

Appeal 2001-2002



International Federation
of Red Cross and Red Crescent Societies

Zambia (Appeal 01.24/2001)

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	<i>In CHF</i>
1. Disaster Response	2,808,400
Total	2,808,400



Introduction

National context

Zambia gained independence from Britain in 1964. The country was a one-party state until 1991, when a multiparty democracy was introduced. Zambia is divided into nine administrative provinces and has an elected president who is both the head of state and of the government. The country is affected by disasters including floods, droughts, epidemics and refugee influxes. In terms of refugees, the country is currently home to an estimated 25,000 refugees, who fled the conflict in the Democratic Republic of the Congo (DRC) and another 42,000 Angolan, Rwandan and Congolese refugees settled in Meheba and Mayukwayukwa refugee camps. While 62 per cent of the population has no access to safe water, 25 per cent has no access to health services and a further 29 per cent no access to sanitation. In June 1998, UNAIDS estimated that 19 per cent of the adult population was infected by HIV.

The Fundamental Principles are clear in the mission statement of the Zambia Red Cross Society (ZRCS), which was revised in July 1994. The society works independently from the government and there are no issues concerning autonomy or independence. With the latest strategic plan now in place, the public image of the ZRCS should improve and more support is expected from the local community.

National Society priorities

The national society carried out a management organization review of its headquarters with the aid of external consultants. The new organization structure, salary structure, conditions of service and evaluation procedures took effect in October 1995. The national society has a strategic plan for 1999-2001 which focuses on the following:

- **Disaster preparedness and relief:** From late 1998 to early 1999, emergency preparedness training was carried out by the International Federation in collaboration with UNHCR in anticipation of a refugee influx from the DRC. Workshops were conducted for ZRCS volunteers in provinces along the DRC border to develop skills in refugee reception, camp management and reporting. The society is now providing assistance to 18,000 Congolese refugees at the Mwange refugee camp in the northern province. The disaster preparedness and relief officer is developing a disaster preparedness policy and disaster preparedness plan.

- **Health services:** The society carries out first-aid training and training-of-trainers. With the help of the Beit Trust, the ZRCS has acquired a building to be used as a first-aid training centre in Lusaka. HIV/AIDS counselling activities at branch level and a water and sanitation project are being implemented with the assistance of the British Red Cross. Two nutritional centres are also operational.
- **Social welfare:** The society operates a drop-in centre for street children. The programme includes components such as feeding, literacy, drug prevention, school integration and skills training including job placements. The society also runs a transit home for homeless children under six years old.
- **Youth:** The society runs youth workshops, camps and courses. These focus on environmental awareness and protection, water and sanitation, adolescent and youth sexual and reproductive health activities, as well as leadership skills and training of youth trainers. There are plans to carry out needs assessments. There are an estimated 250 youth leaders.
- **Branch development:** This consists of small branch projects, mostly with income-generation potential and management and dissemination workshops. The branch development programme aims at strengthening the capacities and performance of branches in effective delivery of services and responding to the needs of the most vulnerable people in their communities.
- **Dissemination:** Dissemination activities have been carried out with support from the ICRC, but more has to be done if the ZRCS' image is to improve. The society plans to carry out dissemination workshops for young people in three provinces. This will promote and create a better understanding of both the ZRCS and the Fundamental Principles, as well as the objectives, aims and activities of the society. Dissemination activities will also be carried out in the area where the refugee population is based.
- **Tracing:** Tracing services have been provided for the refugees at the Mwange and Meheba camps with the support of the ICRC. Workshops on tracing for volunteers have been held in all strategic areas and this will continue

Priority programmes for Federation assistance

To support the ZRCS priorities, the Federation will focus on disaster response by providing quality humanitarian relief assistance and services to all the refugees in the Mwange and Kala camps. In the process of administering the refugee operation, the Federation will support the development of the management and administrative capacities of the Zambian Red Cross Society.

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1. Disaster Response

Assistance to Congolese Refugees and Capacity Building of the Zambia Red Cross

Background and progress to date

In March 1999, large numbers of people fleeing internal conflict in the Democratic Republic of Congo (DRC) started crossing into Zambia through various entry points along the northern Zambian border, mainly Kaputa, Nsumbu, Mpulungu and Chiengi. As the number of refugees increased at a rate of 200 - 300 per day, the Government of the Republic of Zambia granted refugee status to the fleeing Congolese. This sudden influx of refugees prompted the Government and UNHCR to request that the Zambia Red Cross Society (ZRCS) assist in providing basic humanitarian assistance. The ZRCS, in turn, asked the International Federation of Red Cross and Red Crescent Societies for assistance. The Regional Office in Harare responded promptly by allocating necessary technical personnel and funds assisting the ZRCS to build up and maintain Mwanze Refugee Camp and transit centres to international standards.

With increased capacity of the ZRCS, by March 2000, Federation involvement was reduced to providing and maintaining advisory, supporting and monitoring functions. The number of technical delegates permanently present at the operation was reduced to one (Programme Co-ordinator delegate). At the same time the in-country sub office in Lusaka, reporting to the Regional Office in Harare, was up graded to a Country Office with the aim of continuing support functions to the refugee operation as well as focusing on the institutional development of the Society.

The refugees population in Mwanze refugee camp stood at almost 25,000 at the end of July 2000 reaching the maximum holding capacity of camp. In August 2000, due to an increased inflow of Congolese refugees across the northern Zambian border, UNHCR requested the ZRCS to extend its services and take charge of camp management and distribution of food and non-food items in a new refugee camp. This camp was opened in September 2000 in Kala, Luapula province, northern Zambia and ZRCS also continues to offer support in registration of new arrivals.

Currently in Mwanze, the ZRCS, with the support of the Federation, is engaged in the provision of general camp management services including distribution of food and non-food items, warehousing, and reception registration of new arrival (as a support function to UNHCR). Also, the provision of health services including running of a camp clinic, provision of water and sanitation services, and other community and social services as requested. Finally the ZRCS volunteers assist UNHCR at the transit centres at Kaputa, Nsumbu, Mpulungu and Chiengi to facilitate the speedy transfer of refugees to Mwanze and Kala camps.

Goal The overall goal is to provide humanitarian service to refugees at Mwanze and Kala camps according to Sphere minimum standards. In the process of administering the refugee operation the Federation will support the development of the management and administrative capacities of the Zambian Red Cross Society.

Objectives and Activities planned

Objective 1 Registration: To assist UNHCR in receiving and registering all new refugees properly (according to UNHCR standards and directive) within 48 hours after arrival at transit centre and/or camps.

Activities to meet objective 1 are:

- ZRCS will provide adequate number of trained volunteers at Kaputa, Nsumbu, Mpulungu and Chiengi transit centres to assist UNHCR registration of new arrivals.
- ZRCS will operate the Mwanze and Kala reception centres in accordance with UNHCR standards.

Objective 2 Settlement: To have all Congolese refugees transported from transit centres to their allocated plots at camps within one week after entering into Zambia.

Activities to meet objectives 2 are:

- ZRCS will supervise post- registration transfer of refugees from the transit centres to the correct camp.
- ZRCS will register and incoming refugees in camps, assure that they are assigned to plots within the camp and provided with a welcome package that will ensure their shelter and transition to camp life.

Objective 3 Distribution: To conduct proper food and non-food distributions, to store excess stocks as needed and to provide reports on the distribution of and storage of items

Activities to meet objective 3 are:

- ZRCS will train and provide required number of staff and volunteers to ensure timely and properly controlled distributions at Mwangwe and Kala camps.
- ZRCS will conduct timely and well organised distributions of food (2,100 kcal per day) to refugees at Mwangwe and Kala refugee camps.
- ZRCS will conduct timely and well organised distributions of non-food items to refugees at Mwangwe and Kala refugee camps.
- ZRCS will receive, take responsibility of and keep safe, food and non-food items prior to, during and after distribution using standard Federation logistics procedures to track all items.
- On a monthly basis, ZRCS will report on food items received, distributed and returned according to Federation standards.
- ZRCS will train staff to operate intermediate warehouse for non-food items at Mwangwe and Kala refugee camps according to Federation standards.
- The Federation delegation will provide advice, support, monitoring and report on food and non food distributions at Mwangwe and Kala refugee camps through physical presence at distributions.

Objective 4 Health: To ensure that preventive and curative health services are available to entire Mwangwe camp population, with special emphasis on reproductive health (maternity, ante- and post- natal), under five year old children's immunisation and growth monitoring, nutrition rehabilitation and ambulance services. Services will be available as well to the local population.

Activities to meet objective 5 are:

- The Federation delegation will provide advice, support, monitoring and report on food and non food distributions at Mwangwe and Kala refugee camps through physical presence at distributions.
- To employ and train Sufficient health workers, home visitors and supervisors, pharmacists, clerical and support staff to provide health services according to SPHERE standards.
- ZRCS will provide required number of registered health personnel, staff and volunteers to operate all aspects of the Mwangwe Health Clinic according to the tripartite agreement.
- ZRCS to operate Mwangwe Health Clinic according to Sphere minimum standards, and provide the following services: In-patient departments, outpatient department, reproductive health care, mother and child health care and Community First Aid and Health Education.
- Federation will conduct periodical (every two months) visits to the camp by Regional Health delegate.

Objective 5 Water: To ensure that sufficient and safe potable water supplies are available to all refugees in Mwangwe camp for drinking, cooking and personal and domestic hygiene, according to Sphere minimum standards.

Activities to meet objective 6 are:

- ZRCS will provide required number of qualified staff and trained volunteers to operate and maintain all aspects of the installed safe water management system in and around Mwangwe camp.
- ZRCS will operate and maintain the Mwangwe camp safe water system according to Sphere minimum standards, 20 litres of potable water per person per day.
- Expand the water system until required number of water collection points are installed.
- Conduct water testing at regular intervals.
- Treat with disinfectant the reticulated water system as required.
- Federation will conduct periodical (every two months) visits to the camp by Regional Water and Sanitation delegate.

Objective 6 Sanitation: To ensure community and environmental sanitation through construction of socially and culturally acceptable pit latrines throughout Mwange camp in adequate numbers in required proximity to dwellings.

Activities to meet objective 6 are:

- ZRCS will train and provide required number of staff and volunteers (10 sanitation and 10 vector control workers per 1000 of the population) in Mwange camp to run community and environmental sanitation activities according to Sphere minimum standards.
- ZRCS will construct required number of toilets at right locations.

Objective 7 Social Services: To ensure that refugees in need of funeral arrangements are assisted promptly according to defined camp (UNHCR) procedures.

Activities to meet objective 7 are:

- ZRCS will provide coffins, cloth and transport to facilitate funeral arrangements according to UNHCR's advice.

Objective 8 Management: To increase the human resource capacity of the ZRCS for it to be able to supply/allocate trained staff and volunteers to assume competent management of the operation and to outline a clear plan for Federation exit strategy for the year 2001.

Activities to meet objective 8 are:

- ZRCS will conduct two one week training programmes for 30 staff and volunteers in camp management to ensure continuation of quality delivery of services.
- Federation will provide advice, support, monitoring and report on regular camp management activities at Mwange and Kala refugee camps through permanent physical presence on site.
- The Country Office will develop in consultations with ZRCS an exit strategy for the Federation Delegation.

Objective 9 Sphere School: Promotion of Sphere standards through running a Sphere Field School close to Mwange refugee camp for staff and volunteers.

Activities to meet objective 9 are:

- Organise and run a three month's Sphere Field School training for 30 regionally selected participants with support from Regional Office by June 2001.
- Carry out 3 sensitisation meetings with all ZRCS and Country Office staff on Sphere concept during the planning period.
- Apply Sphere in review of appeals, situation reports and in monitoring and evaluation of the refugee programme.
- With support from the Regional Office, assist ZRCS to strengthen its existing disaster preparedness programme through incorporation of Sphere into its training activities.

Objective 10 Organisational Development: The Zambian Red Cross Society will develop sufficient governance and management structures to implement relief activities and will develop and implement a strategic development plan for the next three years. The society will also move in the direction of self sufficiency by streamlining its structures and developing additional funding sources.

Activities to meet objective 10 are:

- The senior management of ZRCS will provide feedback and dissemination to all levels of the ZRCS on information gained from participation in regional/international meetings, training's, seminars and workshops not less than 3 weeks after return.
- ZRCS will conduct a central disaster relief management training for 30 volunteers.
- Federation Country Office, with technical support from Federation Regional Office in Harare, will conduct a governance training for ZRCS board members.
- With assistance of the Regional and country offices, the ZRCS will develop and produce a three year strategic development plan for the NS.
- The head of Delegation will intensify day to day co-operation with the ZRCS Secretary General and senior staff.
- The Finance/Admin delegate will intensify co-operation, advice and support to ZRCS financial management officials.

- The Head of Delegation will participate in ZRCS board meetings as an advisor/observer.

Expected results

- All Congolese refugees that have arrived and transited through transit centres in northern Zambia are properly registered.
- All refugees in Mwangi and Kala camps are settled in their own dwelling and have access to humanitarian services.
- The ZRCS have the necessary organisational and technical capacity to manage the receipt, storage, and distribution of food and non-food commodities safely, efficient and effectively.
- All refugees living in Mwangi and Kala camps receive and have received food and non-food items at regular intervals and according to Sphere minimum standards.
- All refugees living in Mwangi and Kala camps have and have had access to materials and transport for proper funeral arrangements when needed.
- The ZRCS is providing and has provided and implemented appropriate health interventions at Mwangi camp according to Sphere minimum standards by required number of staff with appropriate qualifications and experience for all duties involved.
- All refugees at Mwangi camp have and have had access to health services according to Sphere minimum standards.
- The ZRCS is providing and has provided, installed and maintained appropriate water systems at Mwangi camp according to Sphere minimum standards by staff with appropriate qualifications and experience for all duties involved.
- All refugees at Mwangi camp have and have had access to sufficient and safe water for drinking, cooking, and personal and domestic hygiene according to Sphere minimum standards.
- The ZRCS has implemented and is providing sanitation services and programmes at Mwangi camp by staff that have appropriate qualifications and experience for all duties involved according to Sphere minimum standards.
- All refugees at Mwangi camp have and have had access to sufficient number of appropriate toilets, sufficiently close to their dwellings to allow them rapid, safe and acceptable access at all times of the day and night.
- All refugees at Mwangi camp have means to protect themselves from disease vectors and nuisance pests.
- The ZRCS has sufficient qualified staff and trained volunteers in place, and for backup, to sustain the proper running of Mwangi and Kala refugee camps.
- Federation exit strategy established.
- Staff and volunteers trained in Sphere minimum standards are able to apply Sphere in programme implementation and in disaster response.
- The ZRCS is operating day to day activities in accordance with Federation minimum standards and are well under way to become a well functioning National Society.
- The ZRCS has sufficient human resources available to respond to minor disasters.
- The ZRCS has produced a strategic development plan and are following it.
- The ZRCS are operating their day to day activities in an transparent and open manner and are covering their own core costs.

Indicators

- Numbers of refugees registered in transit centres, time it take for them to be transferred to permanent camps.
- All Congolese refugees arriving at transit centres are registered promptly.
- Duration of distribution of food.
- Storage conditions in camps warehouses, quality of record keeping by the ZRCS.
- Time it takes from reception to distribution of items.
- Funeral arrangements are dealt with rapidly.
- Morbidity rates, rising or declining.
- Mortality rates.
- Under five mortality rate.
- Epidemics and diseases are properly controlled.
- Vaccination coverage rates.
- Amount of soap available per person per month.
- Number of refugees taking active part in organised first aid and health training.
- Amount of water distributed per person.
- Number of water points per 250 people.
- The maximum distance from any shelter within camp to the nearest water point.

- Amount of faecal coliforms per 100 ml at the point of delivery.
- Total dissolved solids per litre of water.
- Number of cases of water borne diseases.
- Number of latrines per person.
- Distance from dwellings to latrines.
- Separate toilets for women and men are available in public places.
- Latrines are kept clean.
- Distance from latrines and soakaways from water sources.
- Refugees participation in community and environmental activities.
- All necessary positions are filled, and that back up personnel are readily available.
- Professional support and advice is available at camps at any given moment.
- An agreed Federation exit strategy is planned.
- Number of staff and volunteers from the region who have been fully trained on Sphere minimum standards and are able to apply it in their work.
- Sphere standards are used when formulating new appeals, situation reports, assessments and plans of action.
- The ZRCS operate their day to day activities in accordance with Federation minimum standards as to what constitutes a well functioning National Society.
- The ZRCS has sufficient trained human resources available to respond to minor disasters.
- ZRCS turnover of staff is reduced.
- ZRCS Board meet regularly.
- The ZRCS strategic development plan is produced, circulated and followed by all sectors and members of the National Society.

Critical assumptions

- Overall commitment by the Federation to continue supporting this programme financially and with sufficient qualified personnel and equipment.
- Continued commitment by the ZRCS to participate in this programme and that sufficient, suitable ZRCS staff members and volunteers are made available to operate the various sections of the programme.
- Continued funding from UNHCR for parts of the programme is forthcoming and assured.
- No overwhelming natural disaster will occur which would absorb the few resources of the ZRCS to the exclusion of the systematic implementation of the project.
- The logistics section of the ZRCS is well staffed with appropriate qualified personnel.
- Resource persons from Federation Regional Office in Harare and from the Secretariat are made available when required.
- The ZRCS commitment to strive to become a Well Functioning National Society, to openness and transparency and accountability in their day to day activities, and to finding alternative funding sources within Zambia.

Monitoring and Evaluation arrangements

Monitoring of the refugee day to day operation will be carried out by the federation Delegation in conjunction with UNHCR field Officers. The federation head of office will work closely on a day to day basis with the ZRCS management in order to assure that the society is progressing towards becoming a well functioning National Society. Monitoring of ZRCS financial management will be carried out by Federation Finance delegate through daily interaction with ZRCS finance section. interim and yearly evaluations of the program will be carried out by the country and regional offices.

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DELEGATION: ZAMBIA		
PROGRAMME	Disaster response	TOTAL
Shelter & construction	65,440	65,440
Clothing & textiles	0	0
Food & seeds	500	500
Water	10,200	10,200
Medical & first aid	223,680	223,680
Teaching materials	0	0
Utensils & tools	3,000	3,000
Other relief supplies	59,280	59,280
Sub total supplies	362,100	362,100
Land & Buildings	0	0
Vehicles	0	0
Computers & telecom	78,200	78,200
Medical equipment	2,000	2,000
Other capital expenses	1,600	1,600
Sub total capital	81,800	81,800
Programme management	189,370	189,370
Technical services	56,688	56,688
Professional services	62,866	62,866
Sub total programme support	308,924	308,924
Transport & storage	724,760	724,760
Personnel (delegates & expatriates)	458,170	458,170
Personnel (local staff)	574,712	574,712
Sub total personnel	1,032,882	1,032,882
Travel & related expenses	41,582	41,582
Information expenses	20,532	20,532
Expert fees	19,980	19,980
Admin. - general expenses	205,840	205,840
Training workshops / seminars	10,000	10,000
Sub total travel, training, general exp.	297,934	297,934
Total budget	2,808,400	2,808,400