

ANNUAL REPORT



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 لجمعية الصليب الأحمر والهلال الأحمر

SWAZILAND

24 March 2004

In Brief

Appeal No.: 01.21/2003 ([Click here to access the 2003 Appeal](#))

Appeal target: CHF 745,404 (USD 511,425 or EUR 506,237)

Appeal coverage: 74.4% ([Click here to access the Final Financial Report](#))

Appeal 2004: Swaziland no. 01.18/2004 ([Click here to access the 2004 Appeal](#))

This Annual Report reflects activities implemented over a one-year period; they form part of, and are based on, longer-term, multi-year planning.

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Overall analysis of the programme

The [Baphalali Swaziland Red Cross Society](#) has been actively involved in the food security operation covered by the Federation [Emergency Appeal no. 15/03](#); delegates from the Federation and bilateral national societies were deployed to Swaziland to assist the national society with the operations. The national society distributed food parcels with support from the World Food Programme (WFP) to assist the most vulnerable people. The Baphalali Swaziland Red Cross has gained valuable experience from the food security operations through working together with the delegates and other humanitarian organizations. With support from the Federation through the Southern Africa delegation in Harare, the national society also responded to Cyclone Eline Floods in 2000 and to the food insecurity emergency situation that hit the region in 2002.

The national society has been involved in floods and drought relief operations consequently gaining experience in disaster management. The national society's main focus in disaster management is food security as this is a recurring problem in Swaziland and has launched a food security pilot project with support from the Federation and the Finnish Red Cross to target the chronic food shortage situation in the country and to address the linkage between HIV/AIDS and food insecurity. The pilot project targeted 3,248 beneficiaries in three communities and it includes household back yard gardens, communal garden, poultry and fish farming. Both the pilot project and the emergency operation required extensive technical support from the Federation; both programmes were monitored closely to ensure the sharing of experiences and lessons learnt.

In January Swaziland experienced a cholera outbreak affecting 350 households in Kaliba rural area that is 140 kilometers from Mbabane. 91 people were treated with four confirmed deaths. The needs assessment was conducted by regional disaster response team (RDRT) members from the national society highlighted the use of unsafe water, poor sanitation and unhygienic practices in the affected communities. Heavy storms were experienced in the country from the end of December 2003 to the first week of January 2004 that caused destruction of houses, furniture and schools' infrastructures. The national society has since received bilateral support from the Swiss Red Cross to assist the affected victims.

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 Federation supports the Baphalali Swaziland Red Cross capacity 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.

Health

Baphalali Swaziland Red Cross works closely with the ministry of health in provision of primary health care services. The national society runs three clinics in rural areas where basic health services are insufficient. The national society covers over 20% as the running costs for the clinics. The planned expected results have not been achieved due to lack of funding.

HIV/AIDS

Baphalali Swaziland Red Cross has established three Home Based Care (HBC) projects since 1999 with a focus on prevention and care and conducts awareness campaigns among the general public, youths, police, and correctional service through trained peer educators. The national society implements HIV/AIDS activities in line with [Strategy 2010](#), [ARCHI 2010](#) and the [Ouagadougou Declaration](#). The national society has established a working prevention programme in the correctional service, which could serve as a model to other national societies in the region. The programme is well accepted by the staff at the correctional services headquarters. The Federation has continued to support the national society both technically and financially.

Expected Results

Transmission and impact of HIV infection is reduced among target group.

Activities to be done to achieve the expected results

1. 2,000 PLWHA¹ provided with quality care and support

Achievement

Under the HBC project the national society provided care services through the care facilitators to 5000 clients. There are a total of 180 care facilitators recruited and trained in three HBC projects. A new HBC project was started at Mahawalala clinic in 2003 supported by the Swiss Red Cross. The Federation through the regional delegation is supporting Sigombeni and Silele HBC projects.

The care facilitators are very enthusiastic and content with their work. They are well recognized by the community and their services are appreciated. Care facilitators received training in support group formation and implementation and so far the national society has established four support groups. There are a total of 86 members in the support groups which includes care facilitators and clients. Clients are happy with the

¹ PLWHA – Persons living with HIV/AIDS

Swaziland; Appeal no. 01.21/2003; Annual Report

services they receive from the care facilitators and are receiving some basic drugs and food parcels from the Red Cross.

2. 10, 000 youths reached with safer sex skills

Achievement

The national society established a prisons prevention project targeting inmates; officers and family members living near the institutions. A baseline survey was conducted in 13 prisons and peer educators were trained. 52 senior staff, 62 senior staff and 30 inmates were trained as peer educators.

There is a prevention programme in Nhlngano which use clowning as an approach to create awareness. The programme is in its infancy although it is reaching out to people in urban and rural communities. There is a drama group that gives information on HIV/AIDS and nutrition during food distributions, a strategy that has been very effective in reaching out; 36,000 people were reached. Drama activities are also done in Manzini as well as in Piggs Peak. The national society has 63 young people involved in prevention activities. Information, education and communication (IEC) materials were distributed in collaboration with the ministry of health. A total of 4,800 condoms were distributed in 2003.

3. 1,000 orphans supported materially and psychologically

Achievement

A total of 1,500 orphans and children made vulnerable by HIV/AIDS (OVC) were supported within the HBC project. A total of 15 schools were supported with food through a feeding programme at four secondary schools and 11 primary schools.

4. The capacity of the national society is strengthened

Achievement

The national society conducted training for volunteers under the HBC on monitoring and evaluation. The care facilitators, coaches and project officers were oriented on the tool. Support group training in collaboration with the network for persons living with HIV/AIDS (PLWHA) was conducted for care facilitators and clients.

5. The Baphalali Swaziland 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.

Achievement

The national society has strong links with the national and international media and has HIV/AIDS task force, which includes media organizations, that meets quarterly. The national society is well recognized by other organizations that are working on HIV/AIDS prevention and care activities.

Impact

The Red Cross has been more recognized for its implementation of HBC projects; the government is taking the Red Cross HBC approach as a model while other organizations at the community level, for instance the Swaziland AIDS support organization (SASO), are learning from the Red Cross on how to establish HBC projects. Clients now appreciate the work of the care facilitators on seeing the emotional state of many of them improving. Clients are more spirited and have opened dialogue on HIV/AIDS status with their family members who are now confident in taking care of the patients at home. Clients are now receiving the Red Cross food rations. One of the clients who received agricultural inputs from Red Cross has a bumper harvest of maize and groundnuts.

The prevention project is making headways with many targeted young people demonstrating increased HIV/AIDS knowledge as regards to transmission, prevention and has appreciated condom distribution.

Constraints

There is a lack of supplies for care facilitators such as gloves, pain killers, bandages and wound dressings. Care facilitators also receiving their incentives late which is a result of delays experienced when receiving funds from the Federation. In order to ameliorate the shortages of supplies the national society is trying to supplement the HBC projects with supplies from the clinic stocks since the clinics are owned by Red Cross. As for incentives the national society has put in measures to ensure that care facilitators receive them on time.

Coordination

The national society is working with a number of organizations such as the Ministry of Health (MoH), partner national societies, the network for PLWHA and UN agencies. The coordination aspects are limited to some extent to meetings and in some other cases funding and conducting joint activities in different target areas.

As mentioned above the national society has established a national HIV/AIDS task force that meets quarterly. The membership is from the central government, local government, private practitioner (physician), HBC organization, organization for PLWHA and the media. This is a good initiative, which is to be promoted.

Water and sanitation (WatSan)

The Baphalali Swaziland Red Cross managed the WatSan project through a project committee consisting of members from the beneficiaries. The project worked closely with the MoH and the social welfare through the health inspectors who were mainly assisting in providing technical expertise regarding latrine construction and hygiene education. The MoH organized a workshop on PHAST² for staff members and also assisted in training volunteers and the community on promotion of hygiene using PHAST tools. The health inspectors also conducted monitoring of the project through household visits and conducting project coordination meetings with community and the Red Cross. The ministry of health also provided transport towards the project showing commitment to the construction of the latrines.

The media was also used to make the project visible through newspaper reports about the project activities, objectives, beneficiaries and Red Cross efforts in improvement of health and hygiene in the community. Cooperation with government rural water supply was not forthcoming due to lack of resources in this department. A private contractor was used to design the water supply system which in turn increased costs.

Expected result

Provision of sustainable water and sanitation services at a national society and beneficiary community level with capacity to respond to emergencies.

Activities to be done to achieve the expected results

1. To provide 700 latrines to Cetshwayo community by end of December 2003

Achievement

One hundred eighty (180) latrines were completed in 2003 and 100 latrines pits were lined and the slabs produced. The national society is looking for funding from the beneficiaries themselves and the MoH to complete these latrines. These “extra” latrines came from a demand from the community raised by the hygiene promotion activities of the project. The national society trained 30 volunteers on building skills to assist with construction of the latrines. The two site officers, staff of the Baphalali Swaziland Red Cross were also trained on the building skills.

² PHAST – Participatory Hygiene and Sanitation Transformation

2. To provide hygiene promotion to 40 community leaders and then the entire community

Achievement

In 2003, 40 community members comprising of local authority workers, rural health motivators and project committee members were trained in 2002 on using PHAST tools to promote hygiene in their different areas of the project. They conducted group discussions on hygiene issues so as to improve the general hygiene behaviour in each household. Though not initially planned, 20 members of the community received training on first aid.

3. To provide a gravity water system to the entire community by December 2003

Achievement

This was not fully achieved and only one area of the ten sub-areas under the project received water supply in Mabhidzi area. The reason for the under achievement is due to lack of experience in gravity supply system construction that resulted in major under budgeting. The gravity system that was constructed at Mabhidzi sources its water from two water springs with a flow of 0.25l/s each and supplies to 400 beneficiaries. A network of pipes measuring four kilometres was laid down feeding 14 standpipes. Most of the construction work was carried out in 2003.

4. To provide training on the management, operation and maintenance of the water system to the project committee

Achievement

The national society trained seven community members on the management, operation and maintenance of the water system at Mabhidzi.

Impact

The general cleanliness of household surroundings has improved as the beneficiaries have constructed and now use their own constructed latrines. The community is responsible for the water supply system as they have assisted with the design of the system, dug pipe trenches, installed pipes and constructed tap stands. The WatSan project in Mabhidzi area has motivated the improvement of roads which the Red Cross initiated with the community leaders and the ministry of works grading the roads. The latrine project encouraged other communities to want to construct toilets in their respective areas and have they have since approached the national society seeking assistance.

The majority of the builders trained are now using the skills learnt to generate income by assisting people in the community with construction of houses; some of them have found jobs in construction companies. This has positively helped the individual builders and their families while it has had a negative impact on the Red Cross because by mid 2003 some had already migrated to work in different areas. In 2003, some parts of Swaziland were affected by cholera but within the project area there were no reported cases, which might be attributed to the hygiene promotion the community received.

The Baphalali Swaziland Red Cross benefited from the project through: the purchase of the vehicle and laptop which were not only used for the project but also for other activities, the sharing of experiences with the regional staff on issues pertaining to WatSan; such as the project's requirements before the it starts (thorough assessments), reporting, technical books, evaluations and the short courses such as planning using logical frameworks, community management and computer skills.

Constraints

Assessment done for the WatSan project was inadequate and this affected the budgeting and the possibility of assistance from other organizations such as the rural water supply board. In future, organizations in the water sector will be consulted to share experiences and get guidance in planning and budgeting. There was under budgeting in terms of the whole project such that a water supply system supplying all the ten sub-areas in Cetshwayo could not be done. This was due to the national society's inexperience and lack of adequate technical support from the Federation.

Swaziland; Appeal no. 01.21/2003; Annual Report

The WatSan vehicle had engine problems for the better part of the last quarter of 2003 such that constant visits were not made to the sites. Visits were made using other national society vehicles and the WatSan project was charged resulting in over expenditure on transport. Additionally, there was over expenditure on the administrative costs because of a review on national society salary structures.

Coordination

The project has also assisted in strengthening the relationships with the ministry of health in regard to sanitation activities because the project has been working closely with the health inspectors from the government.

Disaster Management (DM)

The Baphalali Swaziland Red Cross has recently finalized the disaster management policy and plans. As soon as it has been adopted by the board of governors, an intense dissemination campaign will commence within the national society and with other relevant stakeholders. Further training of staff and volunteers in disaster management, consolidation and coordination of ongoing programmes will be one of the national society's main priorities in the next two years in order to improve the disaster response capacity.

A disaster management officer was recruited during the second quarter of 2003 to oversee the implementation of DM activities in the national society, a move that should see gradual improvement towards achievement of the minimum standards for a well prepared national society. The national society participated in regional DM planning and review meetings held in February and December 2003 respectively. The planning meetings aimed at harmonizing DM operational procedures while the review meeting focused at reviewing achievements made in 2003.

Goal: Implementation of characteristics of a well-prepared national society has improved the Baphalali Swaziland Red Cross in three key areas, name ly: know-how, capacity and performance.

Objective: Secretariat support to the Baphalali Swaziland Red Cross has enhanced its capacity towards meeting the emergency needs of the most vulnerable.

Expected result

The capacity of the Baphalali Swaziland Red Cross to provide appropriate and timely support to the people threatened or affected by disasters is increased.

Activities to be done to achieve the expected results

1. Human and technical disaster management resources improved and accessible when needed by 2004

Achievement

The finance officer, nurse and a volunteer from Baphalali Swaziland Red Cross participated in the regional vulnerability and capacity assessment (VCA) training-of-trainers workshop in January 2003. The training offered the national society an opportunity to reflect on whether their programming is considering the vulnerabilities and capacities of target beneficiaries so that for whatever intervention impact can be measured. The human resources capacity was increased through the participation of three members of the national society in the 2003 RDRT training.

2. Disaster management policy and plan is processed and disseminated to all relevant stakeholders by end of 2003.

Achievement

The national society circulated the DM policy and plan to various stakeholders who are getting to understand the operational framework in the context of disaster management.

2. Food security project evaluated and replicated in two more countries in the region by end of 2004.

Achievement

The food security pilot project was evaluated (mid term) in December 2003 in order to determine the progress of the project. The report highlights some key areas that require follow-up. Access to water was determined to be a key limiting factor affecting sustainability of the different food security activities. The evaluation also highlights the need to document the implementation processes in order to enable replication by other national societies and consider capacity building of staff and volunteers. Another issue that requires follow-up is a financial analysis, particularly of the income generating projects in order to determine the inputs and outputs generated. This was not mentioned in the evaluation but could prove important as an analysis of cost-effectiveness.

4. Present and future food security interventions standardized

Achievement

At the request of the national society the regional disaster preparedness officer facilitated a food security assessment-training workshop in April 2003. The output included 32 staff and volunteers equipped with food security assessment skills and a food security assessment questionnaire developed and field-tested. This saw an improvement in the targeting of beneficiaries and standardization of procedures in the emergency food relief operation in the country.

5. Country wide early warning systems (EWS) mechanism based on Disaster Management Information Systems (DMIS) network and situation analysis by RDRT members established by end of 2003.

Achievement

The Baphalali Swaziland Red Cross did not manage to establish a country-wide effective EWS, but has been able to use the RDRT trained members in conducting disaster assessments, relief operations and conducting health education campaign after the cholera outbreak in Kaliba which saw a reduction of casualties with diarrhea and vomiting.

6. Disaster management capacity strengthened by 40% and infrastructure in place by end of 2004

Achievement

The national society has improved in working towards sustainable disaster management for example by engaging a DM officer who oversees the implementation of programme activities.

Impact

The food security pilot project has seen the improved livelihood of the most vulnerable as they can now generate food for own consumption and raising income for other basic necessities. By responding to emergencies like cholera outbreak in Kaliba, Baphalali Swaziland Red Cross used RDRT trained staff in carrying out credible disaster assessment and intervention.

Constrains

Failure to attract funding hampered the smooth implementation of DM planned activities in Baphalali Swaziland Red Cross. However, given sufficient funding the national society will be in a position to streamline its DM activities and become a well prepared national society that can respond to any disasters timely and appropriately.

Coordination

The Baphalali Swaziland Red Cross coordinated closely with the government of Swaziland in the food security pilot project, a situation that saw the government availing agricultural extension officers as well as equipment to use in the ploughing and putting access roads to project sites in Mahhashinni. There was close coordination with the ministry of health during the cholera outbreak. In the emergency food aid operation Baphalali Swaziland Red Cross was the WFP implementing partner. The national society coordinated well

Swaziland; Appeal no. 01.21/2003; Annual Report

with the Federation relief delegate and bilaterally with the German Red Cross. The national society also coordinated closely with Swiss Red Cross representatives in the country and the national society participates in a number of interagency meetings at national and divisional levels.

Organizational development (OD)

The Baphalali Swaziland Red Cross reviewed the strategic plan for 2002-2006 as measure to evaluate its continuous relevancy to the needs of vulnerable communities. The dissemination of the translated vernacular constitution was done to all the five division and their branches. The national society also received financial support towards the salary costs of senior management as an interim support during the human resources review, which is currently being undertaken. The implementation of the review's recommendation, financial assistance was sought through capacity building fund (CBF) in Geneva.

A refresher governance induction course for board members at the national level was done. The volunteer finance manager from Skill Share International who has been supporting the national society with financial management for one year is highly appreciated by the national society. The funding for the project is being made through the cash transfer system as opposed to working advances. This is being used as a mechanism to encourage more financial management responsibility. The national society has also developed volunteer and youth policies which are awaiting adoption at the annual general assembly. Mbabane division has also been resuscitated thanks to the Capacity Building Fund (CBF).

With support from the OD department, the national society has developed and signed the memorandum of cooperation (MoC), which clearly sets out expectations between the regional disaster management programme and the national society.

Goal: Implementation of characteristics of a well-functioning national society has improved the Baphalali Swaziland Red Cross in the following three key areas: foundation, capacity and performance.

Objective: Secretariat support to the Baphalali Swaziland Red Cross has led to a strengthening of its operational capacities

Expected result

The capacity of the Baphalali Swaziland Red Cross to design and implement their strategic directions is improved.

Activities done to achieve the expected results

1. The Baphalali Swaziland Red Cross has had an effective volunteer management system in place.

Achievement

The national society developed the first drafts of the youth and volunteer policies in September 2003 which are being discussed at the division and branch levels before being adopted at the AGM in March 2004. A total of 26 volunteer coaches out of its 30 branches were trained and these volunteers will support the division coordinators with volunteer recruitment, training and retention. The OD manager in Baphalali Swaziland Red Cross attended a volunteer management workshop in Zambia which was organized by the Federation to specifically look at how far national societies had progressed with implementation of the Ouagadougou Declaration in as far as volunteer management is concerned.

2. The national society has functional branches in place that are actively participating in project implementation

Achievement

The focal person for branch/volunteer development in Swaziland attended a one week study visit in Cape Town on volunteer management. Six branches were revived in Mbabane division and six new branches were established in the same area. Most of the projects run by the Baphalali Swaziland Red Cross are at the

Swaziland; Appeal no. 01.21/2003; Annual Report

branch level with branch members actively involved. The projects are the food security pilot project, HIV/AIDS home-based care and food distributions.

3. The national society has increased its financial resource base both in value and diversity

Achievement

All five divisions of the national society have monthly income from their rental building. Two of the divisions are running tuck shops at the local government hospitals.

4. The national society has placed an effective financial management system

Achievement

The finance officer received orientation training from the regional OD from an experience sharing process with the Zimbabwe Red Cross. The Baphalali Swaziland Red Cross also received technical input from the regional OD during the donor fundraising meeting held in March 2003.

Impact

The national society has reorganized its secretariat structure, with divisions now being staffed by at least two staff members. This has increased adult and youth membership from 500 to 1,000 whereas the volunteers and branches have escalated from 800 to 2,056 and from 30 to 45 respectively (Source 2002 statistics). There also has been an increase in the implementation of new projects at branch level. The draft youth and volunteer policies have already started to facilitate the work of the 26 volunteer coaches that are assisting the field coordinators in volunteer management.

The national society with support from the finance management volunteer has managed to analyze its financial situation and has taken action to rectify areas where the society was losing money as well as to improve the areas that could increase its internal funding sources.

The national society become more visible during the reporting period as reflected by the number of donors supporting programming in HIV/AIDS, water and sanitation, the ongoing food security emergency operation and the long-term pilot food security programme. Consequently, the capacity of the national society to respond and implement programmes that benefit the most vulnerable people in Swaziland has increased.

Constraints

Limited funding was mobilized for the Swaziland OD appeal. However, efforts to source financial support are still continuing. The delay in introducing new financial accounting software has negatively affected the national society's financial management performance.

Coordination

The fundraising and capacity building meeting held between the Baphalali Swaziland Red Cross, the food security programme and donors emphasized the importance of drawing up memorandum of understanding between the regional delegation and the national society. Integration and coordination of programmes to support the national society is being pursued with regional the OD taking the lead role.