



This report provides an overview of the impact of key actions implemented under Pillar 3: Humanitarian Assistance and Protection for People on the Move under the DG ECHO and IFRC Pilot Programmatic Partnership (PPP).

The report covers the period March 2022 to May 2024. The report complements existing reporting on the partnership which can be accessed on ifrc.org.



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STRONGER FASTER SAFER

for people on the move

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian network, with 191 National Red Cross and Red Crescent Societies and around 16 million volunteers. Our volunteers are present in communities before, during and after a crisis or disaster. We work in the most hard to reach and complex settings in the world, saving lives and promoting human dignity. We support communities to become stronger and more resilient places where people can live safe and healthy lives, and have opportunities to thrive.

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PARTNERSHIP FOR LOCAL ACTION

The Programmatic Partnership is a global initiative between the European Union and IFRC, launched in March 2022 to strengthen resilience and empower vulnerable communities. Funded by the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO), this partnership represents a new model for humanitarian action.

National Red Cross and Red Crescent Societies already play a crucial role in supporting local communities. This partnership provides the IFRC network with more strategic, flexible, long-term, and predictable funding, enabling National Societies to deliver more efficient and effective humanitarian support.

The partnership emphasizes the importance of investing in local preparedness and humanitarian action to protect communities and help them withstand future shocks, beyond merely responding to crises.

One of the five thematic pillars of the PPP is Humanitarian Assistance and Protection for People on the Move. This pillar focuses on safeguarding the safety, dignity, and rights of people on the move and providing principled humanitarian assistance to meet their complex needs. Under this pillar, 12 National Red Cross and Red Crescent Societies from the Americas, Africa, and Central Asia are supported to enhance their work with migrants, refugees, and other displaced populations. This work is further supported by the IFRC and Partner National Societies from Europe.





29

HSPs supported

+74K

Health consultations

+355K

People on the move assisted

72

Locations where migrants have been supported

+98K

People reached through social inclusion and cohesion activities

IMPACT



Honduran Red Cross

Supported by: Spanish Red Cross, Italian Red Cross, German Red Cross



Salvadoran Red Cross Society

Supported by: Spanish Red Cross, Italian Red Cross, Norwegian Red Cross



Guatemalan Red Cross

Supported by: Spanish Red Cross, German Red Cross



Red Cross Society of Panama

Supported by: IFRC and Spanish Red Cross



Ecuadorean Red Cross

Supported by: Spanish Red Cross, Italian Red Cross, German Red Cross



Mali Red Cross

Supported by: Danish Red Cross, Spanish Red Cross





Red Crescent Society of Kyrgyzstan

Supported by: German Red Cross, Italian Red Cross



Red Crescent Society of Tajikistan

Supported by: German Red Cross, Italian Red Cross, Finnish Red Cross



Red Cross of Chad

Supported by: French Red Cross, Italian Red Cross, Luxembourg Red Cross



Red Cross Society of Niger

Supported by: Luxembourg Red Cross, French Red Cross, Belgian Red Cross



Ugandan Red Cross Society

Supported by: Netherlands Red Cross, Austrian Red Cross, Belgian Red Cross



Red Cross of the Democratic Republic of Congo

Supported by: French Red Cross, Spanish Red Cross, Luxembourg Red Cross



OUR WORK TO ASSIST AND PROTECT PEOPLE ON THE MOVE

Across the globe, people who migrate or are displaced from their homes face unacceptable risks. Too often they are unable to access the humanitarian assistance and protection they need to ensure their safety, dignity and rights.

The IFRC network works with and for migrants¹, including asylum seekers, refugees, Internally Displaced Persons (IDPs), migrant workers and stateless persons. IFRC and National Red Cross and Red Crescent Societies assist people on the move wherever they are on their journeys, regardless of their legal status and based solely on humanitarian needs.

An important component of IFRC's migration and displacement work is its Global Route-Based Migration Programme (GRBMP)². This programme takes advantage of the IFRC's network collective strength and experience, connecting 59 National Red Cross and Red Crescent Societies across borders and oceans to improve the safety and dignity of people on the move along migration routes in Africa, the Americas, Europe, and the Middle East. The ECHO PPP pillar on people on the move is a core contribution towards the broader goals and scope of the GRBMP.

¹ *Migrants are persons who leave or flee their habitual residence to go to new places – usually abroad – to seek opportunities or safer and better prospects. Migration can be voluntary or involuntary, but most of the time a combination of choices and constraints are involved. Thus, this policy includes, among others, labour migrants, stateless migrants, and migrants deemed irregular by public authorities. It also concerns refugees and asylum seekers, notwithstanding the fact that they constitute a special category under international law. See IFRC's Migration Policy: <https://www.ifrc.org/document/migration-policy>*

² <https://www.ifrc.org/our-work/disasters-climate-and-crises/migration-and-displacement/migration-our-programmes/global>





HUMANITARIAN SERVICE POINTS (HSPs)

Humanitarian Service Points (HSPs) are a key part of IFRC's work to assist and protect migrants along routes and are at the heart of the global programme and the ECHO PPP Pillar on People on the Move. HSPs are neutral spaces where migrants can access a wide range of humanitarian support and services, regardless of their migration status and wherever they are on their journeys. HSPs are located at strategic locations along migration routes – whether at borders, train or bus stations or otherwise – and they operate to a consistent global standard, offering consistent, relevant humanitarian services and safe and inclusive referrals to specialised support³.

³ <https://www.ifrc.org/document/humanitarian-service-points-action-global-review-0>



This is an indicative list of the types of humanitarian services that may be provided at a Humanitarian Service Point. All services will always depend on the context, the capacity of the National Society and the needs of migrants and displaced people.

ACTIVITIES SUMMARY

This partnership has seen National Societies become more efficient, sustained and effective in supporting people on the move. More than 355,000 people have been assisted through this pillar of the partnership which has reinforced ongoing activities and allowed for expansion to new locations and interventions and new communities of people in need.

This stable funding mechanism has facilitated the exploration of innovative mechanisms to collect data, implement actions and improve services. Activities supported by the partnership have been strengthened through the upskilling of staff and volunteers as well as the bolstering of coordination mechanisms to ensure that services are complimentary and based on actual identified need.

Addressing Essential Assistance and Protection Needs:

Most activities under this pillar have centred on addressing the most urgent and essential needs of people on the move. This has included operating HSPs & mobile units. Through these and other mechanisms, people on the move have been provided cash or vouchers, basic first aid, psychosocial support (PSS), food and non-food items, maternal and child health care, safe water, Restoring Family Links (RFL), communications (Wi-Fi connection, call, mobile device charging), hygiene kits, safety information, dignity kits, clothing and safe referrals to services by other agencies or the authorities.



“I just took my clothes, got a visa and came here. It was really hard for me because I was a woman who had a profession for years and I had to leave all that. I was really alone here. Gradually I connected with other Afghan people and also found Tajik people very kind and helpful. After one month I felt my neighbours were my relatives.”

Hanifa - an engineer, mother and widow.



The Red Crescent Society of Tajikistan distributed food, clothing and cash assistance to people who fled Afghanistan.



“I come from the village of Boulkaré. Following attacks by armed groups, my children and I ... moved to the Dabouarom Sud site. The first year, we were forced to sleep in makeshift shelters that we built from tree branches covered with used cloth. We were exposed to rain, dust and strong winds. My children often fell ill.

“Since the arrival of the Red Cross, my children and I have a safe and dignified shelter that is adapted to our ancestral cultures. We can finally sleep without fear.”

Yakoura Gombo, shelter recipient

Social Inclusion and Cohesion:

The focus on essential needs has also been complemented by National Society activities to support social inclusion and cohesion efforts. These have included events, meetings and group sessions bringing together host and migrant communities.

Capacity Strengthening:

Uniting these efforts has been a focus on capacity strengthening of National Societies – as critical local

actors - and a focus on enhanced coordination and cooperation across borders and along migration routes. This has included tailored training for National Societies on thematic areas such as gender-based violence (GBV), Protection Gender and Inclusion (PGI) and PSS, workshops on designing and implementing HSPs and a focus and investment on establishing and strengthening coordination between National Societies to adopt a route based and regional approach to support migrants.

Key areas where the impact of the People on the move pillar can be seen are emergency response and humanitarian assistance, cross-sectoral integration, humanitarian diplomacy, collaboration and innovation.

THE IFRC ROUTE-BASED APPROACH

The IFRC network's approach to route-based migration is focused on responding to the most essential needs of migrants, refugees, asylum seekers and displaced persons at different stages of their journey.

The IFRC network's route-based approach to migration is fundamentally based on needs, informed by rights and bound by the International Red Cross and Red Crescent Movement's Fundamental Principles. A route-based approach informs a deeper understanding of the humanitarian and protection needs of people on the move by analyzing the vulnerabilities arising from the geographical and human dimensions of migration routes and relevant contextual elements related to an individual's profile and status. This allows the IFRC network to better assist and protect vulnerable individuals and to adapt their interventions to fast-evolving operational realities.

Given its local to global presence along migratory routes, the IFRC network is in a unique position to bridge protection and assistance gaps affecting people on the move while at the same time seeking to engage the public authorities in addressing them. The IFRC network seeks to work in a complementary and coordinated manner, based on respective mandates, roles and responsibilities, to ensure that all migrants receive the protection they are entitled to under different legal frameworks – in particular, international human rights law and, where applicable, international refugee law and international humanitarian law – and have safe and effective access to humanitarian assistance and essential services, irrespective of legal status.





IMPROVED EMERGENCY PREPAREDNESS AND RESPONSE

The flexibility of funding has enabled National Societies to assess the changing needs of people on the move and respond accordingly by scaling up their programmes or activating in new locations. National Societies noted the value of being able to determine for themselves the best way to respond and having the ability to act accordingly.

In early emergency phases, partnership funding reinforced other funding streams to ensure responses met both immediate and medium-term needs. In response to new humanitarian needs in DRC, Chad, Mali and Kyrgyzstan, partnership-supported activities pivoted toward displaced people and refugees, with prepositioned stocks such as relief items, shelters and shelter kits for expected population movement were procured and readied for deployment.

In Panama, as the number of people moving through the Darien national park rose rapidly from 133,653 migrants in 2021 to 520,085 in 2023⁴, National Societies in the region scaled up their response by deploying new HSPs, strengthening their existing services and working alongside other actors to identify gaps and emerging needs.

In Mali, training and equipping teams of local volunteers particularly in rapid response techniques, setting up shelter and cash distribution has improved the speed and capacity of the National Society to respond to emergencies.

⁴ <https://www.csis.org/analysis/mind-darien-gap-migration-bottle-neck-americas#:~:text=This%20figure%20has%20continued%20to,under%20the%20age%20of%20five>





Scaling up in response to Sudan crisis

Close to 600,000 Sudanese people fled to Chad in search of safety since conflict broke out in April 2023. Reception sites and camps in the Sila region, on the border with Sudan, have expanded quickly. But this deserted area has scarce infrastructure and is insecure. People arrive only with what they can carry, often in states of physical and mental distress from what they have experienced.

The Red Cross of Chad responded immediately to the Sudan crisis, providing essential support to those fleeing the conflict and crossing the border into Eastern Chad. The flexibility of the partnership's funding enabled timely and critical support to reach tens of thousands of people in the first months of this action.

A health mission began in the Zabout camp, with the arrival of the first Sudanese refugees, supported by the French Red Cross and co-funded through the partnership as well as France's Le Centre de crise et de soutien (CDCS). These health services included safe referrals for people with mental distress to psychologists or other specialist support outside the mission.

“We listen to them first, then we refer them to our clinic or to experts to follow them. When necessary, we begin psychotherapy”.

“

Aid worker, French Red Cross

Responding to conflict in North and South Kivu

Since the beginning of the crisis in March 2022, over **1.6 million people have been displaced within North and South Kivu**. Recent escalations forcing hundreds of thousands more to seek refuge in already overcrowded conditions. The fighting has moved dangerously close to Goma, exacerbating the vulnerability of the population to diseases like cholera, and severely impacting access to basic services such as healthcare and clean water.

With **50,000 volunteers** in North Kivu alone, the **Democratic Republic of Congo Red Cross (DRCRC)** has been providing vital assistance to the **hardest-to-reach communities and marginalised groups in the country since the beginning of the conflict**. Flexible partnership funding in combination with emergency appeal funds and other sources has allowed food assistance, health services and WASH support to reach thousands of people in need.

The partnership has strengthened DRCRC's response capacity, enabling it to **distribute and restock critical shelter and non-food relief item supplies**. **New mobile clinics** have also been instrumental in reaching people in isolated locations with critical care. To strengthen the response, volunteers have also been trained by the Luxembourg Red Cross in an innovative and efficient shelter-building technique, data collection and community engagement and accountability (CEA).

However, the crisis remains devastating with needs escalating every day. DRCRC is therefore exploring further mechanisms to continue and increase support.





“We have been at the front line of assisting displaced populations since the beginning of the conflict. People are living in extremely precarious conditions, packed into family homes or camps.”

“

Secretary General of the DRC Red Cross

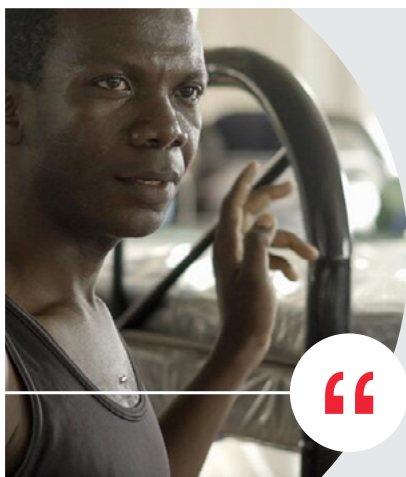
ENHANCED HUMANITARIAN ASSISTANCE

New and improved HSPs in the Americas, mobile clinics in Africa, permanent WASH infrastructure in Panama and Uganda, and tailored cash programming across many interventions have all enhanced National Societies' humanitarian assistance initiatives. National Societies have delivered holistic, wide-reaching assistance to hundreds of thousands of people on the move.

All National Societies take a needs-based approach, and this coupled with routine assessments in areas of intervention meaning that the support is targeted as much as possible to people who need it most regardless of their status. New waves of returnees in Central America, Afghan refugees in Tajikistan, LGBTQI+ people journeying through the Darien - assistance is wide-reaching and ensures that those most in need

receive support, whoever they are and wherever they are on their journey.

Where needs are chronic and under-addressed, particularly in Mali, DRC, Niger and Chad, long-term funding has allowed assistance to reach further to areas that are remote and often lack access. New mobile clinics across Africa have been key to furthering reach, offering first aid, psychosocial support, relief items, restoring family links services and referrals to further support to both government and non-government agencies. This assurance has also helped plan community-based programming such as group sessions on inclusion in Chad and cultural exchange events in Ecuador that will have lasting impacts on both host and migrant communities.



“Arriving in Panama was one of the happiest moments of my life ... I had to fight for it. The Red Cross was the first to help us and for me it was a blessing. In pursuit of our dream of a better life, we lost everything. So, three meals a day, soap, a towel, a bath, being able to talk to someone or be cared for, that means everything.”

Francis, from Sierra Leone



Bringing essential services in Uganda closer to refugees and host communities

When people arrive in Uganda from neighbouring countries, they are usually settled in predefined locations where both refugees and local Ugandans reside. These settlements are often in remote areas, where access to basic services such as health care and even water requires people to travel long distances.

In close coordination with UNHCR and Medical Teams International, and co-funded alongside the EU with Austria Red Cross, the Ugandan Red Cross (URCS) has focused on bringing essential services closer to these communities. As part of a long-running project in Nakivale refugee settlement, bolstered by the partnership, URCS has overseen the construction of a 4.4-kilometre water pipeline extension to reach a new area - Rubondo Zone - where new arrivals are settling. A new water plant has also been constructed through multi-donor funding and in cooperation with local authorities, doubling the amount of safe drinking water people in the community can access.





In the Palabek refugee settlement, following assessments conducted alongside UNHCR and other organisations, a similar water pipe system as well as facilities will be installed. Members of the community trained and provided basic hand tools for minor repairs and maintenance.

With health services also difficult for these communities to access, URCS has established a first aid and disaster mobile clinic (FA & DM clinic) in Nakivale refugee settlement. The FA & DM clinic, supported by Kuwait Red Crescent and with ECHO – PPP funding, has been fitted with tailored medical equipment, essential medicines and items. A trained healthcare professional, specialised driver and URCS National Disaster Response Team member staff this FA & DM clinic. It has already reached 2,100 people through weekly outreach since launching operations in March 2024. In May 2024, it was activated to assist displaced people affected by floods and landslides in the Kasese district of Western Uganda.

EFFECTIVE COLLABORATION ACROSS SECTORS

The multi-sectoral nature of the partnership has facilitated more integrated and holistic programming – including through cash assistance, protection, gender and inclusion (PGI), community engagement and accountability (CEA), and social inclusion and cohesion. Across all activities, protection mechanisms have been reinforced and are deeply embedded. At HSPs and in mobile clinics, when specific needs arise, safe and inclusive referral protocols are in place to ensure that people can access further support.

With the support of community engagement and accountability expertise, National Societies have prioritised community feedback. In the Americas, this has taken the form of surveys and assessments which have led to practical changes such as adjustments of ‘open hours’ and informed dialogue with authorities. In Africa, host and displaced communities sit together to raise their concerns and work together to identify

solutions. In Chad, community-led committees have been formed which participate in weekly meetings and training on protection issues. This knowledge is then shared with family members, strengthening community awareness overall.

Cash has been a key modality of assistance, with many National Societies improving their Cash and Voucher Assistance (CVA) methodology with technical support from IFRC and EU National Society colleagues. Guidelines, tools and operating procedures in Honduras, Ecuador, Uganda and other countries have been updated to improve the effectiveness of CVA interventions in all programming, including assistance to people on the move. This has also included signing agreements with major banks, meaning CVA is tailored to the specific financial systems making it easier for recipients to utilise.



“When we have discussions and awareness activities, people are engaged. They are not passive at all. Everyone participates. People leading the community also speak up.”

EU NS representative in Chad





Social inclusion and cohesion activities are also taking place across many countries in the partnership to strengthen bonds between host and migrant populations. Often, these activities are woven into existing programming around awareness raising or community education. For example, in Uganda, volunteers work directly in the community to promote hygiene and sanitation as well as encourage social cohesion. They share information on hygiene practices and public health in group discussions and, as they do so, foster discussions.

In emergency settings, National Societies have addressed the need for safe spaces. In response to the escalation of conflict in Kivu and increased displacement, a lack of social cohesion and issues of gender-based violence were identified. As part of addressing this, a social cohesion hall has been erected in Uvira. The community comes together in this hall to participate in workshops on gender, social inclusion and cohesion. It is now fully managed by community leadership and Red Cross volunteers have access to conduct such workshops.

'Tea debates' with host & displaced communities in Niger

As in many other countries, tensions in Niger frequently rise when local populations perceive new arrivals as receiving support that they too are in need of. Because of their strong community connections, the Red Cross Society of Niger (RCSN) heard this concern and is addressing this through tea debates.

Tea debates are a cultural activity in Niger. People from the host and migrant communities come together, bringing their issues and questions. Together, they debate on subjects such as the rights of the host community and migrants, and other challenges they are facing. While these debates can be emotional, they are also open and productive.

One particular debate, for example, centred on the management and access to a certain market. Initially, this was established for migrants, but through the debates, it was clear that the host community also wished to access this resource. With the RCSN as part of the debate, the whole group of debate participants were able to identify possible solutions that would benefit everyone.

These debates are also a key feedback mechanism for RCSN who can hear directly from the community not only their problems but also their solutions.





“The community members know better than us what can be the solution, so each time we as Red Cross choose the problems and organise these into categories to find solutions together.”



RCSN staff member





Addressing community rifts in Ecuador through culture and community

While there have always been migrants in Ecuador, it has primarily been an origin or transit country. In the last few years, however, the number of people choosing to stay for extended periods has increased. In some communities, this has led to a rise of discrimination and marginalisation. This was a new concern for the Ecuadorean Red Cross (ERC) which had not previously addressed social inclusion issues.

Through community feedback, ERC recognised the growing rifts between host and migrant communities. In response, they initiated several cultural and social activities that encouraged these groups to come together. Working in coordination with local governments ensured that the needs and rights of both communities were reflected.

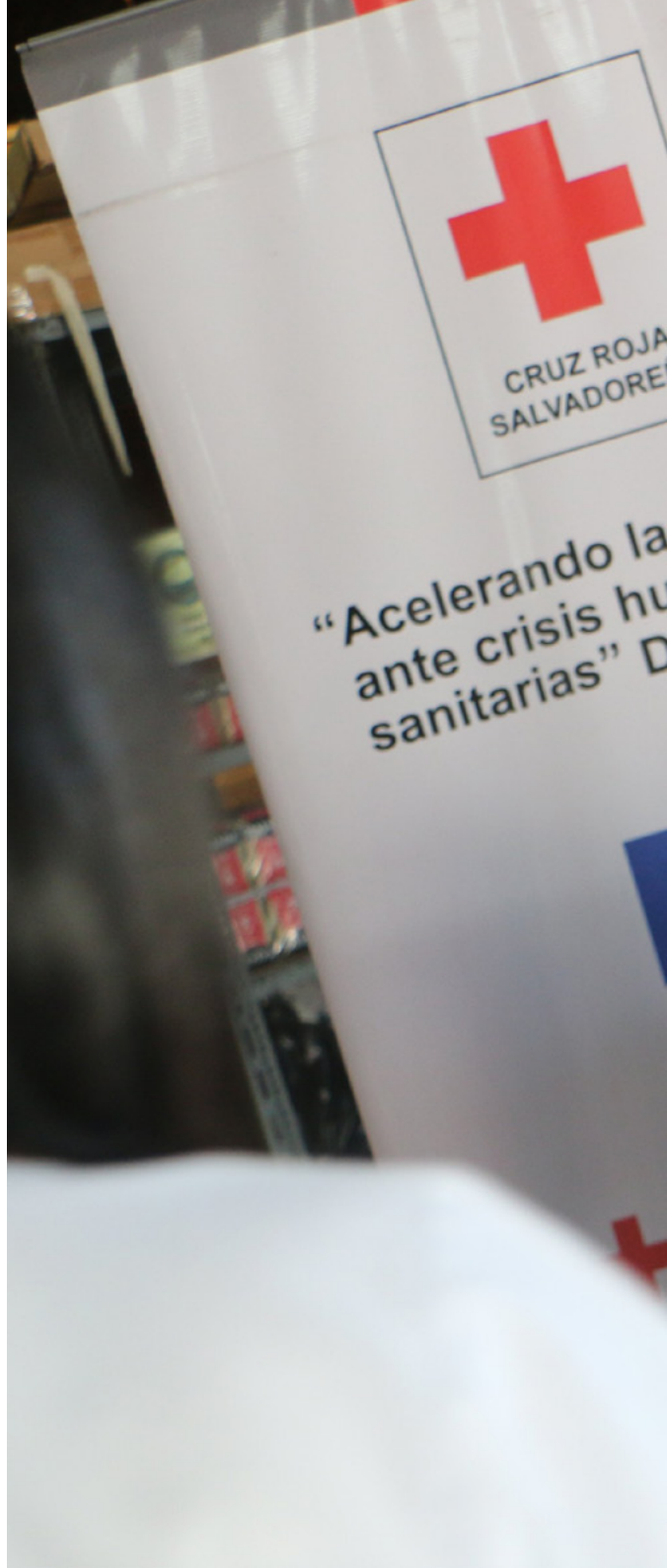
Representatives of both communities participate in activity planning and implementation, as was their wish expressed through feedback. Through sport, cooking, music and dance, new arrivals and locals come together to build bridges. ERC recognises there is more work to be done in this area and is planning further efforts in the third year of the partnership.

BOLDER HUMANITARIAN DIPLOMACY

During the partnership, National Societies have increased their engagement with authorities on issues related to people on the move. As conflict escalated in Sudan, African National Societies of neighbouring countries began to prepare for an influx of displaced people. They also turned to their government, urging them to prepare and consider the needs of newly displaced communities.

In Central America, migration is an intensely political subject where policies change frequently. Many National Societies are co-leads or members of committees led by responsible government ministries. In these forums, as well as in direct dialogue, National Societies advocate for the rights and needs of migrants. In Guatemala, Honduras and other countries, National Societies have informed changes to national or local policy or gained access to centres or locations migrants move through.

In Panama, Honduras and El Salvador, engagement with authorities coupled with feedback from migrants themselves has led to requests from the authorities for staff training on psychosocial support, protection, and familiarisation with migration issues.



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Assisting people on arrival in El Salvador

Many migrants return from North America to El Salvador. Until recently, the reception of these people was managed by the authorities with no humanitarian organisations involved. The El Salvador Red Cross (ESRC) entered into dialogue with the authorities to explore how they could provide humanitarian assistance to arrivals. Through proactive diplomacy, ESRC was granted permission to meet these returning people directly at the airport.

Some who arrive have experienced serious trauma, including gender-based violence or human trafficking. Many others have been out of the country or region for months or years, and no longer have family or social support networks. Often, these people possess only what they carry onto the aeroplane.

ESRC is the only organisation with access to meet these people at the moment they arrive. Staff and volunteers provide food, water, food vouchers and other basic assistance, as well as psychosocial support. People's needs are noted, and referrals are made to other services for protection or complex cases. These services include ESRC's gender-based violence programme alongside other specialist organisations.

Once arrived, those without a place of residence are transferred to a migrant care centre. When ESRC first began support to returned people, this centre for was in poor condition, with some people sleeping on cardboard boxes. ESRC provided beds and other materials to improve the living conditions.





“Such cases are very complex because they have been away for a long time and when they return, they have no support system, no family. I am proud to be able to assist people in need directly, without someone in the middle. This has been a success of humanitarian diplomacy but also a strong team able to respond.”



ERCS staff member

STRENGTHENED COOPERATION AND COORDINATION

Specific emphasis on coordination within the partnership has led to improvements within the IFRC Network as well as with other partners, agencies, and authorities. All National Societies lead or are part of thematic coordination mechanisms such as clusters and working groups, where they are increasingly recognised as local experts.

In turn, National Societies' participation in these coordination channels has helped to deliver tailored, effective and complementary interventions. Where gaps are identified in sectoral coordination meetings, access to expanded funding through the partnership has allowed the National Societies to step in and activate support. This was the case for Honduran Red Cross who began services in new locations as a result of such discussions. Conducting assessments jointly with partners has further supported this.

Close coordination with the public administration in regions of intervention has built trust and ensured access to displaced populations, as in Mali and DRC. With changing flows of people through the Americas, National Societies work in cooperation with ministries and authorities to remain adaptable. In Honduras, monthly workshops are held with government institutions, border agency representatives, local committees, and NGOs. These workshops ensure services are coordinated and referrals can be made safely.

Within the partnership itself, this new way of working with clearer roles and responsibilities has helped

streamline the support structure from EU National Societies to host National Societies while also clarifying IFRC's position as a global lead and Secretariat. Bonds between National Societies within this pillar have also been strengthened through regional and global technical working groups bringing colleagues together such as during the recent in-person meeting in Budapest. Further strengthening internal coordination was highlighted by several colleagues as critical to improving services through sharing best practices, lessons, and tools.

gender-based violence were identified. As part of addressing this, a social cohesion hall has been erected in Uivira. The community comes together in this hall to participate in workshops on gender, social inclusion and cohesion. It is now fully managed by community leadership and Red Cross volunteers have access to conduct such workshops.



Sharing knowledge, strengthening cooperation through Central Asia migration working group

With new migration challenges arising in Central Asia from conflict and insecurity in the region, all Red Crescent National Societies in the region recognised the need to coordinate. However, many had not addressed migration as a specific area of intervention for some time.

To share knowledge, information and insights, a Migration Working Group was established. This group includes five National Societies in the region, including Kyrgyzstan and Tajikistan, with a staff member from Kyrgyzstan Red Crescent as Chair. The first in-person meeting was held in Almaty in November 2023, where the IFRC and National Societies jointly discussed common challenges and opportunities.

Future working groups will likely focus on thematic training, building knowledge of common intervention strategies and identifying cross-border ways of working.



Coordination across borders in Central America

People's journeys through the Americas often take them across borders and through multiple countries. Along the way, they are met by Red Cross staff and volunteers operating HSPs and supporting reception or temporary centres.

All National Societies in the Americas, including the Colombian and Costa Rican Red Cross outside this pillar, have enhanced their cooperation to build a strong, coordinated, route-based network. Besides frequent regional coordination meetings and close co-operation with other agencies operating in the region to ensure complementarity, National Societies are in daily contact to discuss new entry points, increasing or changing flows of people, complex cases or shared political issues.

Where critically necessary, information on people with serious medical needs who are continuing their journey is shared between the relevant neighbouring National Societies to ensure that the person's needs can be addressed in the next country and specialist referrals can be made if required.

Key to this coordination is the use of HSPs as a common mechanism, as well as improving data collection. With HSPs as a common way of working, National Societies in Central America have been able to learn from each other. They are also able to connect and complement interventions according to what is offered at each HSP along certain routes. In addition, efforts are ongoing to implement common data management tools to further streamline assistance across borders.





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Cruz Roja
Guatemalteca

“The partnership has brought forth a strong cross-border collaboration. That means our approach is not country-by-country but a truly regional response.”

IFRC Regional Coordinator



INNOVATIVE APPROACHES

Innovations around information as aid, assisted people data management and service maps are fostering coordination and improving service delivery. **RedSafe** is a digital humanitarian platform hosted by the ICRC that securely hosts digital copies of a person's documents, informs migrants of risks, maps humanitarian services along routes and allows for in-app messaging. Through the partnership, several National Societies in the Americas have begun to implement this app to strengthen the continuity of services in their country and across the region.

Similarly, the **Single Code** is an ongoing project funded by the Spanish Red Cross in El Salvador. Support through the partnership has allowed this project to progress further, with the ambition to implement it in other countries. The code hosts anonymous information about assisted people's health, the support they have received and other data which can be used to personalise further assistance.

Other innovations include the development of an orientation brochure for people transiting through Ecuador and Colombia, [available online](#) via a QR code at the two National Societies' HSPs, and in print. In Mali and Niger, the on- and offline accessibility of Kobo tablets is being used to assess, register, report and implement services for migrants and displaced people. Language barriers between Honduran Red Cross volunteers and migrants are being overcome using translation apps on smartphones.





Facilitating continuation of maternity care from the Darien onward

For people on the move in Central America, hundreds of thousands of people transit through the Darien jungle. This includes women who are pregnant or have a young child. These children often arrive undernourished, and mothers can be facing unaddressed complications.

Panama Red Cross (PRC) meets them at their HSPs in the Darien with a tailored maternity and infant care programme. Specialist medical staff and volunteers take the child's measurements and, if needed, can assist the mother in breastfeeding.

Through community feedback, PRC understood that there was a concern about what would happen next - that while they had been supported in Panama, there was no way of sharing notes onward the next time they reached assistance. PRC, referencing hospital bracelets, began recording key information on bracelets people could wear. However, when they heard from these people that bracelets felt conspicuous PRC transitioned to cards.

All information about the family including key metrics and any medicines provided is noted on a card that the family can carry onward. At future HSPs, or when they are met by other agencies, they will be able to share their recent medical history and data. Partners from other organisations such as Médecins Sans Frontières have expressed their support for this mechanism which also improves the assistance they can offer.





“Our own children when they are born have a card with all their information so we thought, ‘Why should these migrants not also have such a card?’ ... It is really a beautiful programme.”



Panama Red Cross staff member

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