

redruk

*30 years of people and skills
for disaster relief*

Annual Review 2009-2010



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Introduction

In 2009 – 2010, disasters, conflicts and chronic emergencies had a devastating impact on the lives of millions of men, women and children worldwide. In January 2010, a major earthquake hit the island of Haiti, claiming 222,570 lives and displacing 2.3 million people. Earthquakes also rocked the Philippines, Indonesia and Chile. Cholera outbreaks in Southern Africa, floods in Western Africa and the continued humanitarian crisis in Darfur all required intervention from humanitarian agencies.

During the year, RedR worked with the humanitarian sector across our five core areas of activity to improve disaster response. Through **developing aid worker expertise** we ensured that relief personnel had the right knowledge and skills to effectively deliver aid to millions in need. We firmly believe in the involvement of local communities in the relief and reconstruction process of their own countries following emergencies. Therefore, RedR's overseas programmes in Haiti, Pakistan, Sri Lanka and Sudan prioritise **building disaster relief skills locally**.

Making sure the **right people, with the right skills** are available to respond to every emergency is essential. RedR's dedicated Recruitment Service and Membership Register of experienced humanitarian professionals provided vital support to aid agencies

worldwide. We also facilitated **knowledge sharing** across the sector through our dedicated technical support service for relief workers in the field, and promoted cross – sector cooperation at our biennial Conference in December 2009. Finally, we continued to ensure that **a new generation of relief workers** were equipped with the right skills and knowledge to support future relief efforts.



An image of the destruction following the earthquake in Haiti © CMAT



BUCKINGHAM PALACE

2009–2010 marks the 30th Anniversary since engineer Peter Guthrie led the founding of RedR UK in response to his experiences working in refugee camps for Vietnamese boat people in Malaysia. He recognised then, something that still holds true today, the importance of ensuring that the right people, with the right skills were available to respond in times of disaster.

Over the years, RedR has grown and adapted to meet the ever changing needs of the sector and the aid workers on the frontline of disaster relief. As the President of RedR since 1988, I have witnessed first hand many of these changes. From the initial idea of ensuring that technical specialists were available for emergency deployment with relief agencies, RedR Members have responded to some of the worst natural and man-made disasters in recent history, including the Ethiopian famine, the Kosovo crisis, the Asian Tsunami, Haiti and the Pakistan floods.

Recognising the immense and often unpredictable challenges that relief workers face following disasters, RedR has been providing essential training and support to both international and local aid workers around the world for almost two decades. The aim is to ensure that emergency responses are more effective and that aid workers are better placed to react to the needs of those affected by disaster.

RedR is now a driving force within the sector, providing an important platform for knowledge-sharing, disseminating lessons learnt, promoting best practice, and championing sector professionalisation. Thirty years on, the need for RedR's skilled Members and training services is more evident than ever.

RedR has made significant progress over the past year and has ambitious plans for the future. Whilst I know that the current economic climate remains challenging, the commitment and dedication of RedR's supporters and members will help us reach those goals. As President of RedR, I would like to thank you for your continued support and wish you all every success in the year ahead.

Welcome from RedR's Chair and Chief Executive

The past year has been a time of development and remarkable activity for RedR, as we branched out to set up **two new country programmes in Haiti and Pakistan and trained close to 4,000 relief workers**, both local and international, worldwide. Through our Members and our programmes, RedR had an impact on humanitarian and development efforts in more than **70 countries**.

In January, when a devastating earthquake hit Haiti, RedR immediately mobilised its Register of Members and provided problem – solving advice to relief workers on the front line. Soon after, we established a programme in partnership with French NGO Bioforce, to support the humanitarian community in country.

Emergencies of this scale and complexity are a powerful reminder of why RedR exists. For 30 years, RedR has been at the heart of improving

the effectiveness of disaster relief by training relief workers and providing both timely technical information and skilled professionals to humanitarian programmes worldwide. Our Belief then, as it now, is that **professionalism, expertise and knowledge** are integral to ensuring relief responses are timely, effective and coordinated – thereby saving and rebuilding more lives.

In 2010, RedR celebrates its 30th Anniversary and while we note the significant achievements we have had not only over the course of the last year – but over the past three decades – we continue to have ambitious plans for the future. We want to ensure that RedR remains at the forefront of the professionalisation of the humanitarian sector and that we continue to respond to the complex and ever-changing needs of the agencies and professionals within the sector.

We would like to extend our warmest thanks to the RedR Members, staff, Patrons and supporters who have contributed to the success of RedR's work over the past year. As we look forward to another **30 years of providing people and skills for disaster relief**, it is clear that our aim of improving disaster relief worldwide, can only be achieved through our joint efforts.



Robert Hodgson, Chair of Trustees



Martin McCann, Chief Executive

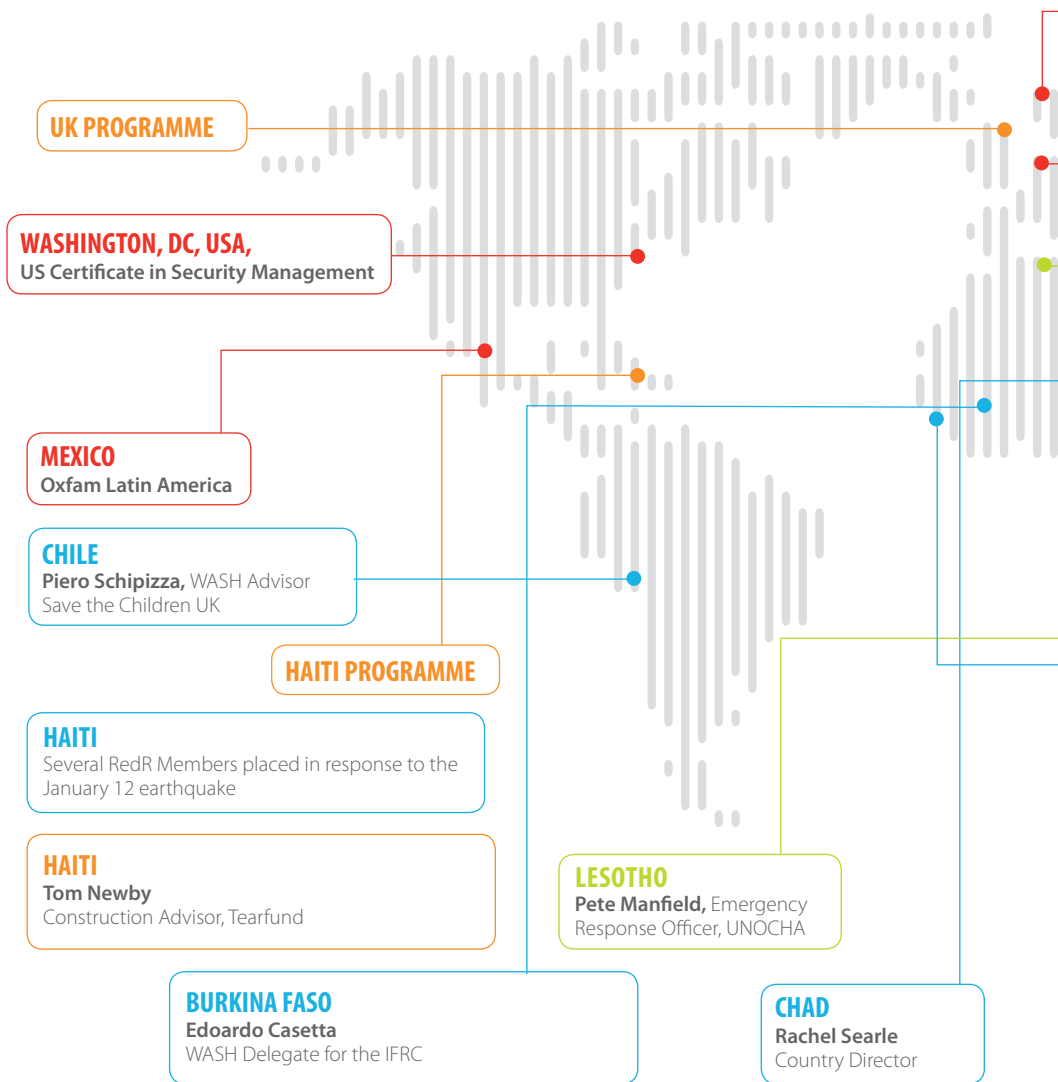
Where we made a difference

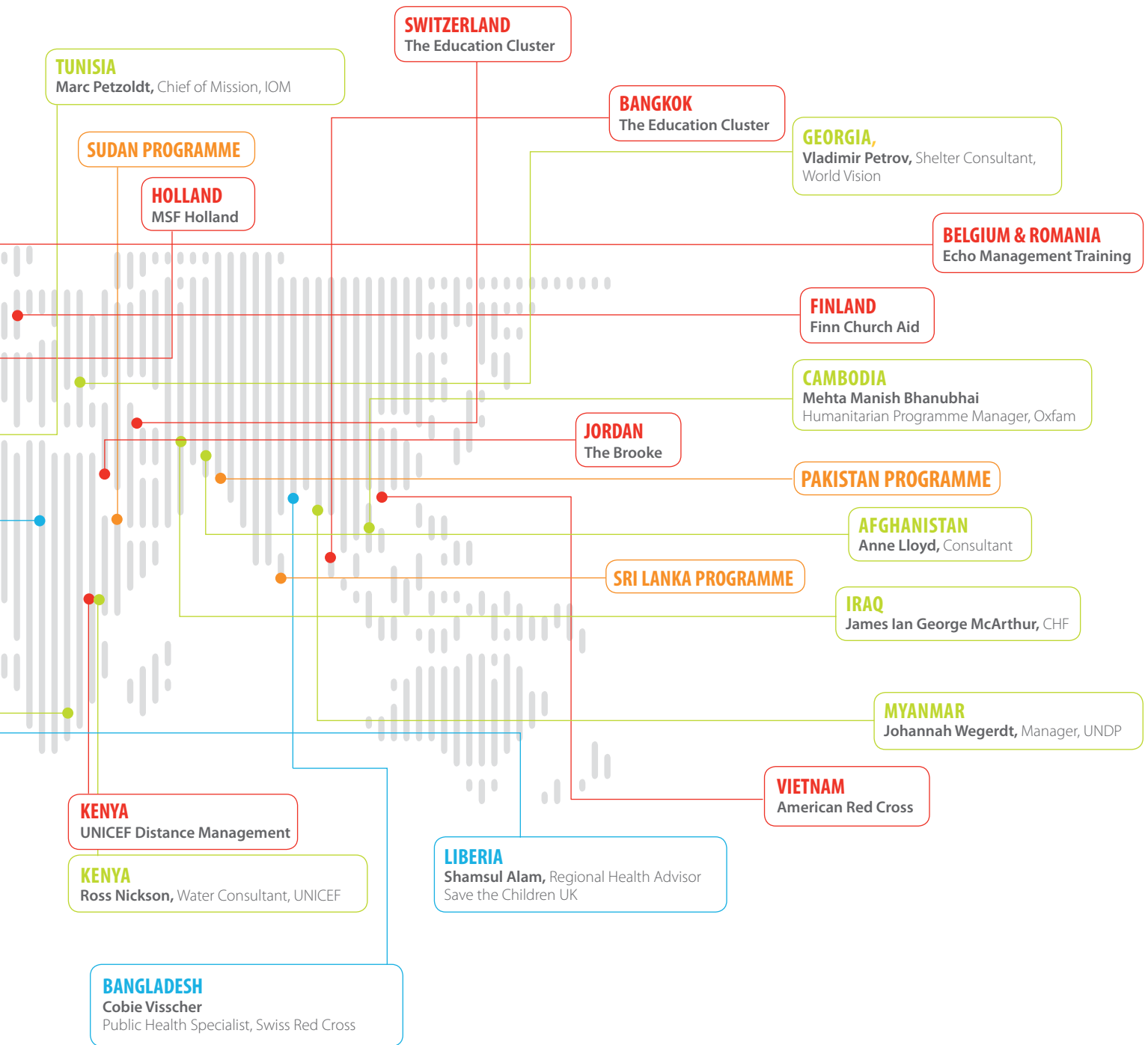
This map illustrates some of our many activities globally during 2009-2010

RedR provided training to 3,964 relief workers in 18 countries last year, while RedR Members worked in over 65 countries worldwide.

For details of where other RedR Members worked in 2009-2010, please visit www.redr.org.uk/members/10

- RedR Programmes
- Training Events
- Placements
- Members





Developing aid worker expertise

Providing training for humanitarian professionals worldwide

Ensuring that those who suffer from the impact of disasters receive timely, relevant and sustainable humanitarian assistance requires a humanitarian workforce that has the right knowledge, skills and expertise. For over two decades, RedR has been at the forefront of **developing aid worker expertise**; through delivering training in the UK and internationally, as well as our work with the Global Cluster Approach.

In 2009–2010, RedR's **General Training Programme** and the **Bespoke and Consultancy Service** provided training events to individuals and aid agencies in 18 countries worldwide.

Delivering entry-level courses and training for experienced aid workers, the General Programme continued to deliver the highest level of training to support the humanitarian community in responding to emergencies worldwide. RedR's competency-based courses aim to give participants more skills, knowledge and confidence by letting them practice what they learn, ensuring that they come away with real skills that they can apply in the field. This year, 96% of participants rated RedR's training as 'very good' or 'excellent'.

RedR delivered a series of specialist management-level training courses, funded by the European Commission's Aid Department –ECHO. Humanitarian Managers work in highly stressful situations and are responsible for ensuring that aid reaches those who need it most in the aftermath of a disaster. RedR's

courses – Managing People and Projects in Emergencies – trained 220 people in the UK, Sri Lanka, Switzerland, Belgium and Romania.

At the forefront of humanitarian sector professionalisation, RedR continued its partnership with Oxford Brookes University to run three new credit-rated training courses and added to its list of credit-rated courses with the popular introductory level workshop Certificate in the Essentials of Humanitarian Practice.

RedR's Bespoke and Consultancy Service – which delivers personalised training and consultancy to humanitarian agencies globally – went from strength to strength, delivering training and consultancy to 27 client organisations, including Oxfam Latin America, the American Red Cross, War Child Canada and Save the Children Sweden. Demonstrating the high quality of our service, major agencies like MDF Holland and Finn Church Aid extended their contracts, with Red delivering training for the second year in management and security.

In 2009, 102 humanitarian workers lost their lives whilst delivering life-saving aid to people affected by conflict and disaster. Reflecting this growing threat, the UK-based RedR team delivered security training to 429 people in the UK and overseas.

The Cluster Approach

In 2009-10, RedR continued its partnership with the Global WASH Cluster, delivering training to a new group of 30 Cluster Coordinators. Water, Sanitation and Hygiene (WASH) professionals ensure that those affected by disasters have

access to clean water, adequate sanitation facilities and help prevent outbreaks of deadly diseases through effective hygiene promotion. 87% of the RedR-trained Coordinators were successfully placed onto the WASH Emergency Roster, which deployed Coordinators to major emergencies including Haiti, Zimbabwe and Indonesia. In addition, we delivered training for the 28 new Nutrition Cluster Coordinators in Geneva.

To make sure that training is informed by the real needs of the sector, RedR conducted a comprehensive assessment of learning gaps within the WASH sector. As a result, nine new technical training modules were developed. The materials will help improve the capacity of emergency response personnel when rolled out globally next year and regional practitioners will benefit greatly from this resource.

Children are among the most vulnerable following a disaster and their needs and rights require special attention. RedR designed and delivered the first specialist training for 28 Child Protection Cluster Coordinators for the Child Protection Cluster, which safeguards children's right to protection from violence, abuse and exploitation during emergencies. For the Education Cluster, which is dedicated to protecting children's rights to education in emergencies, we developed a practical handbook designed for use by practitioners at the field level and delivered the first ever training events for 61 Education Cluster Coordinators in Switzerland and Bangkok.



ACHIEVEMENTS 09-10

- » 1,266 people were trained across 87 events, in 18 countries, through our General Training Programme, Bespoke and Consultancy Services
- » Delivered a series of ECHO-funded courses for Humanitarian Managers, training 220 professionals in five countries
- » Developed training materials for nine new technical WASH modules to boost sector capacity and enhance learning
- » Designed and delivered the first training modules for both the Education and Child Protection Clusters

OUR AIMS 10-11

- » Introduce a modular Diploma in Humanitarian Practice, which can be gained through successful completion of credit-rated RedR courses
- » Credit-rate our Field Logistics in Emergencies course with Oxford Brookes and receive CILT accreditation
- » Roll out Education Cluster Coordination training across global regions to ensure greater access and understanding where it is needed most
- » Increase access to WASH training resources in at least 20 countries worldwide, focussing on the needs of local agencies and WASH specialists to enhance local capacity

Local workers building latrines in Pakistan © Tim Hayward/ RedR

DID YOU KNOW?

RedR started delivering training courses over 20 years ago. Early workshops taught participants technical skills such as water, sanitation and hygiene and emergency shelter.



PERSONAL STORIES: THE CHALLENGES OF MANAGING PROJECTS & PEOPLE IN EMERGENCIES

Every emergency presents a unique set of challenges, and disasters are, by their very nature, unpredictable, complex situations to work in. Often professionals in the Humanitarian sector have had little or no formal training in how to deal with situations that arise in the field. RedR's courses – *How to Manage People in Emergencies* and *How to Manage Projects in Emergencies* – are directly targeted at improving the skills of managers in emergency contexts.

Stephen Kelly is an experienced humanitarian professional, who has worked in places like Sudan and Haiti as part of emergency response teams. In 2009, he took part in RedR's *Managing Projects in Emergencies* (MPE) to learn more about overcoming the challenges he had previously encountered in the field.

In January he was deployed to Haiti with GOAL as Project Manager with responsibility for coordinating rapid assessments of the affected population's primary needs.

He explains how the training helped him: *"Working in Haiti in the immediate aftermath of the earthquake, there was a lot of desperation among Haitians with high expectations placed on large NGOs operating there. Living in overcrowded, dirty and undignified conditions, people were hungry, physically drained and emotionally traumatised. I was in charge of finding out what the most urgent needs were."*

"Putting the tools I gained on the RedR course into practice in the field, I was able to execute rapid assessments identifying the most urgent needs of the displaced population. I successfully worked alongside international and local actors in effectively distributing food, shelter materials and medicines to the neediest people in Port – au – Prince."

RedR's ECHO – funded management courses trained 220 professionals like Stephen in 2009 – 2010.

"In 2009 – 2010, RedR provided security training to Finn Church Aid for the second year running. We work in very difficult environments like DRC, Sudan, Somalia and Liberia and the security training provided by RedR is vital to the security of our staff – it heightens their awareness and gives them the tools to operate in these countries. Importantly, the training also supports project planning and implementation in insecure environments, enabling staff effectively provide humanitarian assistance to the affected populations of these countries."

Nanny Nordström, Emergency Roster Coordinator, Finn Church Aid



Students at Dagahaley Camp, Dadaab in Kenya © UNHCR T. Mukoya

PERSONAL STORIES: THE RIGHT TO EDUCATION IN EMERGENCIES

Children are among the most vulnerable and severely affected by natural disaster and conflict. Often they are robbed not only of their homes and loved ones – but also of their education, stability and a future.

Getting children back to school quickly during or after a crisis is a proven way to protect them, and schools can offer safe spaces for learning as well as for recovery. In addition, they offer a sense of routine, stability and hope for the future to affected children, their families and communities. Therefore the rapid restoration of education systems should be central to all humanitarian responses.

The goal of the **Global Education Cluster** is to strengthen system-wide preparedness and technical capacity to ensure education is a priority in emergencies. In 2009-2010, RedR started providing training to support the Cluster in safeguarding education in emergencies. Susan Nicolai, Deputy Coordinator for the Global Education Cluster comments on the difference RedR's training has made: *"The Education Cluster Coordinator role is new – there is no precedent – so the need for training to support practitioners in the field is great. The training helps prepare people for what to expect in the field*

and, importantly, how to improve coordination between important response areas such as teacher training, temporary learning facilities and planning. It also builds capacity on crucial issues such as coordination between different agencies and Clusters and with local Governments. The training – and practical handbook developed by RedR – has been hugely important!"

Last year, Coordinators worked in 38 countries including Haiti, Zimbabwe, Sudan, Laos, Vietnam and Gaza.

"The [WASH Cluster Coordinator] training included a lot of sharing of experiences from different countries. This was great, as I could relate to real experiences gained from different emergencies, in addition to the theoretical frameworks provided. It also helped me develop an appreciation of my own style of coordination versus the needs within the contexts of both rapid- or slow-onset emergencies." Boiketho Murima, WASH Advisor/Cluster Co – lead Zimbabwe

Building skills locally

Strengthening the capacity of disaster-affected countries to respond to current and future emergencies

RedR has long recognised that one of the best ways to improve disaster relief across the world – to deal with current emergencies and ensure sustainable solutions for future responses – is to develop the capacity of local communities, aid organisations, and governments. Through our programmes in Haiti, Pakistan, Sri Lanka and Sudan we aim to ensure that vital disaster relief skills stay in country, and that local communities are better prepared for future emergencies.

Haiti Programme

On 12 January 2010, a devastating earthquake hit Haiti. 222,570 people were killed and more than 300,000 people were injured. 1.5 million people were displaced and forced to live in temporary camps.

Following an assessment of how we could deliver the most appropriate support to the large-scale international response to this complex emergency, RedR and Bioforce established a joint programme in Haiti; the Disaster Response Support Service (DRSS) on 28 February. The DRSS provides training in key humanitarian areas such as: hygiene promotion, safety and security, logistics for emergency aid, and driver training.

During March 2010 alone, RedR delivered training to 126 relief workers from agencies responding to the disaster, including: Save the Children, Tearfund, GOAL, United Nations Population Fund and International Organisation for Migration.

As part of our training activities we prioritised the development of local skills with **87% of course participants** being Haitian nationals, many of whom had little or no knowledge of working in a disaster context. By increasing local involvement in the relief and recovery process, skills remain in country long-term and local communities are better prepared for future disasters.

Sri Lanka Programme

Over the course of 2009, the humanitarian context in Sri Lanka changed from post-tsunami reconstruction and recovery, to response following the conclusion to the armed conflict in the north and east of the country. Subsequently, the learning needs and priorities of humanitarian agencies changed from longer-term capacity building to specialised emergency response to help thousands of displaced people.

In response to these changing needs, RedR delivered training to 1,532 people in areas such as project planning and management, emergency preparedness, community mobilisation, community-based disaster risk management and community participation. We also provided courses in SPHERE Standards for shelter, WASH and humanitarian practice, and produced valuable resources in emergency preparedness. The programme delivered training to United Nations agencies, local organisations, international NGOs, and local government.

This programme has resulted in an increase in local skills for disaster relief and made significant improvements to the delivery of services to the affected population. Building on the success of the training programme, RedR identified local and regional trainers, and technical experts, who will provide a sustainable, high quality learning support service for the humanitarian sector in Sri Lanka in the future.

Sudan Programme

Darfur continues to have the highest level of attacks against humanitarian personnel and their assets worldwide. This security situation directly impacts on relief operations and hampers the delivery of aid to the estimated five million people affected by the ongoing conflict.

RedR has a strong reputation for providing essential staff safety and welfare support to aid agencies working in Darfur. In 2009-2010, we delivered training to 1,040 aid workers as part of courses run in El Fasher, El Geneina, Nyala and Khartoum. Delivering courses across different regions ensures that training opportunities are available where they are needed most and increases accessibility.

The training of national staff has become increasingly crucial to the on-going delivery of humanitarian programmes in Darfur. Recognising the importance of building the skills of local aid workers, RedR ran training in Arabic and increased the number of Sudanese nationals trained to 85%

Following a Learning Needs Assessment (LNA) with 25 humanitarian organisations, RedR developed and piloted two new courses: Dealing with Kidnapping and Abduction and Field Travel Safety, and rolled out Staff Welfare and Critical Incident training in El Fasher. These courses aim to mitigate some of the high impact security incidents against humanitarian workers in Darfur.

Pakistan Programme

Pakistan has experienced internal conflict and a number of devastating earthquakes and floods in recent years. As such, there is a large, well-established humanitarian presence in country, working to provide emergency relief and longer-term rehabilitation to the affected communities. Security in Pakistan is fragile and relief personnel often operate in insecure environments.

Following a needs assessment in 2009, RedR established a new country programme in Islamabad to improve disaster relief in Pakistan in March 2010. Over the course of the next year, the programme aims to train over 800 NGO staff across nine core humanitarian courses including: Certificate in Security Management, Essentials of Humanitarian Practice, Driver Safety & First Aid, Do No Harm Framework, Security Guard Training, Dealing with Kidnapping and Abduction, and Humanitarian Cluster Coordination.



Child watering plants in a refugee camp in CAR © UNHCR.F.Noy

ACHIEVEMENTS 09-10

- » As part of activities in Haiti, 126 people trained across key humanitarian areas during the month of March alone
- » Training courses were delivered in English, Tamil and Sinhala to 1,532 people in Sri Lanka
- » Responded to urgent requests from agencies in Sudan who were concerned about the escalation of kidnappings by delivering innovative new training courses like Dealing with Kidnapping / Abduction
- » Set up a new programme in Pakistan to deliver much-needed training and support to the large humanitarian community in country.

OUR AIMS 10-11

- » Haiti: Deliver essential training in Creole, as well as French and English in the areas of: water supply, sanitation, hygiene promotion, supply chain and fleet management, safety and security, and telecommunications
- » To run over 50 training courses and workshops in Pakistan to provide vital skills to approximately 860 aid workers, many of whom will be Pakistani nationals
- » Support the establishment and registration of **RedR Lanka** as a member of the RedR International Federation
- » Introduce four new courses as part of our Sudan programme – *Managing Projects in Emergencies, Managing People in Emergencies, Distance Management, and Site Security and Security Guards – Level II.*

DID YOU KNOW?

RedR's First international training took place in Tirana in Albania, in 1999 covering Security Management in conflict situations.



PERSONAL STORIES: REDR HYGIENE PROMOTION BENEFITS THOUSANDS IN HAITI

The prevention of communicable diseases, such as cholera and acute diarrhoea, is crucial in situations like Haiti, where displaced people are living in cramped, temporary shelters. Magdala Jean Babtiste, a Haitian teacher working for Save the Children, took part in RedR's hygiene promotion training. The course covers essential issues such as community participatory approaches to hygiene and sanitation, water and public health, and disease transmission and control.

Magdala comments: "I realised that simple everyday acts can play an important part in saving – or claiming – lives when it comes to hygiene and disease prevention. The entire community has a big responsibility in managing

their environment and the cleanliness of communities and camp sites. I have also learnt how to eliminate pathogenic agents [germs] and about a lack of hygiene in the community.

"I've replicated what I learnt on the RedR training course to our community mobilisation teams who then, in turn, have run hygiene education in schools; for the school heads, teachers, students and parental committees. In total we have educated 1,228 people, who will each teach 30 people in their community about the importance of good hygiene practices to help prevent disease outbreaks. That will mean we reach 36,840 Haitians on the basis of this one important training."

"By understanding how to present to and communicate with a community, I am now able to share more information with them. This was a skill I did not have before [the RedR training]. I have realised that by working together, we are able to identify solutions that benefit everyone."

Mr, Abeyasinghe, Development Officer for the Mahakumbukkadawela Divisional Secretariat in Sri Lanka who was took part in RedR's 'Good Governance' training for World Vision International.



Local workers building latrines in Pakistan © RedR Tim Hayward

PERSONAL STORIES: DEALING WITH THE THREAT OF KIDNAP IN DARFUR

Steve Ngugi* is a Water and Sanitation Coordinator for an international NGO in Geneina, West Darfur, providing clean water and sanitation to people who have been displaced by the continuing internal conflict.

“Working in the camps the security problem is not that high, as the camps are closed off to outsiders. However, when we are out in the field, the security is not so good and there are difficulties. Kidnap is a scenario that is quite likely to happen in Darfur, whether it’s motivated by economic reasons, political reasons, or both,” Steve explains.

Steve attended the RedR course, Dealing with Kidnapping and Abduction, where he learnt how to analyse potentially difficult situations, something he found particularly useful:

“You can read so many things from each aspect of the kidnap, for example from the vehicle or the time of the incident, which helps you to determine how to react. Should we scale down? Should we close the programme?”

“The course has helped me to be more aware and more cautious. Not only to be able to avoid such situations but to know how to deal with it if it did happen. When you are in such a situation you can get confused and panic – which could lead to the loss of your life or someone else’s. It is important to remember that it is not about you personally and this can help you to stay calm,” he concludes.

*Name has been changed to protect individual concerned.

“RedR is responding to the needs of agencies on the ground in Pakistan. In particular, we will be focussing on enhancing the knowledge, and developing the skills of, national relief workers, and supporting agencies to develop the capacity of their response teams.” *Dr Imam Baig, RedR Country Director, Pakistan*

Providing the right people, with the right skills in emergencies

Ensuring that competent and committed personnel are available to respond to humanitarian needs

The rapid deployment of skilled relief workers to disaster zones significantly increases the effectiveness of any humanitarian response. RedR's Recruitment Service supports aid agencies by making sure they have access to the best people from our Membership of relief workers. RedR Members are skilled and experienced humanitarian professionals whose skills, knowledge and expertise are crucial to relief efforts worldwide.

Recruitment

RedR strengthened its international reputation for providing a high quality recruitment service for the humanitarian sector in 2009-2010.

Following the Haiti earthquake in January 2010, RedR received a surge in placement requests and we supported organisations on the ground by responding to the need for skilled and experienced aid workers. Overall the number of recruitment requests grew by 51% compared to 2008-2009, and there was a marked increase in requests from the in-country offices of both national and international agencies.

During 2009 – 10, RedR placed experienced relief workers in response to humanitarian

needs in countries including Haiti, Sudan, Chad, Liberia, Chile and Bangladesh, and supported agencies like Save the Children UK, Plan International, the Swiss Red Cross and CordAid. Key areas of response were shelter, water, sanitation and hygiene, and security.

RedR also made significant improvements to its recruitment service, including reducing the fee structure for short-term placements, making it more economical and efficient for relief and development agencies to use RedR for their recruitment needs.

Membership

RedR maintains an active register of skilled and experienced relief workers, who are available to be deployed to humanitarian programmes worldwide. RedR Members are skilled in a number of humanitarian professions including healthcare, logistics, emergency shelter and reconstruction, security, programme management, and water, sanitation and hygiene. Not only do RedR Members support the programmes they work in, but also seek to pass on their skills and knowledge to local relief workers.

In response to the Haiti earthquake, more than 30 Members were known by RedR to have supported the relief efforts across vital humanitarian response areas, including health, shelter, logistics, reconstruction, and water, sanitation and hygiene. RedR Members also undertook roles in needs assessments, programme management and finance, providing vital support to disaster agencies including: UNICEF, HelpAge International, Medair, CordAid, Plan International, the British Red Cross, GOAL and Save the Children.

Throughout the year, Members were also involved in interviewing and selecting new Members, providing careers advice and mentoring prospective Members, as well as promoting the importance of improving disaster relief through informative talks and events.

RedR achieved its aim of establishing new interview hubs in Nairobi and New York, enabling us to give access to Membership opportunities and support to a wider community of aid workers.

DID YOU KNOW?

The **Ethiopian famine** in 1985 required a significant number of RedR Members to work on relief programmes in Ethiopia and across the border in Sudan. Nearly half the Engineers working for Oxfam in the region at this time were recruited by RedR.



ACHIEVEMENTS 09-10

- » Increased the number of requests for humanitarian staff by 51%
- » Responded to the majority of requests for placement within 24 hours
- » More than 30 RedR Members supported the Haiti emergency response
- » 45% of Membership interviews took place outside of the UK, with new hubs set up in Nairobi and New York

OUR AIMS 10-11

- » Increase the number of placement requests from organisations worldwide through effective marketing of the Recruitment Service, and respond to a greater number of enquiries
- » Continue to build strong relationships between the RedR Recruitment Service and smaller, national NGOs in disaster – affected countries
- » Streamline the Membership selection process, and include recent developments in competency profiling, to support the professionalisation of the humanitarian sector
- » Expand mentoring scheme to include new RedR Members on their first humanitarian deployments



PERSONAL STORIES: NO PEACE WITHOUT EDUCATION

At their request, RedR placed Member Rachel Searle in Chad as Country Director for international peace-building, relief and development organisation CORD. At the time of her deployment, the CORD programme in Chad was providing education to 30,000 Sudanese refugees across four camps in Eastern Chad. As well as managing the country programme, Rachel was responsible for researching and advising a strategic change programme.

"I carried out extensive research on the history of the conflict, the current situation in both Chad and Darfur, and on CORD's work both in Chad and in other comparable countries. I conducted interviews with teachers and community leaders. I then proposed to CORD a strategic change process to affect a programmatic shift from Emergency Response to Peace – building," Rachel recounts.

During her placement Rachel interviewed Ms Housna Souleymane Aht, a representative of the Parent Teacher's Association, Breijing

Strategic Committee in Chad about the impact of CORD's education programmes for the refugee community. Housna explains: *"If you know how to read and write you can do anything. We don't want arms, we want education. If our country was at peace, but we couldn't read, there would be no point. If we educate ourselves we can become people who will sort things out."*

Speaking about her experiences Rachel says: *"When leading a large programme you need people who understand the bigger picture, people who can communicate with refugees, contribute to inter-agency dialogue, and advocate for solutions and long-term improvements."*

Rachel has undertaken humanitarian work for a number of agencies in Albania, Angola, Chad, Haiti, and the DRC. RedR places experienced humanitarian professionals like Rachel from our dedicated Register of Members at the request of aid agencies around the world.

"RedR have been very helpful during our Haiti campaign, they are very selective with regards to the CVs they send us which cuts down the time we have to spend sorting through them. We have taken several highly skilled individuals from RedR recently and will be forever grateful to them."

Louise Symons, Recruitment Advisor, Plan International

Sharing knowledge across the humanitarian sector

Improving disaster response through knowledge, innovation and best practice

As a provider of learning and capacity building for the humanitarian sector for two decades, RedR has long been at the centre of sharing knowledge, innovation and good practice. Ensuring that lessons learnt and best practice is shared across the sector and between professionals, is vital to improve the competence of aid workers in the field and actively contributes to improving the effectiveness of disaster relief worldwide.

Technical Support Service (TSS)

Safety checklists for deep field locations, water treatment for cholera outbreaks and structural damage classifications were just a few of the enquiries that RedR's Technical Support Service (TSS) received in 2009-2010.

In the field, relief workers are often faced with challenges beyond their own area of expertise. The TSS provides field-based staff with access to a wealth of free, reliable technical advice at the click of a mouse. Throughout the year, RedR continued to deliver a high level of service, answering 65 per cent of all emergency enquiries received within 24-48 hours. The team supported aid workers from agencies including the Danish Refugee Council, GOAL, Concern Worldwide and Save the Children.

Following the January 12 earthquake in Haiti, the TSS was in high demand. The Service received enquiries from a range of frontline personnel delivering aid to the affected

population, and it was appointed the designated provider of technical information for the UNICEF-led WASH Cluster.

RedR Conference

In December 2009, RedR held its second international conference for the humanitarian sector, this time in partnership with King's College London's Humanitarian Futures Programme. The conference examined 'The Role of the Private Sector in Humanitarian Efforts.' Over 150 delegates took part. Speakers included Sir John Holmes, UN Emergency Relief Coordinator, HRH The Princess Royal and Marc Dubois Executive Director of Médecins Sans Frontières UK.

The conference provided an important platform for cross-sector discussion and debate by bringing together expert speakers and delegates from the private sector, humanitarian community and academia, to examine the current and future role of the private sector in meeting aid needs from a broad range of perspectives. Significantly, a conference report was produced following the event suggesting key steps forward for collaboration.

Publications

RedR continued its partnership with medical organisations Merlin and Healthlink Worldwide to publish the popular Health Exchange Magazine on a quarterly basis. The Magazine covered key sector issues, such as: 'women

and health', 'increasing access to medicines' and 'the right to health'. Importantly, it aims to share knowledge with health workers in the global South by distributing the magazine free of charge and promoting online access. The launch of each issue is marked by a discussion event which provides a platform for professionals from across the health, humanitarian and development sectors to engage in new conversations and debate.



DID YOU KNOW?

In 1998, RedR set up a free online **Technical Support Service** for aid workers in the field. TSS now consists of a panel of more than 150 technical experts, with knowledge of areas such as water, sanitation and hygiene, public health, construction and shelter.

ACHIEVEMENTS 09-10

- » Delivered a major international conference attended by more than 150 delegates, looking at cross-sector collaboration.
- » Initiated work with other Technical Support Service providers to deliver a more comprehensive and easily accessible support service for frontline aid workers
- » Agreed a Memorandum of Understanding with the Humanitarian Logistics Association (HLA) to cooperate on Logistics Technical Support
- » Launched the Resources section of the RedR website, providing free information on areas including: safety and security, water, sanitation and hygiene practices, and humanitarian practice

OUR AIMS 10-11

- » Set up a new Technical Support Service website to facilitate access, and improve response rate and times
- » Complete major research project with Tufts University for the publication of an ELRHA scoping study on the professionalisation of the humanitarian sector
- » Continue our partnership with Merlin and Healthlink International to publish HealthExchange and to distribute it to aid workers in the global South



“Strong and creative collaboration between RedR, Merlin and Healthlink to produce Health Exchange has provided a valuable resource for health workers both national and international all over the world. The printed and online magazine has attracted contributions from a range of practitioners at local and international level and spawned global dialogue.”

Carolyn Miller, Chief Executive, Merlin

“The private sector and humanitarians should be the natural allies: both rewarding innovation and speed, being in the right place at the right time, and getting the job done against the odds.”

Sir John Holmes, UN Emergency Relief Coordinator, United Nations Office for the Coordination of Humanitarian Affairs

PERSONAL STORIES: REDR TSS SUPPORTS WATER PROJECT IN SUDAN

Don Lucey was working with the Danish Refugee Council as a Construction Advisor building schools in Southern Sudan. The team were also responsible for supplying the local population close to new schools with clean drinking water. The main approach to water provision was by drilling water boreholes, a very expensive technique. As an alternative, the team wanted to use natural springs to provide clean water. These protected spring wells were a fifth of the price of a borehole and much easier for the local population to maintain.

To find out more about different design options the construction team turned to RedR's free Technical Support Service (TSS). Don explains:

“I had used TSS previously on another project and I was happy to ask for their expert advice again. We received different design options and adapted one of the designs to suit the local ground conditions. Importantly, the local people approved the design before the wells were constructed. From the new well, the locals could access water through a water tap built into the wall of the “protected well” concrete wall and farm animals were able to drink the water from the overflow system.”

The project Don worked on was a pilot for protecting and making use of natural water supplies. His team constructed two wells which benefitted over 200 local people and the project has now been extended to more communities.



Advising a new generation of relief workers

Equipping the next generation of relief workers with the skills and knowledge to support future relief efforts

Throughout its existence, RedR has been committed to supporting the next generation of relief workers, so that when future disasters strike, the humanitarian community has the capacity to respond with trained and skilled personnel.

Introductory courses for new relief workers

During 2009-2010, RedR continued its commitment to provide training courses and workshops, as well as information and advice to people, both local and international, entering the humanitarian sector.

In the UK, we delivered eight *So You Think You Want to be a Relief Worker?* workshops and four training courses on the *Essentials of Humanitarian Practice*. In total, we provided 263 potential new relief workers with essential skills and information about humanitarian standards and practices, and gave valuable advice on starting out in the sector.

Training local people in disaster-affected countries empowers them to get involved in relief and recovery programmes. In Sri Lanka,

we delivered workshops in SPHERE minimum humanitarian standards to 263 people and 375 people participated in workshops on humanitarian relief and development in response to district-level needs. As part of our training programme in Sudan, 368 people undertook our course in Security Guard Training, and 96 people were trained in Field Travel Safety.

Future Relief Workers Scheme

The Future Relief Workers Scheme (FRWS), established as partnership with Engineers Without Borders UK (EWB UK), places young engineers on voluntary placements worldwide, in areas such as water and sanitation, energy, habitat and shelter, ICT and transport.

During 2009-10 EWB UK sent a total of 40 young engineers on placements overseas and in the UK, on a variety of assignments. Marie Kelly, a graduate engineer seconded by RedR Patron MWH through the FRWS, carried out a 3-month rainwater harvesting project with a community organisation in the remote areas of Himachal Pradesh, Northern India.

RedR continues to support the scheme, which provides valuable field experience for engineering graduates interested in disaster relief. The scheme enables young professionals to undertake hands-on volunteer roles with development agencies, and develop technical skills.

Events

RedR staff and Members attended a number of events during the course of 2009/10, and gave informative talks to a range of audiences, including health professionals, aid agencies, water and environmental experts, and engineers. Talks were given at businesses, schools, membership institutions, festivals, and universities across the UK. In total, RedR gave talks and provided information to more than 30 events across the UK, engaging new audiences in the importance of improving disaster relief worldwide.

In September 2009, RedR attended Forum 3 – a major recruitment and information event for the not-for-profit sector – delivering two workshops and engaging hundreds of new people in RedR's work.

DID YOU KNOW?

RedR has been advising new humanitarians about working in disaster relief since its inception. In 1992, we started running a course under the title of Refugees, Agencies and Camp Planning, for people wishing to enter the sector.

PERSONAL STORIES: DELIVERING HEALTHCARE IN NORTHERN UGANDA

After attending RedR's *Essentials of Humanitarian Practice* (EHP) course in September 2009, nurse Karen Livingstone undertook her first humanitarian placement as a volunteer nurse in Gulu, northern Uganda. During her six month assignment, she worked alongside local staff in the medical ward of the Gulu Regional Referral Hospital.

Speaking about her experiences working in Uganda, Karen comments: *"The hospital in Gulu was worlds apart from the A&E department where I worked at University Hospital of South Manchester, where I'm surrounded by a team of experienced and qualified staff, with access to modern resources. When I arrived at the hospital in Uganda all that was taken away.*

"The hospital in Uganda had a 250 bed capacity, but the number of patients far exceeded that amount, with many patients nursed on the floor. On a daily basis we were dealing with cases of HIV/AIDS, malaria and malnutrition. But my first impression was that, despite the lack of resources and difficult conditions, the staff had a remarkable spirit."

The knowledge and skills that Karen gained on EHP proved invaluable, as she explains: *"The value of the RedR course was that it prepared me to be able to deal with the unexpected, to cope with the frustrations you can experience when you're in the field, and find solutions to the situations that present themselves.*

"The learning exercises helped me make the transition from working in the UK to working overseas. It meant that when I arrived in Uganda I was more aware of the issues I would face. I had a better understanding of the different roles and responsibilities of people working for NGOs and governments."

ACHIEVEMENTS 09/10

- » We saw a 38% increase in the number of participants on our introductory course; *So You Think You Want to be a Relief Worker?*
- » Delivered introductory training courses and workshops to more 1,000 national relief workers across three country programmes
- » Supported the Future Relief Workers Scheme, through which Engineers Without Borders UK, placed 40 young engineers on a variety of assignments
- » Gave talks and provided information about the importance of effective disaster relief at more than 30 events across the UK, including reaching hundreds of new people at the leading charity sector event Forum 3 in September 2009

OUR AIMS 10-11

- » Increase the number of introductory level courses delivered both in the UK and in disaster-affected countries
- » Run our first credit rated *Certificate in the Essentials of Humanitarian Practice* course
- » Continue the Future Relief Workers Scheme in partnership with Engineers Without Borders UK, supporting the placement of young engineers on overseas projects



Karen Livingstone working in a hospital in Uganda © Karen Livingstone

Fundraising

We would like to thank all the individuals, companies, professional institutions and trusts which have shown such dedication and commitment to RedR's work. In particular, the immediate response from RedR supporters to our Haiti appeal was incredible. Generous and timely support meant that we were able to undertake a needs assessment and establish an in country programme within weeks of the

disaster. RedR received more than £200,000 in support, giving us the ability to respond quickly to improve relief efforts in Haiti.

The fundraising year kicked off with the 2009 Flora London Marathon, with seven people running for RedR, including employees from Arup, Atkins and Capita Symonds, who all braved the gruelling 26.2 miles to raise

£12,000 for RedR's work. In May 2009, 12 Mott MacDonald runners completed the Edinburgh Marathon in a 'Hairy Haggis Team' relay, raising £1,134. An action-packed summer followed, with five teams taking part in RedR's first Rat Race Urban Adventure Series and raising £3,500. 21 runners from engineering consultancy firm, Cundall, completed the Great North run and with matched funding raised over £10,000.

Ben Wilson from Skanska raised £1,440 walking 87 miles with friends through the North Wessex Downs and the Chilterns along the Ridgeway National Trail. Steve Burge supported RedR at the British Supermono Championship with a RedR stand and sticker on his bike throughout the summer. Other events that supporters undertook included the Adidas Women's 5k Challenge, the Plymouth Half Marathon, and the Windsor Half Marathon.

The 9th NCE Charity Masters Golf Day took place in September 2009, with teams once again lining up to battle for the inaugural NCE Charity Golf Masters, and at the same time raise money for RedR. 13 teams from companies including Costain, Balfour Beatty, SKM, Micro Drainage and Mott MacDonald played 18 holes of Golf, with MatchTech taking home the NCE trophy.



Dan Smith and Tom Wilkinson at London Rat Race © RedR Marta Hofstrom

DID YOU KNOW?

RedR's Patron scheme was launched in 1991 – Arup, ACE, Mott MacDonald, Anglian Water, and Scott Wilson were the first Patrons to join.

“As soon as my company (Cundall) became a patron of RedR I became interested in their work. I think helping those affected by unpredicted disasters is an honest and altruistic task. I am sure that by choosing to run for RedR again I will get 150% support before, during and after the race. And I had a really good time.” *David Maeso, Cundall, Great North Run runner 2009 & 2010*

Our biggest and most successful Wear Red for RedR campaign to date took place on Friday 12 February 2010, raising £24,000. Over 100 offices from 30 companies participated globally.

More than 40 cyclists from Elliot Wood Partnership pedalled a collective 2,345 miles on 27 March 2010 to raise over £10,000 in response to the Haiti earthquake. Cyclists from Dundee University joined in too and raised over £2,000 for Haiti.

Professional institutions including the Institution of Civil Engineers, the Institution of Mechanical Engineers, the Institution of Structural Engineers, the Institution of Engineering and Technology and the Institution of Highways Incorporated Engineers, raised a total of £13,000 through Annual Dinners, raffles and casino nights in branches across the UK. The Association of Consulting Engineers raised £1,000 at a parliamentary reception in December 2009 and the annual Rankine Lecture Dinner raised £3,000 in March 2010.

Once again, the Institution of Civil Engineers and the Institution of Mechanical Engineers included a RedR appeal in their annual membership mailings, raising a combined total of £11,500.



Windsor Half Marathon © RedR Toby Sargant



Staff at Mott MacDonald Newcastle participated to Wear Red for RedR © Mott MacDonald



Cundall Runners at start of Great North Run © RedR Cundall Joanne Bradley

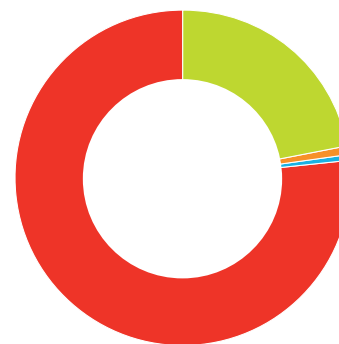
Finance

These summarised accounts are not the statutory accounts but a summary of information relating to the Statement of Financial Activities and may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full accounts and the auditors' report on those accounts should be consulted. Copies of these can be obtained from RedR, 250a Kennington Lane, London, SE11 5RD, United Kingdom, or from our website. The full audited accounts were approved on 29 September 2010 and have been submitted to the Charity Commission and the Registrar of Companies. The opinion of the auditors was unqualified.

Extract of statement of financial activities (incorporating an income and expenditure account) For the year ended 31 March 2010

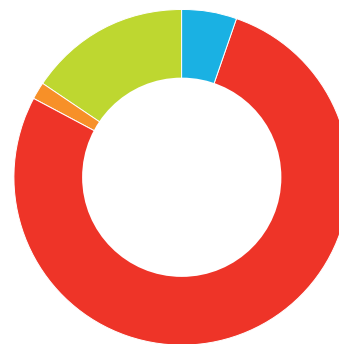
| | Restricted £ | Unrestricted £ | 2010 Total £ | 2009 Total £ |
|--|------------------|-------------------|--------------------|--------------------|
| Incoming resources | | | | |
| <i>Incoming resources from generated funds</i> | | | | |
| Voluntary income | 167,414 | 529,022 | 696,436 | 508,324 |
| Activities for generating funds | | | | |
| Sales income | 4,513 | 17,277 | 21,790 | 2,836 |
| Investment income | 3,888 | 4,808 | 8,696 | 9,573 |
| <i>Incoming resources from charitable activities</i> | | | | |
| Providing relief personnel | - | 17,381 | 17,381 | 28,299 |
| Improving competence | 1,500,098 | 912,636 | 2,412,734 | 2,301,060 |
| Total incoming resources | 1,675,913 | 1,481,124 | 3,157,037 | 2,850,092 |
| Resources expended | | | | |
| <i>Costs of generating funds:</i> | | | | |
| Fundraising | | 238,041 | 238,041 | 202,689 |
| Publicity | | 172,913 | 172,913 | 147,232 |
| Institutional donor fundraising | | - | - | 26,224 |
| Total costs of generating funds | | 410,954 | 410,954 | 376,145 |
| <i>Charitable activities</i> | | | | |
| Providing relief personnel | 10,028 | 137,639 | 146,667 | 171,974 |
| Improving competence | 1,333,360 | 725,924 | 2,059,284 | 2,397,689 |
| <i>Governance costs</i> | | 46,831 | 46,831 | 37,636 |
| Total charitable expenditure | 1,343,388 | 910,394 | 2,253,782 | 2,607,299 |
| Total resources expended | 1,343,388 | 1,321,348 | 2,664,736 | 2,983,444 |
| Net incoming/(outgoing) resources | 332,525 | 159,776 | 492,301 | (133,352) |
| Reconciliation of funds | | | | |
| Funds at the start of the year | 135,286 | 375,877 | 511,163 | 644,515 |
| Funds at the end of the year | 467,811 | 535,653 | 1,003,464 | 511,163 |

BREAKDOWN OF INCOME



Voluntary Income £696,436
Sales and Investment income £30,486
Providing relief personnel £17,381
Improving competence £2,412,734

BREAKDOWN OF EXPENDITURE



Providing relief personnel £146,667
Improving competence £2,059,284
Governance £46,831
Fundraising and publicity £410,954

Thank you to our supporters

RedR would like to thank all the companies, professional institutions, trust foundations and institutional donors which have shown such tremendous generosity and commitment to our work over the last year. This invaluable support allows RedR to provide the most effective support to the humanitarian community, ensuring that aid workers have the key practical skills to respond to disasters worldwide.

In particular we would like to recognise the important contribution of RedR Patrons, a group of professional institutions and companies who have developed a special partnership with RedR. The financial support and ongoing commitment of our Patrons and their staff allows RedR to plan our future activities with confidence and allows us the flexibility to adapt our services to respond to the ever-changing humanitarian context globally.



Child in Haiti © CMAT

Patrons

Anglian Water Services
 Arup Group Ltd
 Association for Consultancy and Engineering
 Atkins
 Benaim
 Black and Veatch Ltd
 Carillion plc
 Capita Symonds
 CH2M HILL
 Cundall
 Griffiths & Armour Group
 Marchday Group plc
 Mott MacDonald Group Ltd
 MWH
 Scott Wilson Group plc
 The Happold Trust
 The Institution of Civil Engineers
 The Institution of Engineering and Technology
 The Institution of Mechanical Engineers
 The Royal Academy of Engineering
 The Worshipful Company of Engineers
 Tony Gee & Partners

Companies and institutions

BDP
 Buro Happold
 CampbellReith Hill
 Commtech Associates Ltd
 Croudace Homes Group Ltd
 Elliot Wood Partnership LLP
 Geotechnical Consulting Group
 Gifford LLP
 Halcrow
 Hollman Fenwick Willan LLP
 Hydrock
 New Civil Engineer
 Parsons Brinckerhoff
 Pell Frischmann
 Ray Georgeson Resources
 Robert Bird & Partners Ltd
 Roberts Consulting

Thames Water
 The Chartered Institution of Building Services Engineers
 The Chartered Institution of Wastes Management
 The Institute of Highway Engineers
 The Institution of Structural Engineers
 The Worshipful Company of Paviers
 Waterman
 William & Henry Alexander Ltd
 XLN

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The Alchemy Foundation
 Andrew House Trust
 The Austin Bailey Foundation
 BE Rodmell Trust
 The Coutts Charitable Trust
 Cyrene Trust
 IWHM Bernard Butler
 Madeleine Mabey Trust
 The Oakdale Trust
 Princess Anne's Charities Trust
 The Salamander Charitable Trust
 The SMB Charitable Trust

Institutional donors

BIG – Big Lottery Fund
 DEC – Disasters Emergency Committee
 DFID – Department for International Development
 ECHO – European Commission for Humanitarian Aid
 GTZ – German Technical Cooperation in Sri Lanka
 Malteser International – Order of Malta
 Worldwide Relief
 Ministry of Foreign Affairs, France
 OFDA
 UN
 UNICEF
 USAID

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Front cover photograph: East Timor children © UNHCR