

# PROGRAMME UPDATE



International Federation of Red Cross and Red Crescent Societies  
Fédération Internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

## ZAMBIA

30 May 2004

*The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in over 181 countries.*

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### In Brief

**Appeal No. 01.19/2004; Programme Update no. 2; Period covered: January to May 2004;**  
**Appeal coverage: 45.4%; Outstanding needs: CHF 2,495,711 (USD 1,973,674 or EUR 1,632,250).**  
*(Click here to go directly to the attached Contributions List (also available on the website).*

**Appeal target: CHF 4,573,698 (USD 3,434,995 or EUR 2,944,124);**

#### Related Emergency or Annual Appeals:

- [Angola, Democratic Republic of Congo, Zambia: Angolan Returnees and Host Community Care, Emergency Appeal no. 05/2004;](#)
- [Zambia: Cholera-Information Bulletin no. 2/2004 dated 14 January 2004](#)
- [Zambia: Floods – Information Bulletin no. 1/2004 dated 27 April 2004](#)

**Programme summary:** In the first half of 2004, the food situation in Zambia improved considerably, due to adequate rainfall and improved multi-sectored intervention by the government and other humanitarian agencies. As a result, the [Zambia Red Cross Society](#) has phased-out food distribution activities, and is left with limited food intervention on some HIV/AIDS home-based care projects especially in some pockets of Southern province with continued food-aid needs until year end. HIV/AIDS remains a challenge in the country; Zambia Red Cross projects have been tailored to support an integrated health and care intervention targeting those affected and infected with HIV/AIDS. Capacity building funds (CBF) provided to Zambia Red Cross ensured continuity in the implementation of the national society's recovery plan<sup>1</sup> and additional funds anticipated for the second half of 2004 will support finalization of planned activities

Whereas calm has returned in Angola, thereby necessitating mass repatriations, the situation in the Democratic Republic of the Congo (DRC) remains precarious. Planned repatriation to the DRC has been temporarily halted, following increased hostility in eastern Congo. The Zambia Red Cross continued to implement a comprehensive care and maintenance programme for Congolese refugees in Zambia. Another programme to support Angolan returnees and host community care is being implemented under the auspices of UNHCR and the government of Zambia; details of this programme can be found by referencing the Emergency Appeal

The Federation Capacity Building Fund (CBF) allocation provided to Zambia Red Cross ensured continuity in the implementation of the national society's Recovery Plan according to schedule. Additional funds are anticipated in the second half of 2004 to finalize implementation of planned activities. Recruitment of a secretary general and other key national society senior positions will be accomplished in the second half of 2004.

<sup>1</sup> Recovery Plan – Programme developed and supported by donors to turn-around Zambia Red Cross into a well-functioning and credible organization that can deliver services to the vulnerable in society. The 'Road Map' to recovery is largely supported by the Federation's Capacity Building Fund (CBF).

## Zambia; Appeal no. 01.19/2004; Programme Update no. 2

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*This Programme Update reflects activities to be implemented over a one-year period. This forms part of, and is based on, longer-term, multi-year planning (refer below to access the detailed logframe documents).*

*All International Federation assistance seeks to adhere to the [Code of Conduct](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response](#) in delivering assistance to the most vulnerable. For support to or for further information concerning Federation programmes or operations in this or other countries, or for a full description of the national society profile, please access the Federation's website at <http://www.ifrc.org>*

### **Operational developments**

The food situation in Zambia has improved; one million metric tonnes of maize surplus was exported to neighbouring countries including Zimbabwe. Despite this enormous gain, access to food remains critical in some pockets in the Southern province. The Zambia Red Cross will thus continue with the food security operation in such marginalized and high-risk zones. Inflation in the first half of the year has remained steady at 22.3% and the increase in the GDP growth rate of over 4.3% are attributable to improved agricultural production and high copper output. The Zambian Kwacha has remained relatively stable against the U.S. Dollar owing to increased exports and liberalization. About 73% of the population are living in poverty and malnutrition is on the increase with 47% of children showing stunted growth. This is largely attributable to chronic food shortages experienced in the Southern province (*Source: UNDP Report, Zambia Update April-May 2004*).

Despite widely published positive indicators of reduced HIV/AIDS infection rates in Zambia, the HIV/AIDS situation still poses as a great threat to livelihood with 16% of adult population infected by the pandemic. The Zambia Red Cross has prioritized HIV/AIDS and food security intervention to highly vulnerable communities and will continue to scale-up HIV/AIDS awareness and prevention programmes. This is reflected in the national society's strategic development plan (SDP) and draft cooperation agreement strategy (CAS) documents covering 2003-05. The home-based care (HBC) programme has earned the national society a good reputation in the region for 'high-impact programming' and is largely supported by our traditional Red Cross donors/partners through consortium funds.

Efforts to restore peace in the (DRC) are being hampered by sporadic incursions in the eastern Congo forcing the UNHCR, the Zambia and DRC governments to halt planned repatriations. Repatriation of refugees has also been affected by long spells of rainfall experienced in the region early in the year that made exit roads to Angola impassable. The Zambia Red Cross has continued to provide comprehensive care and maintenance assistance to over 28,000 Congolese refugees in northern Zambia. Following renewed fighting in eastern Congo contingency plans have been put in place to accommodate an expected refugee influx. The Zambia Red Cross supported by the Federation is implementing a programme to support Angola returnees and host community in the area of health, water and sanitation and HIV/AIDS under the auspices of UNHCR and the government of the Republic of Zambia.

**Table: 1 Summary of Funding Situation (as at May 2004)**

**Special note: these values are indicative only, and do not represent official figures**

Annual Appeal Programme(s)	2004 Budget (CHF)	Confirmed Funding (CHF)	Balance (CHF)	Donors
Recovery Plan / Capacity Building	105,631	105,631	-	Capacity Building Fund
Organisation Development	515,250	85,290	429,960	Swedish RC, Netherlands RC, Norwegian RC, British RC, Federation, ICRC
Disaster Preparedness and Response	399,528	119,913	279,615	Swedish RC, Norwegian RC, British RC, Netherlands RC
Water and Sanitation	362,408	Fully funded		British RC, Swedish RC, Japanese RC
HIV/AIDS	833,563	527,066	306,497	Swedish RC, British RC, Embassy
Community Health Care (CBH)	385,027	16,850	368,177	Swedish RC, Netherlands RC, British RC
Congolese Refugee Programme	1,842,141	1,422,835	419,306	UNHCR, PRM, Swedish RC
<b>Emergency Appeal Programme</b>				
Angola Returnees and Host Community Care ( <i>Emergency Appeal</i> )	2,037, 841	111,298	1,926,543	Japanese RC

Abbreviations: PRM – U.S. Department of State: Bureau of Population, Refugees and Migration;  
RC – National Red Cross Society; Embassy – Consortium funding

## Health and care

**Goal:** A sustainable improvement in the general health and reduction in HIV/AIDS transmission of the targeted vulnerable communities through the provision of community-based health and care interventions.

**Objective:** The Zambia Red Cross capacity is improved to implement community-based health care programmes, including HIV/AIDS and water and sanitation programming, thereby improving the general health situation in targeted communities and increasing the communities' coping capacity in disaster situations by 2007.

## **Community-based health**

**Expected result: The capacity of Zambia Red Cross to design and implement health projects that contribute to the reduction of morbidity and mortality from common health problems is strengthened.**

### **Progress/Achievements**

#### **Involve 80 Red Cross volunteers in four districts in prevention and response to cholera outbreaks, benefiting 4,000 families**

The Zambia Red Cross supported by the Federation responded effectively to cholera outbreaks in northern Zambia and in Lusaka which took a large share of health activities during the first half of 2004. A total of 20,000 people were affected by the disease in the two districts with 15 deaths reported. The national society interventions were mainly in the area of hygiene promotion, door-to-door health education campaigns, training of hygiene promoters and distribution of oral dehydration salt (ORS) and disinfectants. The Federation contributed CHF50,000 from DREF funds that were utilized for the above activities including the procurement of assorted cholera equipment. The Federation donated two cholera kits to the ministry of health to support the response to cholera outbreak.

#### **Improved immunization coverage in targeted areas to 100%**

The measles campaign which was started in 2003 has coverage of over 92.5%. As part of a measles campaign initiative, an alliance of international public health organizations, the American Red Cross, the Canadian Red Cross and the Federation was formed. Over 1,800 Zambia Red Cross volunteers were mobilized during the campaign to vaccinate five million children against measles. The measles immunization campaign has been applauded by all partners and has helped restore the image and profile of the national society as a credible organization in delivering services to the most vulnerable communities. In addition, a pilot project aimed at the integration of mosquito net distributions in Kasamu, Kitwe Sesheke and Mbala districts of the nation-wide measles campaign was internationally recognized. It opened up funding sources for the next pilot phase, a nation-wide coverage in Togo to be carried out in December 2004.

#### **A project proposal developed by the Zambia Red Cross and submitted to GFATM<sup>2</sup>**

The Zambia Red Cross was identified by the national tuberculosis (TB) programme as a partner for the implementation of the community TB DOTS<sup>3</sup>. The implementation will start after signing the memorandum of understanding (MoU) with the Ministry of Health. The pilot projects will be in Kapiri Mposhi and Mansa districts

#### **The Zambia Red Cross have created new partnerships with other organizations**

The Zambia Red Cross is an active member of the interagency coordination committee and the national social mobilization committee. Partnership with UNICEF and WHO have been negotiated and a memorandum of agreement was drawn.

### **Impact**

Despite the slow response from the donors, the Zambia Red Cross volunteers and health technicians were on the ground to intervene in Lusaka and Northern provinces, which were largely affected by cholera. The intervention has increased the knowledge on cholera prevention to a wider population group including the national society's volunteers in Lusaka branch. Red Cross volunteers and health technicians are now able to provide accurate information

on how to prevent and respond to cholera outbreaks at a community level. The Zambia Red Cross volunteers were also trained as health technicians/hygiene promoters, thus improving the level of knowledge amongst the vulnerable communities. The cholera intervention and last years' social mobilization for mass measles and malaria campaigns have enhanced visibility and profile of Zambia Red Cross.

### **Constraints**

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<sup>2</sup> GFATM - Global Fund to fight AIDS, Tuberculosis and Malaria

<sup>3</sup> DOTS – Directly Observed Treatment Short course

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The implementation of routine project activities was derailed due to shortfalls in funding and high staff turnover at the Zambia Red Cross. With the appointment of a new health coordinator and HIV/AIDS programme manager for the national society, it is anticipated that monitoring and supervision of project activities will be carried out effectively and timely.

### **HIV/AIDS**

#### **Progress/Achievements**

##### **Expected result 1**

**The Zambia Red Cross HBC project for people living with HIV/AIDS (PLWHA) is expanded to reach a total of 5,000 clients.**

During the reporting period, Zambia Red Cross HIV/AIDS HBC coaches and care facilitators reached a total of 3,680 clients in Kapiri Mposhi, Maamba, Livingstone, Mansa, Sesheke, Mongo and Mporokoso. Activities implemented involved counseling, health education, inspection of water sources, hygiene education and training of primary health care givers on home care and strict adherence to treatment protocols.

Nutritional supplements and hygiene material were distributed to clients in Kapiri Mposhi, Maamba and Livingstone, the results of which lead to the reduction in deaths over the reporting period. A total of 80 Red Cross care facilitators and clients were trained on the formation and management of support groups, supported by the consortium funding.

As a way of rolling-out and scaling up, additional HBC projects were set up in Mansa and Mongo districts in north-western and western Zambia respectively following a successful baseline survey carried out in the year. For the refugee operation, a reproductive health and HIV/AIDS proposal was drawn to consolidate the HBC project in Mporokoso refugee camp. Refugee leadership committees in Mporokoso were also included in the training programme. The Zambia Red Cross has noticed an increased awareness of HIV/AIDS in the refugee camps as a result. A HBC project officer was recruited for Mansa and training of 45 care facilitators has been accomplished. Three hundred and six (306) additional HBC clients were identified with 14 new support groups formed.

##### **Expected result 2**

**The Zambia Red Cross youth peer education project is expanded to reach a total of 5,000 youths in safer sex skills.**

Youth peer-education activities in Livingstone and Kapiri Mposhi reached/attracted 1,969 youths. Drama groups established in Kapiri Mposhi were provided with uniforms

##### **Expected result 3**

**The Zambia Red Cross HIV/AIDS programmed is expanded to reach a total of 5,000 orphans supported materially and psychologically.**

Orphans and other vulnerable children (OVC) identified and registered rose to 1,564; 225 of them received educational support. The Zambia Red Cross supported the OVCs in accordance with the guidelines and assistance from the regional OVC delegate. The target established at the onset of the project was partially achieved due to inadequate funding.

##### **Expected result 4**

**The capacity of the Zambia Red Cross to manage, implement, monitor, and evaluate its HIV/AIDS programmed is strengthened.**

The Federation facilitated the training of the Zambia Red Cross national and project HIV/AIDS officers on how to implement and monitor HBC projects. Branches were strengthened through the establishment of HIV/AIDS projects with support from the regional delegation in Harare. A project proposal for consultancy on antiretroviral therapy (ART) was developed and approved in Geneva. A consultant has since been engaged in addition to recruitment of national HIV/AIDS coordinator.

**Expected result 5**

**The Zambia Red Cross has created new partnerships with other organizations.**

Partnerships with local offices for UNAIDS, UNICEF, National AIDS Council, embassies and other government departments were established. During the reporting period, the Zambia Red Cross was nominated by the government of Zambia to be the lead agency for the National Network Alliance for HIV/AIDS. This achievement is recognition of the role of the national society in the fight against the pandemic.

**Expected result 6**

**The Zambia Red Cross is recognized both nationally and internationally as a key actor in the fight against HIV/AIDS, through advocacy and communications strategies directed at media and authorities.**

The Zambia Red Cross has increased its visibility since the implementation of the recovery plan. Most of the national society activities were publicized to the media through the information office. In addition, the national society was chosen to be amongst the first national societies in Africa to pilot free treatment access to antiretroviral drugs for PLWHA. A proposal has been developed and consultant engaged to finalize modalities for implementation.

An evaluation for HIV/AIDS was carried out under the auspices of regional delegation. The evaluation exercise concentrated mainly on the plan of action following the [Ouagadougou Declaration](#) commitments regarding HIV/AIDS and food security. Evaluation findings will be shared widely as appropriate. Preliminary report, however, show substantial achievements in HBC projects in Zambia.

**Impact**

Awareness about HIV/AIDS in the communities where HBC projects are implemented has increased. Stigma and discrimination has been addressed through establishment of income generating activities and support groups. More people are talking openly about their status and there are increased numbers of people going for voluntary testing and counseling.

Collaboration with other organizations such as the UNAIDS, UNICEF UNFPA, partner national societies (PNS) and the government has improved. Recognition by the government and other stakeholders has been enhanced. There is increased membership recruitment and volunteer engagement due to increased presence of Zambia Red Cross in the HBC project areas.

**Constraints**

Scaling-up efforts were hampered by unstable and inconsistent funding. Mobility to project areas and project monitoring was also deterred due to unavailability of field vehicles. The unforeseen resignation of the national HIV/AIDS coordinator slowed the pace of implementation of planned activities.

## **Water and Sanitation**

**Objective: Establishment of sound, sustainable environmental services for vulnerable population (28,000) in Southern Province by 2005 in water supply, sanitation and hygiene promotion.**

Results from the detailed assessment of the project area in Macha Ward, Choma district in the Southern Province, based on the demand for water supply, sanitation and hygiene promotion plus the income received at the time of the assessment led to redefining of the objective. The number of beneficiaries has been reduced from 35,000 to 28,000. The operational budget targeted an income of CHF320,000 whereas the appeal budget was for CHF350,000. The actual income at the date of this report is CHF350,000 funded by British and Swedish Red Cross. The revised project objective and operational budget will remain the same and it is planned to carry over the remaining funds CHF30,000 CHF to 2005 to enable rapid start up of the 2005 project.

Funding for the project was received in April that the project started later than planned. It is still expected that the project objective will be reached by the end of 2004. The regional water supply, sanitation and hygiene promotion delegate supported the project manager in the planning stage through the production of an operational logical framework, budget, cash flow and work plan

## **Progress/Achievements**

Progress and achievements reported are against the expected results and the project logframe for 2004.

### **Expected result 1**

**Hygiene promotion/ sanitation promotion volunteers effectively cover target population of 28,000 by year 2005.**

A Software manager (hygiene/ sanitation promotion and community management) was recruited in May. The vehicle for this manager has been procured. Ten Participatory Hygiene and Sanitation Transformation (PHAST) promotion tool kits for the hygiene promoters are in the process of production. Detailed planning for the hygiene promotion activities has been completed.

### **Expected result 2**

**Two sustainable sanitation promotion (hardware) units established in target areas. Construction and distribution of 1,000 SanPlats to households who build adequate traditional latrines by 2005.**

The materials for the sanitary platforms (SanPlats) have been procured. Six hundred SanPlats have been produced. Latrine construction has been promoted to the target population.

### **Expected result 3**

**50 viable and adequate latrines at schools and health centres in target area by 2005**

The sites for construction have been selected after assessment. The materials have been purchased. Work will begin in June.

### **Expected result 4**

**55 viable, fully functioning and adequate community managed water supplies in low-income villages by 2005 (15 new boreholes fitted with hand pumps, 40 hand pump rehabilitations)**

Materials for the construction and rehabilitation of boreholes have been purchased through the Federation country delegation. Five hand pumps have been rehabilitated. Five village water, sanitation and hygiene education committees pump mechanics received on-the-job training during the bore rehabilitations at Maliko, Hamushinka, Silubwabwa, Muluko Village and Chief Macha's palace in late May 2004. The tender process for the new boreholes is in process

### **Expected result 5**

**Increased resources for water and sanitation and hygiene promotion projects, and contribution to sector policies, coordination and cooperation by 2005**

The income for the project is in line with the appeal budget and funding received is 270 per cent more than the income of 2003. There have been no national water and sanitation coordination meetings held this year. The project manager has been active in the Choma District water, sanitation and hygiene education committee coordination meetings. Although there is no Zambia Red Cross HBC project in Choma, the WatSan project is coordinating with Macha Mission hospital HBC project.

### **Expected result 6**

**Capacity to respond, (and response if necessary) to disasters requiring water, sanitation and hygiene promotion response**

The project manager implemented the water supply, sanitation and hygiene promotion component during the Zambia Red Cross response to the flooding that occurred along the Zambezi River in May. Approximately 14,000 people benefited from this response.

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### Indicative Income and Expenditure

**NB: This is not an official Federation financial report**

Approx. Income (CHF):		Approx. Expenditure (CHF):	
British Red Cross	243,000	Supplies	29,000
Swedish Red Cross	101,000	Capital	40,000
		Transport and Storage	12,000
		Personnel	18,000
		General	8,000
		PSR	2,500
<b>Total</b>	<b>344,000</b>	<b>TOTAL</b>	<b>109,500</b>

### Impact

There have been no water supply, sanitation and hygiene promotion interventions in Macha ward over the past five years. Safe water and sanitation coverage in the ward is lower than in other areas in Choma district (source: Choma D-WASHE)? Better access to safe water and sanitation not only leads to improvement in health, but also saves time and energy and enhances livelihood opportunities. Five villages (approximately 2,500 people) now have access to safe water within a thirty minute round trip from their homes and with a capacity to ensure 20 litres of water per day per person.

### Constraints

The project implementation was delayed more than anticipated because funding for the programme was received in April. However, it is anticipated that the project objectives will be achieved by the end of 2004.

### Disaster Management

**Goal: The quality of life, health, and productivity of targeted communities is improved through better disaster management.**

**Objective: By 2007, the Zambia Red Cross has developed mechanisms for empowering and strengthening communities in disaster management so as to reduce human suffering.**

### Progress/Achievements

#### Undertake better refugee interventions/operations

Sporadic influxes of Congolese refugees in northern Zambia have increased over the last few weeks. At least 50 refugees who arrive on a daily basis are admitted in Mwanze refugee camp – almost nearing its full absorption capacity. As skirmishes continue in eastern Democratic Republic of Congo (DRC), it is envisaged that new influxes of refugees will be received in Northern and Luapula camps throughout the year and until after the elections in the DRC scheduled for June 2005. Instability in the DRC has greatly affected planned repatriations exercise that has now been put on hold pending findings of a joint ION/UNHCR mission to eastern DRC. The “go and see visits” will provide more clarification and advice on political and socio-economic situation in the DRC. Mwanze refugee camp is home to some 28,000 Congolese refugees – mainly from eastern DRC. The Zambia Red Cross supported by the Federation is the primary implementing partner with UNHCR and the government, providing a comprehensive care and maintenance assistance to the refugees.

There was a boost in funding after [Programme Update no. 1, Focus on Congolese Refugees](#) was issued early in the year urging donors to provide more support to the refugee and host communities programme; PRM, UNHCR and Swedish Red Cross have already given funds. However, UNHCR’s earmarked contribution to the Congolese refugee operation in Zambia dropped significantly by a margin of 40% in 2004. In [Operations Update no. 1 \(Focus on Zambia\) for Emergency Appeal 05/2004](#), the Federation sought a total of CHF 419,306 to support Zambia Red Cross implement a care and maintenance assistance to 28,000 Congolese refugees in camps and transit centres and to support preparedness efforts for repatriation.

Following discussions with UNHCR, the Zambia Red Cross/Federation has negotiated a new tripartite agreement that will see the Federation receive 5% management costs for headquarters support (PSR). This is in addition to

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UNHCR's contribution covering in-country costs for two delegates - programme coordinator and finance and administration delegate. The Zambia Red Cross/Federation was also approached by UNHCR to take-over the management of refugee urban caseload in Zambia, approximately 5,000 refugees from a multi-ethnic background. The Zambia Red Cross/Federation will negotiate a new agreement with UNHCR and government of Zambia regarding implementation modalities.

### **Assistance to Angolan Refugees and Host Community Care (ZIP<sup>4</sup>):**

By September 2003, when the repatriation exercise was halted, some 18,000 refugees had been voluntarily repatriated leaving 20,000 in camps and 10,000 spontaneously settled in the refugee hosting areas of Nangweshi and Mayukwayukwa in western Zambia. UNHCR anticipates resuming repatriation exercise soon after the current rainy spell expected to last until May 2004. Through the Zambia Initiative Programme (ZIP), the government of Zambia, supported by other partners, will meet the social and infrastructural needs of the remaining refugees, thereby building a sustainable future for Angolan refugees and the host communities. The ZIP programme provides a tool for the UNHCR in Zambia for engaging multi and bilateral development assistance donors, other UN Agencies and NGOs to address the development needs of the refugees and the host communities. The Zambia Red Cross is involved in the ZIP programme with support from the Federation.

Save for the contribution received from the Japanese Red Cross, the funding level for this programme has been low, impacting negatively on implementation of activities. The result of which is witnessed in the upsurge of morbidity and mortality rates in the high risk areas in the refugee settlements. In view of the low funding a consultative meeting was held between the government of Zambia, UNHCR, the Zambia Red Cross and the Federation to review the status of the operation and map out a way forward. It was at this meeting that a decision to review the geographical focus and streamline sector-activities was agreed. A memorandum of understanding will be developed immediately after a planned joint assessment mission scheduled for June 2004, to define roles and responsibilities of partners. It is envisaged that the Zambia Red cross/Federation may access some funding from the government to implement HIV/AIDS HBC projects.

Other activities implemented under the ZIP programme during the period include:-

- Engagement by the Zambia Red Cross of an experienced programmes coordinator to oversee implementation of activities.
- The secondment of agronomist and two environmentalists by the government to support the Zambia Red Cross/Federation in the implementation of the programme.
- The Zambia Red Cross provincial office in Mongu has been refurbished and is being utilised as the operational base. The operational base will be equipped with radio communication provided by the ICRC and restoration of service utilities. This will bear minimum cost to the operation.
- Twenty three (23) volunteers have been trained by the national society as health information technicians and counsellors. Recruitment of more volunteers will be pursued once implementation of activities commences.
- A long term project development project proposal has been developed and submitted to European Commission Humanitarian Aid Office (ECHO) for consideration following the launch of the appeal. The proposal has been discussed with local ECHO representative and preliminary feedback is positively encouraging.

The Zambia Red Cross through the Federation is urgently requesting assistance to make up for the funding shortfall of CHF 900,000, to address the humanitarian needs of 30,000 people (refugees and host communities) in western Zambia in the sectors of HIV/AIDS awareness and prevention and water and sanitation projects.

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<sup>4</sup> ZIP – Zambia Initiative Program – implemented under the auspices of Government of Zambia and UNHCR, ZIP aims to alleviate the imbalance between the refugees and the host communities in the surrounding areas by compensating for underdevelopment and providing development assistance to host population.

### **Vulnerability Capacity Assessment Survey (VCA)**

Following a regional disaster management meeting held in Harare, a VCA exercise planned for Zambia was approved and carried out as planned. The outcome of the VCA exercise enabled the Zambia Red Cross acquire multi-sectoral skills in the planning, implementation, monitoring and evaluation of projects. A VCA steering committee was established to ensure that lessons learned from this exercise cascade to other branches in the country. Preparations are underway to carry out a second VCA survey in Mporokoso. The results from the Sinazongwe VCA which was conducted in December 2003 have been used to develop community-based disaster management initiatives.

### **Reliable Zambia Red Cross regional disaster response team (RDRT) calibre is in place**

The Zambia Red Cross has five RDRT and one [FACT](#) members. RDRT deployment during the flood assessments in Western and North Western provinces were successfully achieved according the standing operating procedures (SOP). The Zambia Red Cross will be hosting the 2004 RDRT training to be held in September/October 2004 in Kafue. This years RDRT training is targeting already trained RDRT members and will involve other partners outside the Red Cross movement. The theme is focusing on a coordinated response to disasters.

### **Conduct customised disaster management training for 200 staff and volunteers (including governance)**

Basic disaster management training courses were carried out in five regions targeting branch volunteers, members, governing board and senior management. The Zambia Red Cross remained the only indigenous organization that provided effective disaster management training to other NGOs and to the local government authorities.

### **Adopt DM policy and plan by governing board**

The Zambia Red Cross made contributions towards the drafting of the government national disaster management policy document. The DM and Mitigation Unit (DMMU) under the vice president's office is the government secretariat responsible for disaster management in the country. The Zambia Red Cross' role is now clearly defined in the government's disaster management policy and plan.

### **Develop comprehensive contingency plans for likely emergencies and disaster-prone areas**

#### **The floods emergency operation**

The Zambia Red Cross is providing relief assistance to 20,000 people affected by floods in Zambezi, Chavuma and Lukulu districts. The Federation allocated DREF funding of CHF 20,000 start up the programme, for the procurement of water purification sachets, and for the promotion of appropriate health hygiene practiced. An additional USD 43,500 cash grant was received from OCHA<sup>5</sup> through UNDP office of the resident representative. The Zambia Red Cross has purchased blankets, water containers, bath soap, plastic sheeting and poles for construction of destroyed homes in addition to water purification sachets for distribution to flood affected families. The national society set up operational structures and trainings for volunteers in distribution management are being conducted in the targeted districts of Sesheke, Zambezi and Chavuma.

Following the joint VAC assessment recently conducted by the Government of Zambia, UN and other NGOs, the government has tasked the Zambia Red Cross to distribute food to 1,575 households in Chavuma, 8,741 households in Sesheke and 2,540 households in Zambezi for a period of three months. A total of 150 MT of maize is already pre-positioned in each respective district.

**TSP Component - Logistics:** As the TSP agreement comes to end in July 2004, a proposal has been submitted detailing hand over and phase-out strategies. It is imperative to follow this with an evaluation of TSP project. The Zambia Red Cross has requested the TSP vehicles for DMC operations. Following the closure of TSP operations in Zambia, it is envisaged that the Federation country delegation (in collaboration with Netherlands and Zambia Red Cross will take over the TSP workshop owing to increased repair and maintenance costs borne by the delegations.

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<sup>5</sup> OCHA – United Nations Office for Coordination of Humanitarian Affairs.

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**Food Security operation** – The Federation-supported food security operation was phased-out in December 2003. A transition strategy (for Zambia Red Cross) and exit strategy (for the Federation) was developed and implemented as appropriate. Activities undertaken included the following:

- Hand-over of caseload in Kapiri, Sesheke and Maamba to Netherlands RC/ECHO supported food security component;
- A list of assets drawn and handed over to Zambia Red Cross management;
- Remaining beneficiary caseload was integrated into annual appeal 2004 under health and care programme.

Management Review of the food security operation was finalized and findings have since been published. Preliminary findings exhibit modest achievements in the management sector with challenges in counterpart relations and longer-term strategic analysis. Country versus regional approaches during emergency planning and appeal processes still remain a challenge. Other recommendations include:

- Recommendation to conduct an impact evaluation as appropriate taking into cognisance management review findings;
- What are the expectations after the Netherlands Red Cross/ECHO supported food security project phases out. Need for careful planning and integration of HBC into the Annual Appeal for 2004.

### **The Netherlands Red Cross / ECHO supported food security programme**

The Zambia Red Cross continued to implement an integrated food security programme supported by the Netherlands Red Cross and ECHO. The Integrated food security Programme targeted 24,250 beneficiaries, mainly identified via the HIV/AIDS home based care projects in Sesheke, Kapiri Mposhi, Livingstone and Maamba districts in Southern province. Progress made during the period under observation can be summarized thus; rehabilitation of 111 boreholes, construction of 252 pit latrines, construction of 5 dams, construction of 234 cattle troughs and the building of one rain water harvest tank. In addition, 35 new care facilitators were trained in Maamba, 68 in Livingstone and 15 in Sesheke.

Refresher courses were held for the existing care facilitators. Home based care kits were purchased for the existing and new care facilitators. Exchange visits were arranged between the HBC care facilitators in the different districts so that they could learn from their counterparts

### **Impact**

The Zambia Red Cross has been recognized by both the government and donors as an important partner in disaster management, thereby opening new opportunities for partnership and programmes. There are improved capacities of the national society staff and volunteers through training and exposure and improved working environment through purchase of offices including office containers, office and communication equipment, vehicles and the uplift of the headquarters.

### **Constraints**

Staff changes at management and programme levels affected the implementation of the DM activities. The demand of the food security programme meant that the Zambia Red Cross was overstretched to the detriment of other planned routine activities. The national society response capacity is constrained by lack of relief supplies and equipment. The DM policy though already passed by the DM subcommittee, it is yet to be endorsed by the National Executive Council (NEC).

## **Organisational Development (OD)**

**Goal: The lives of the vulnerable people in Zambia are improved as a result of more efficient and better targeted programming of Zambia Red Cross.**

**Objective: By 2007, Zambia Red Cross has increased capacity to design and implement strategic directions and is clearly heading towards becoming a well-functioning national society.**

**Progress/Achievements**

**Expected result 1**

**Recovery plan fully implemented**

Following the development of the Zambia Red Cross recovery plan, the national society has benefited from the CBF for two consecutive years. A total of CHF 168,000 was disbursed in October 2003 to support the implementation of the recovery plan initiated in 2002. The recovery plan seeks to turnaround the national society's management and governance to ensure that it functions as a credible and reliable organization. A plan of action was developed to support the activities in the recovery plan. The Red Cross fundamental principles and humanitarian values are the pillars upon which strategic development plan is enshrined; [Strategy 2010](#) and Ouagadougou Declarations benchmarks have also been utilized as guiding points. A draft cooperation agreement strategy (CAS) document was developed and forwarded to the NEC and partners for review. CAS opens the doors for effective partnerships and commitment from donors and partners to support the SDP. After signing of the CAS, the Zambia Red Cross and partners will develop memorandum of agreement where roles and responsibilities will be clearly defined.

The Zambia Red Cross human resource policy was reviewed and a new organization structure developed and duly approved by the NEC. Key performance indicators for all staff was developed and shared with all staff at the national headquarters and field. A new position of organizational and resource development officer/delegate was created to support the national society's recovery plan and to facilitate fundraising activities. The secretary general for the Zambia Red Cross will be leaving the national society in September 2004. Price Waterhouse Coopers have been engaged to recruit a new secretary general who will be inducted for two months by the outgoing secretary general. The Zambia Red Cross NEC also approved a new provincial structure to support branch development and appointed provincial managers.

A special committee, led by the vice president of the national society was appointed by the NEC to tour branches countrywide in a bid to assess working conditions and the implementation of activities. Visits to Chipata, Mansa, Kasama and Choma branches by the special committee were fruitful and further branch visitations will be carried out in Western and North Western provinces.

**Expected result 2**

**Zambia Red Cross has in place effective financial and logistics procedures to support programme implementation**

Grant Thormsson Auditing firm were engaged and are currently auditing the 2001-2003 accounts. The findings from the audit will be used to assess the level of finance development. The Zambia Red Cross has put in place effective financial management systems by installing a financial software system (NAVISION) and by appointing head of finance unit. The Netherlands Red Cross finance development delegate assisted Zambia Red Cross in the development of finance management systems.

**Expected result 3**

**Zambia Red Cross has in place effective volunteer management system at all levels to support branch development.**

A consultant was engaged with technical support from the Federation to work with the Zambia Red Cross to develop volunteer management policy and the findings and report has been widely shared with partners and other national societies in the region. Once approved by the NEC, issues pertaining to volunteer identification, recruitment, engagement, motivation, mobilization and retention would be clarified to all parties concerned.

**Impact**

With support from CBF funding over the last two years, the Zambia Red Cross has been able to re-establish itself as a credible and reliable organization in the country capable of delivering humanitarian services to the vulnerable communities. As aforementioned, organizational turnaround requires longer term strategic planning, financial, governance and management discipline at all levels. The national society has crafted a strategy to reflect this thinking in its SDP and CAS.

## **Zambia; Appeal no. 01.19/2004; Programme Update no. 2**

Governance responsibilities in supporting institutional development cannot be overemphasized. Accountability and transparency in the area of organization management are key attributes of good governance. Good governance is central to national society's ability to adapt to change and respond to both future needs and challenges. During the long walk towards recovery, the Zambia Red Cross has required unequivocal governance support to achieve set objectives. Separation of roles of governance and management remains a challenge not only for the Zambia Red Cross but also other national societies throughout the region. There is a need to develop 'compliance guidelines for separation of roles of governance and management' as laid down in the national society statutes.

Proposal to open the position of a senior OD programme manager within the national society was supported by the governance. A national society framework for fundraising and resource mobilization, *inter alia*, will be the key focus areas for this position. Preliminary discussions with the Zambia Red Cross partners regarding proposed organization structure has also been well received.

### **Constraints**

The major obstacle to this development process is the huge debt situation of the national society. Today, the Zambia Red Cross is servicing debts slightly in excess of USD 250,000 mainly derived from penalties imposed on non payment of NAPSA, a national social pension and security fund, over the last three years. This has been a major impediment to the national society's development, where gains experienced in the recovery process are largely eroded by the relocation of meagre resources to service NAPSA and other debts.

The Federation and donors at large are watching the developments closely. A detailed plan of action has been developed and will be shared at the forthcoming partnership meeting later in the year. Prior to this, the Zambia Red Cross is being encouraged to lobby intensively for support at local and global level. The Federation appreciates the efforts of the national society's management thus far in pursuing this delicate matter.

## **Humanitarian Values**

**Goal: The promotion of the fundamental principles and dissemination of humanitarian value brings about a change in the behaviour of the Zambian people.**

**Objectives: Enhanced capacity of Zambia Red Cross to promote the fundamental principles and humanitarian values by 2007.**

### **Progress/Achievements**

- There is a greater understanding of humanitarian values and fundamental principle within the Zambia Red Cross. Three one-day trainings on "Story of the Red Cross" were carried out targeting branches and volunteers in operations countrywide.
- Increased profile and image of Zambia Red Cross countrywide. Recent operations have greatly contributed to enhanced profile and image of the national society, that is, the mass measles campaign, cholera operation, food security operation, flood operation and the refugee programmes.
- The Zambia Red Cross has had a high profile as a key humanitarian actor and advocates in the country with the added advantage of a network of Red Cross branches capable to deliver services at community level. It is also now recognized by the government and other partners in the country as a credible organization of first choice.
- More strategic partnerships are established and activities in favour of the vulnerable people increased. Recent partnerships with Ministry of Health, UNICEF, WFP, WHO, UNHCR, UNDP, partner National Red Cross Societies (PNS), and local donor governments in the country are true testimony of the level of the national society's cooperation with others.

### **Impact**

- More vulnerable people are protected and their human dignity respected through wider respect for humanitarian values.
- Prompt and accurate media coverage of news events and advocacy campaigns in which the Zambia Red Cross and/or Federation are involved.

### **Constraints**

Need for specific funding allocation to support the promotion of fundamental principles and humanitarian values.

### **Coordination and Management**

**Goal: Increased partnership and coordination is promoted and built to support Zambia Red Cross programming and service delivery in the core areas.**

**Objective: Zambia Red Cross is empowered and strengthened to achieve their mandates through strategies for developing strategic partnerships.**

The Federation continued to play its coordination and facilitation role in the country effectively. Coordination and collaboration with UNHCR, WFP, the government of Zambia and other key stakeholders in the refugee programme and population movement affairs have been strengthened through continuous dialogue and engagement at both the field and national level. The head of delegation, accompanied by the secretary general, continued to participate in the inter-agency coordination meetings in Lusaka. At the field level, both the Federation programme coordinator and Zambia Red Cross project coordinator continued to participate actively in the camp coordination meetings with all implementing partners.

Networking with local organizations, the UN system, trade, international organizations and foreign missions and embassies accredited to Zambia has been largely successful. It is anticipated that increased cooperation and partnerships will be enhanced following these partnerships meetings.

A coordination committee framework (CCM) was established as a country coordination and cooperation mechanism for the ICRC, the Federation, the Zambia Red Cross and all bilateral PNS to provide feedback and advice Zambia Red Cross on national programmes, governance and issues of common interest and concern. It is hoped that the CCMs at country level will help strengthen coordination, cooperation and collaboration amongst Red Cross Red Crescent partners in order to achieve a greater level of humanitarian impact.

Harmonization of planning with ICRC and bilateral national societies' is the key to successful integration and implementation of all programmes. The Federation continued to work under the CCM framework, harnessing and coordinating the bilateral roles and initiatives of the PNS ensuring effective and high-impact support is rendered to the Zambia Red cross in its programmatic sectors.

### **Progress/Achievements**

- The Federation supported programmes were implemented and resources applied in accordance with the existing standards, strategies and objectives of the Federation, including transferring increased responsibility and accountability to the field. This included Angolan and Congolese refugee programme, flood and cholera operations and food insecurity programmes.
- Quality services and sufficient management support were provided to Zambia Red Cross personnel to efficiently and effectively carry out their work in a coherent way. The Federation country delegation continued to provide technical assistance through the head of delegation, finance and administration delegate, logistics delegate and refugee programme coordinator. Assistance was also provided in the facilitation of different trainings carried out by the national society.
- All programmes are well managed financially and meet the Federation financial standards. The Federation finance and administration delegate and the Netherlands Red Cross finance development delegate continued to provide technical assistance to the national society in the area of finance management including the installation of NAVISION software package.
- Increased partnerships within and outside the Red Cross and Red Crescent Movement are established to support the Zambia Red Cross activities; for example, WFP, UNHCR, WHO and UNDP.

## **Zambia; Appeal no. 01.19/2004; Programme Update no. 2**

- Coordination committee meeting is used as a forum for building effective partnerships, coordination and harmonization of stakeholders plans; for example, the CCM forum has been effectively used to enhance partnerships.
- The priorities of the Federation delegation were set under the guidance of global Federation objectives, and based on priorities outlined in Zambia Red Cross strategic plans and Ouagadougou commitments.

### **Impact**

- All Federation logistics procedures and standards are met. Federation logistics delegate continued to provide technical assistance to the national society logistics department especially in the area of procurement and transport management (TMS).
- Narrative and financial reports of all Federation-supported programmes and projects were compiled according to Federation standards and donor pledge management notes.
- The country delegation has become a fully functional business centre of the Federation. PNS and other partners now appreciate the facilitation and coordination role of the Federation country delegation.
- The Federation assistance is coordinated and targeted at the specific needs of the national society.
- The Federation delegation improved coordination of the collective disaster response, e.g. the recent flood and cholera operations.
- Through CCM forum, harmonization of activities with ICRC and partner national societies has greatly improved, including the development of joint ventures, joint planning and sharing of knowledge and best practices.
- Closer linkages have been established between the Federation country delegation and the regional delegation and other partners to ensure adequate flow of resources for programme support.

### **Constraints**

Constant and unprecedented changes in the national society staffing, including the key position of Secretary General, is not a good sign of stability in any institution. Efforts have been made to redress this anomaly. Price Waterhouse Coopers (PWC) has been engaged to support in the identification and recruitment of a new Secretary General. It is hoped that with fresh blood in senior management, efforts will now be directed in the finalization of the restructuring process at branch level and completion of national society's recovery plan milestones.

[Contributions list below; click here to return to the title page and contact information.](#)

APPEAL No. 01.19/2004

## PLEDGES RECEIVED

02/07/2004

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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## CASH

REQUESTED IN APPEAL CHF ----->					TOTAL COVERAGE	
					4,573,698	45.4%
AMERICAN - GOVT/PRM		300,000	USD	382,050	26.03.04	CONGOLESE REFUGEES
BRITISH - RC		105,000	GBP	247,747	09.03.04	WATER SANITATION
BRITISH - RC		40,000	GBP	92,320	25.05.04	PLWHA, FOOD SECURITY & OVC WORK
NORWEGIAN - GOVT/RC		65,000	NOK	12,285	25.04.04	ORGANISATIONAL DEVELOPMENT, DISASTER PREPAREDNESS/RESPONSE
SWEDISH - GOVT		1,300,000	SEK	219,050	02.04.04	ORGANISATIONAL DEVELOPMENT, CBFA, WATER/SANITATION, DISASTER MANAGEMENT
SWEDISH - RC		400,000	SEK	67,600	14.05.04	WATER/SANITATION
UNHCR		702,786	USD	890,078	27.01.04	LUAPALA & NORTHERN PROVINCES
WFP		86,835	USD	108,457	09.01.04	
SUB/TOTAL RECEIVED IN CASH				2,019,587	CHF	44.2%

## KIND AND SERVICES (INCLUDING PERSONNEL)

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
NETHERLANDS	DELEGATES			58,400		
Note: due to systems upgrades in process, contributions in kind and services may be incomplete.						
SUB/TOTAL RECEIVED IN KIND/SERVICES				58,400	CHF	1.3%

## ADDITIONAL TO APPEAL BUDGET

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT

APPEAL No. 01.19/2004

## PLEDGES RECEIVED

02/07/2004

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
SUB/TOTAL RECEIVED				0	CHF	