Dear Reader,

We are pleased to present this brief report on the commitments that we undertook during the 9th European Regional Conference in Florence, Italy in June 2014. When we signed up to the Florence Call for Action, we committed to bring novel ideas and new approaches to the main areas of our work. The document summarized our response to the humanitarian needs of that time, such as the social impact of the economic crisis and the increasing level of migration.

Back then, not many of us could imagine the growing needs our region had to face between 2014 and 2018. Despite the changing humanitarian landscape, the Red Cross and Red Crescent Societies all over Europe and Central Asia have been working relentlessly to respond to the needs of the most vulnerable and reach the goals they set for themselves. This report was made to acknowledge their pragmatism, resourcefulness and perseverance in providing support to communities.

All information in this report is based on the feedback that National Societies submitted to the Implementation Support Group (ISG), highlighting up to three activities related to the topics of Migration, Social Aspects and Volunteering. A total of 37 out of 53 National Societies in the region submitted their feedback to the ISG, representing an implementation rate of 70 per cent.

The ISG also took responsibility for inspiring National Society participation, monitoring the progress and reporting on the achievements. You are now holding in your hands the result of their work.

Our appreciation goes to everyone who provided support and input to the follow up of the implementation of the Florence Call for Action. We send our best wishes to the new ISG which will be appointed at the 10th European Regional Conference in Almaty in May 2018.

Eero Rämö
Chairperson, Implementation Support Group

Dr. Kerem Kınık
IFRC Vice President for Europe
What National Societies in Europe and Central Asia are doing in the field of Migration:

**ADVOCATE** for the rights of migrants and refugees who are fleeing violence, persecution and poverty.

**COUNTER** intolerance, xenophobia and discrimination, promote respect for diversity.

**ENCOURAGE** the integration of migrants into local communities by providing access to language courses and vocational trainings.

**OPERATE** information centers for people on the move, enabling them to make informed decisions about their future.

**DEVELOP** protection and anti-trafficking activities ensuring that lives, freedom and dignity of migrants and refugees are respected.

**TRAIN** volunteers and staff involved in migration-related activities that enables them to interact with special groups, including unaccompanied children.

**CONTINUE** to provide humanitarian assistance to migrants and refugees in the form of medical and psychosocial support services, relief items and cash transfers.

The graphic below shows the areas that most National Societies mentioned in their feedback.
GOOD PRACTICES

Supporting domestic violence victims

Building on 15 years of experience working with survivors of domestic violence, the Danish Red Cross has launched the Daphne initiative for sharing good practices with volunteers of other European countries. The programme has been implemented in Denmark, Bulgaria, Romania and Hungary.

In the groups operated by the Red Cross in each country, women can share experiences and get access to information on their rights as well as medical and legal services. There are also cultural events and beauty sessions designed to create a positive atmosphere.

Intergenerational club

The intergenerational centre of the Red Cross of Montenegro brings together young and older members of the community—for instance, primary school students and veterans for a chess championship.

These interactions benefit both groups: older people enjoy teaching something to kids, or sharing their stories from the past. On the other hand, they are also eager to listen to young people talking about gadgets and social networks.

Finding a first job

The employment scheme of the Spanish Red Cross helps people under 30 without formal qualifications to develop their professional skills. This programme was much in demand after the economic crisis, at a time when Spain had the second largest unemployment rate in Europe.

The Spanish Red Cross offers professional training in cooperation with companies like DIY warehouse AKI Bricolaje, and these firms often hire people who complete the training. Between 2008 and 2015, more than 68,000 people found a job through the scheme.

What National Societies in Europe and Central Asia are doing in the field of Social Aspects:

IDENTIFY new social vulnerabilities and gain access to these groups, responding to their emerging needs.

ADVOCATE on behalf of vulnerable groups with governments and local authorities using our auxiliary role.

MOBILIZE communities and motivate volunteers at grassroots level to participate in social programmes.

CARE for vulnerable elderly people, protect them from loneliness and ensure that their basic health needs are met.

PROMOTE a culture of non-violence, peace and social inclusion among children and young people.

SUPPORT victims of domestic violence to share experiences, rebuild confidence and access their rights for protection.

PROVIDE trainings, skillshares and psychosocial support to people who are unemployed, so that they find a way back to the labour market.

The graphic below shows the areas that most National Societies mentioned in their feedback.
GOOD PRACTICES

Home away from home

■ Graffiti on the wall, trees and old furniture in the courtyard—this is what a youth community centre looks like in the city of Gori. The centre, established by the Georgia Red Cross, was designed and is being run by displaced young people who had to leave their homes due to conflict.

The youngsters have free reign to design the building from the inside out with the help of an urban gardener and a graffiti artist. The centre now hosts several activities each week, such as movie screenings, sports events and art performances.

Young social entrepreneurs

■ Whether it’s a charity run for orphans or an art club for refugees, teenagers all over Austria are encouraged to set their ideas in motion for the sake of others. The Call4Action programme of the Austrian Red Cross invites social project plans from young people, selects the best ideas and sponsors their realization. Through these projects, volunteers master challenges and problems in the local context, learn to recognize humanitarian need and act on it.

New ideas for blood donation

■ Club 25 members at the Kazakhstan Red Crescent do not shy away from experimenting with new technologies. On World Donor Day, all regular donors received messages on WhatsApp to congratulate them on their contribution to saving lives. On message boards, donors can send messages to patients who received their blood.

Volunteers also organize events and hold regular information sessions at universities, organizations and companies. In 2016, they reached more than 10,000 people and as a result, the number of first-time donors increased to 2,445 from 800 in the previous year.

What National Societies in Europe and Central Asia are doing in the field of Volunteering:

ENCOURAGE volunteers to become agents of change in their own communities.

INVOLVE volunteers in the decision-making process, research their opinion and use feedback received from them.

ADVOCATE for legislative changes that recognize, promote and protect volunteers.

EMPOWER volunteers by involving them in programme development and giving them more control over the execution.

REACH donors, stakeholders and communities in a more innovative way thanks to volunteers’ ideas.

DEVELOP a modern IT infrastructure and database, offer e-learning opportunities.

EXPLORE new opportunities for voluntary work, including e-volunteering and telecommuting.

INVEST in volunteer development by organizing leadership training and youth camps for skillshare.

The graphic below shows the areas that most National Societies mentioned in their feedback.

For more information please visit our website: media.ifrc.org/ifrc/Florence