential risk from the disasters.

Achievements: Work towards the third component took part during the second half of the year and it continued the work done under component 1. The team members have been further trained in raising the awareness of population on potential risk from disaster and the importance of preparedness. 18 volunteers from six branches participated in the training.

Following this, the Red Cross trained volunteers conducted information as well as awareness raising campaigns in six municipalities. They also printed and distributed 2,000 leaflets containing information messages on potential risks in their municipality. These campaigns were conducted at community level through community gatherings, door to door approach, in schools, etc. Approximately 6,000 people living in high risk areas have been reached through these activities. Many of the reached people are now better informed about the potential risks in their municipality and are aware that they should participate in the community based activities for disaster risk reduction. The above campaigns will enhance the general population's awareness and make it better prepared in order to reduce impact and loss from future disaster. However, disaster risk reduction activities need further support both for RC volunteers and community members.

Health and Care

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

Programme component 1: Community-based health including maternal and child health

Component outcome 1: Increased knowledge and access to appropriate information about reproductive health, better child care and development and other family health issues.

Achievements: The Red Cross organizations in Kosovo supported by the International Federation and in cooperation 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 prevention of diseases in rural and urban areas. The course was held by certified public health trainers and was open to both females and males with a special emphasis on mothers and young people. During 2010 336 family health education courses were conducted with 4,635 participants out of which Federation supported 186 courses.

Owing to the health risks caused by the Influenza A (H1N1) the Red Cross included awareness raising and organizational preparedness on H1N1 in the family health courses. In addition to this 26 youth volunteers were trained to implement youth awareness raising and prevention activities among their peers. A total of 156 activities reaching around 2,500 pupils were conducted. The H1N1 awareness activities were supported by the Global Fund.

The Red Cross of Kosova organized training in monitoring and evaluation for 14 family health education supervisors in June. The aim of the training was to improve supervisors' knowledge and skills to conduct systematic monitoring of the courses as well as to provide support to the family health education trainers in field. Beside this the Red Cross of Kosova organized regular meetings with Red Cross branch secretaries, supervisors as well as the health trainers in which the implementation of the courses, including monitoring and reporting were discussed. In order to enhance the capacity of the project a training of trainers for new 30 FHE trainers was conducted. These trained volunteers contributed to increasing the number of courses conducted in the field.

In April an agreement was signed with the United Nations Population Fund (UNFPA) in Kosovo for implementing family health education courses especially targeting Roma communities (RAE)⁶ living in Mitrovica, particularly focusing on mother and child health. The Red Cross is but one of few humanitarian organizations able to reach people from all communities in this area. During 2010 58 courses were conducted with the participation of 671 participants. Although the courses were open for both sexes, all participants were women. In addition the Red Cross procured 500 hygiene parcels that were distributed to families participating in the courses. Education on the Movement principles and values is integrated in all the activities of the Red Cross in Kosovo and received special emphasis during the courses targeting RAE families in order to influence the behaviour of people from different ethnic communities through promoting respect for diversity and reducing discrimination, intolerance and violence. During the reporting period both Red Cross organizations also implemented activities for RAE children and mothers. Total of 30 courses were conducted during the reporting period. In courses a total of 194 children participated. Also there were a number of approximately 50 mothers that joined the courses with their children. The topics that the Red Cross youth covered during the courses were personal hygiene, promotion of humanitarian values, bad/ good behaviour, children's rights and negative habits such as smoking or drinking alcohol.

Programme component 2: Increase awareness about the risk of HIV and AIDS

Component outcome 1: Reduced vulnerability to HIV and its impact through increasing awareness and reduce stigma and discrimination among youth.

Achievements: Both Red Cross organizations in Kosovo contributed to increase the awareness about HIV and AIDS and promote healthy behaviour. The activities targeted youth from all communities in Kosovo including minorities and drug users.

In 2010 the 22 Red Cross youth volunteers trained in 2009 continued implementing HIV and AIDS activities. In 2010 RC organizations conducted 74 peer education workshops for students, in 13 municipalities to increase the awareness about HIV and AIDS and sexually transmitted diseases (STDs), and reduce stigma among the youth. In addition Red Cross volunteers organized 144 peer education sessions conducted in 13 municipalities for school dropouts. Around 2,400 youth were reached through the above activities.

Red Cross volunteers also organized peer education sessions and other initiatives focused on the risks and effects of drug consumption. These sessions allowed youth to share experiences, ask questions, and express doubts and fears. The events were organized in places frequented by young drug users as well as other youth. It is estimated that around 900 youth were reached.

A total of 51 volunteers were trained for conducting theatre-based performances. Supported by trained peer volunteers, the volunteers conducted 18 theatre-based peer education performances in 10 branches and reached more than 1,900 youth. The RC organizations observed World Aids Day on 1 December through theatre based performance and photo exhibitions.

Organisational Development/Capacity Building

In order to improve its performance for better service delivery the two Red Cross organizations continued strengthening their capacities through trainings and improvement of skills, and development of strategy, policy and guidelines documents.

Programme component 1: Support RC organization OD process

Component outcome 1: Ensure better functioning RC organizations with improved systems and procedures, and staff with improved managerial and technical competencies.

Component outcome 2: Improved RC organizations leadership and management capacities to ensure good performance and accountability

Achievements: Laws on the Red Cross of Kosova and the emblem of the Red Cross were approved by the Kosovo assembly in June. These laws are considered the key steps in

⁶ Roma, Ashkalie, Egyptians

developing the Red Cross further. Income/donations from domestic sources are expected to increase following the adoption of the Red Cross of Kosova Law. Due to the overall economic and financial situation, the immediate financial results are not to be expected. The International Federation however supports the Red Cross in Kosovo through advocacy, by increasing its profile among potential partners and helping with building better programme portfolio.

Work on developing relevant policies in the Red Cross of Kosova has started and so far the following policies were drafted and are waiting for the presidency approval: Disaster Management policy, Health policy, Social Welfare policy, Communication policy.

With the aim of developing the first complete strategy of the Red Cross of Kosova in April and May two workshops on strategic planning took place with the participation of 85 people. Presidency members, volunteers, headquarters and branch staff took part. Following the workshops a working group was formed to finalize the strategic plan. The work resulted in having the first strategy 2011-2014 draft that was then shared with 80% of RCK branch presidency members for their comments and input. At the end of 2010, RCK prepared the final draft of strategic plan that was approved and adopted by the Central Presidency and will be printed during first half of 2011.

Building upon its ongoing work within strategic planning the Federation supported Red Cross of Kosova for a workshop on operational planning. 15 RCK staff participated in the workshop. The workshop contributed to translating the strategic priorities into operational and programmatic measures in a consistent way, thus increasing the likelihood for realizing its strategic priorities.

In order to improve its performance and accountability the Red Cross of Kosova initiated a human resources development process. 10 RCK staff were involved in the process and through it job descriptions and classifications, an appraisal system and an organogram were developed. It is expected that this process will help the organization to improve its human resources system which was approved by the Red Cross of Kosova Presidency and its implementation is expected to start in the first half of 2011.

The International Federation conducted governance and management trainings for 22 RCK branch level presidency members and staff. The participants were able to better understand their role as presidency members as well as their management role that will contribute to their efficiency in future tasks. The training was very much welcome by all participants and they requested more of this kind.

Monthly coordination meetings between the Red Cross of Kosova and the Red Cross of Kosovo and Metohija were conducted in order to review progress and implementation of activities. Both RC organizations have improved monitoring skills through previous trainings and are practicing it regularly by conducting regular monitoring visits of all the activities in the field.

Programme component 2: Volunteering and Youth development
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Component outcome 1: Promote and support development of volunteers and youth and their involvement in programme and services

Achievements: The Red Cross organizations improved their public visibility and image through several events. Both Red Cross organizations celebrated World Red Cross Day on 8 May and conducted promotional activities for the period of one week, and also celebrated International Volunteers Day on 5 December through different activities. Activities included first-aid exercises by youth volunteers, theatre-based performances, group dance and a drawing competition, as well as voluntary blood donation. Some 800 volunteers participated in the above events across all the municipal branches.

All Red Cross activities that were implemented by RC youth volunteers were followed by distribution of posters, leaflets containing RC messages, material for drawing and demonstrations

With the support from Federation, 30 Red Cross youth volunteers participated in training of trainers for promotion of humanitarian values. During the training these volunteers were also

taught how to promote these values during project implementation. These volunteers then trained 100 volunteers in 10 workshops,

Both RC organizations conducted 112 HV promotional sessions in schools. Approximately 2,000 students were reached in schools.

All the capacity building support provided to the Red Cross staff and volunteers contributed towards higher quality humanitarian services to the most vulnerable. The number of active youth volunteers has increased through seven small projects. This was done through different activities that youth volunteers implemented in their community such as environmental cleaning; anti-trafficking awareness in schools; care for older people in their homes (reading for them, entertaining them, distributing small food parcel to them) and educational games with children. 350 people were reached including volunteers through these activities.

Red Cross of Kosova with support of the Federation organized four fundraising events at branch level engaging 200 youth volunteers. Fundraising activities implemented by volunteers were: volunteers carrying Red Cross collection boxes have approached different organizations, institutions, shopping centers, households, etc asking for donations; volunteers organized a movie showing in a cinema and collected income from tickets; volunteers were selling croissants and drinks, and also sport competition. Main focus of the events was to raise awareness of the population for donating to the most vulnerable people in Kosovo by donating to Red Cross. Some 400 people were reached through these activities.

Other activities implemented by youth volunteers were Red Cross membership drive. By approaching different people in streets, companies, schools, etc youth recruited a total of 1,653 new members.

Youth also implemented “HIV and AIDS project” in Roma camps in north Mitrovica focusing on raising awareness about HIV and AIDS among youth. Approximately 100 youth participated in these activities.

Principles and Values

The programme will focus on improving understanding of principles and values in local communities and within the Red Cross organizations. Emphasis is on ensuring that capacity building initiatives and trainings will contain a principles and values component in order to influence the behaviour of staff, volunteers and people from different ethnic communities through promoting respect for diversity and reducing discrimination, intolerance and violence.

Programme component 1: Promotion of Fundamental Principles and Humanitarian Values
Component outcome 1: Increase knowledge and understanding of Fundamental Principles and Humanitarian Values
Component outcome 2: Basic support to prospective returnees from Sweden

Achievement: The overall objective of the returnee project is to contribute to return in safety and dignity. More concretely the project implemented by the Red Cross organizations in cooperation with the International Federation and supported by the Swedish Red Cross aims to develop an efficient system of information gathering, provide counselling and support before, during and after return, monitor returnees conditions after return, and provide support for their re-integration in Kosovo.

During the reporting period, 50 families were assisted. The International Federation together with the Red Cross organizations in Kosovo continued information gathering by communicating and networking with other stakeholders such as government authorities, local and international NGOs. Through cooperation and joint advocacy with local NGOs, the returned families that had no place where to go were offered the transit accommodation for up to one week in a motel. The Federation together with local Red Cross visited these families. Returnees also received information and guidance about where to get official documents such as identity cards; how to

register children in schools; and available health and social services. Moral support as well as items such as food, hygiene parcels, blankets and kits for kids was also provided.

During the monitoring visits of the returnees, the main concerns expressed by them were the lack of housing and livelihood opportunities; many of them were also diagnosed with serious medical conditions and all of them are in need of proper health care that unfortunately for the most part is unavailable in Kosovo. However, through this project, the Federation was able to provide some medicines to the limited number of returnees as prescribed by medical doctors. Beside the above mentioned assistance, through the advocacy done by the Federation office, two physically challenged children have been enrolled to school for the children with special needs in Prizren.

Since the beginning of the project, according to the available data, none of the returnees have found permanent settlement or job. Only limited number of them managed to receive small social assistance. This forced many families to leave Kosovo again and try to find settlement in other European countries. This was observed during monitoring visits.

Needs are greater than what the Red Cross can meet. Although the work of the Red Cross organizations is making an impact for the returnees assisted, the Red Cross can not directly provide services such as shelter, employment and health treatment. Hence the project evolves around meeting the basic needs of returnees and easing their re-integration within the current capacities and resources of the Red Cross

Constraints or Challenges

No major challenges or constraints hampered the overall implementation of the programme activities in Kosovo. However, both Red Cross organizations need continued financial and technical support to be able to respond to the needs of the most vulnerable returnees

Working in partnership

The local Red Cross organizations and the Federation office built on the increased level of partnerships which were developed over the last two years. These partnerships, which have an emphasis on local and non-Red Cross partners, contribute to: a) ensuring a constant exchange of information and analysis which complements the view and expertise of the Red Cross in assessing the needs and implementing programmes for the most vulnerable; b) providing funding and capacity-building support to the local Red Cross organizations and thus enhancing their programme implementation ability and quality; and c) allowing for better focused planning and activity implementation through an increased level of cooperation and coordination with other actors. The partnerships have enabled the organizations to increase their service delivery to vulnerable communities and to build the capacity of staff and volunteers.

Both organizations work closely with the International Federation. In its support to the organizations International Federation continued focusing on locating new potential partnerships and sources of funding. Actors such as the United Nations, the European Commission, central and local authorities and Movement partners were and will be approached for possible joint assistance. In 2010 IFRC succeeded in securing much needed support to reach extremely vulnerable Roma communities in Mitrovica through a new partnership with UNFPA in Kosovo. ICRC provides capacity-building support in dissemination and tracing including restoring family links and mine risk education activities. Increased participation in coordination and planning meetings with existing and new partners and stakeholders will be a future priority.

Contributing to longer-term impact

The International Federation supported programmes in Kosovo are aligned with and contribute to the strategic aims in Strategy 2020. The Red Cross organizations play an important role in strengthening local communities and developing civil society. The programmes' strong focus on gender issues, including the family health education project and the social welfare programme

contributes to this end. Through awareness-raising people are better 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.

Looking ahead

The Red Cross organizations in Kosovo, supported by the International Federation will continue to assess the situation of the most vulnerable people living in Kosovo. In the coming period the IFRC will be particularly focusing on two core areas. First it aims to assist the Red Cross organizations in improving their level and quality of services to the vulnerable population. This will be achieved through family health education with a special emphasis on women; awareness-raising activities on HIV with a special emphasis on youth; increased response and support to people affected by natural disasters through better trained and equipped disaster response teams; and decreased vulnerability and impact of disasters through risk reduction activities. Second 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 will be achieved through enhanced capacity and skills of management and governance structures; increased number of trained volunteers through improved volunteer training and management; increased number of partnerships through enhanced transparency; and an improved public image and better capacity to forge and manage partnerships (see *Working in Partnership*).

How we work	
<p>All Federation 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 is committed to the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.</p>	
<p>The IFRC's vision is to:</p> <p>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.</p>	<p>The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:</p> <ol style="list-style-type: none"> 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 non-violence and peace.
Contact information	
<p>For further information specifically related to this report, please contact:</p> <ul style="list-style-type: none"> • In the Federation Office in Kosovo: Shafiquzzaman Rabbani, Head of Office, Pristine; email: shafiquzzaman.rabbani@ifrc.org; phone: +381 38 228187; fax: +381 38 228599 • In the Europe Zone Office: Elias Ghanem, Head of Support Services, Budapest; email: elias.ghanem@ifrc.org; phone: +361 888 4518, fax: +361 336 1516 	