

# 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

10 August 2005

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### In Brief

**Appeal No. 05AA016; Programme Update no. 1; Period covered: January to June 2005; Appeal coverage: 92.5%; Outstanding needs: CHF 250,900 (USD 197,560 or EUR 161,870).**

*Click here to go directly to the attached Contributions List, also available on the website.*

**Appeal target: CHF 3,327,244 (USD 2,642,800 or EUR 2,143,200).**

**Related Emergency or Annual Appeals: N/A**

**Programme summary:** With support from the Federation's disaster response emergency fund (DREF), Zambia Red Cross Society<sup>1</sup> participated in a joint drought assessment mission commissioned by the government's disaster management and mitigation unit. The assessment was carried out in the worst hit areas, particularly the low veld areas of the Southern, Western and North-western provinces.

Due to the current funding situation, the national society decided to integrate community-based health promotion project with HIV/AIDS, water and sanitation and disaster management programmes so as to eliminate the burden of running a project with constrained funding. The geographical operation area for water and sanitation activities was changed from Macha ward to Mapanza ward. The programme manager visited the Macha ward to get acquainted with the activities while the regional WatSan delegate visited the project area to give technical support.

In January 2005, the Zambia Red Cross Society signed a memorandum of understanding with UNHCR to takeover the management of the urban caseload refugee project from the Young Men Christian Association (YMCA). The UNHCR's regional office in Lusaka cancelled the planned 2005 repatriation of the Congolese refugees because of increased hostility in the eastern Democratic Republic of Congo (DRC).

**For further information specifically related to this operation please contact:**

- In Zambia: Charles Mushitu, Secretary General, Zambia Red Cross Society, Lusaka; Email: [zrcs@zamnet.zm](mailto:zrcs@zamnet.zm); Phone: +260.1.25.36.61, +260.1.36.22.18; Fax: +260.1.25.22.19
- In Zambia Delegation: Stephen Omollo, Head of Zambia Delegation, Lusaka; Email: [ifrczmb063@ifrc.org](mailto:ifrczmb063@ifrc.org); Phone: +260.1.25.23.56, +260.1.25.40.74; Fax: +260.1.25.22.19
- In Zimbabwe: Françoise Le Goff, Head of Southern Africa Regional Delegation, Harare; Email: [ifrczw02@ifrc.org](mailto:ifrczw02@ifrc.org); Phone: +263.4.70.61.55, 263.4.70.61.56; Fax: +263.4.70.87.84
- In Geneva: Terry Carney, Federation Regional Officer for Southern Africa, Africa Dept.; Email: [terry.carney@ifrc.org](mailto:terry.carney@ifrc.org); Phone: +41.22.730.42.98, Fax: +41.22.733.03.97.

<sup>1</sup> Zambia Red Cross Society- <http://www.ifrc.org/where/country/check.asp?countryid=12>

## **Zambia: Appeal no. 05AA016; Programme Update no. 1**

*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 Zambia government's Food Reserve Agency (FRA) disclosed that there was only 120,000 metric tonnes of maize in the state shells countrywide- a deficit in the country's total requirement of 600,000 metric tonnes. With devastating crop failure, many households have already started employing coping mechanisms such as gathering of wild fruits, sale of small livestock, charcoal burning, skipping of meals and sale of productive and household assets in exchange for food.

The government quickly reacted to the drought situation by mobilising multi-sectoral assessment teams, under the coordination of the disaster mitigation and management unit (DMMU). Zambia Red Cross Society participated in the assessments in low veld areas of the Southern, Western and North-western provinces. The national society, the Federation and WFP are negotiating an agreement for a two-pronged food assistance intervention for drought relief in the affected areas: nutritional support to highly vulnerable home-based care (HBC) clients and food-for-work programme.

Despite widely publicized positive indicators of reduced HIV/AIDS infection rates in Zambia, the pandemic still poses a great threat to livelihoods. With 16% of Zambia's adult population infected with the virus, the Zambia Red Cross Society prioritised HIV/AIDS and food security intervention in highly vulnerable communities by scaling up HIV/AIDS awareness and prevention programmes. The HBC projects are largely supported by a consortium of donors/partners and have earned the national society a good reputation and increased its visibility in the region.

A participatory hygiene and sanitation transformation (PHAST) baseline survey and a borehole assessment were conducted with their subsequent findings revealed an increased need for safe water and sanitation. There is a need to drill more boreholes than rehabilitation and therefore, sourcing of more funds according to the revised budget is more eminent. Other activities included the identification and siting of latrines so that beneficiaries could start digging the pits in preparation for construction. In order to involve beneficiaries in sanitary platform (SanPlat) production and reduce the transport costs, a production site was identified within Mapanza ward. The Zambia Red Cross Society's WatSan coordinator and the Spanish Red Cross's regional delegate undertook a preliminary assessment of possible WatSan interventions in the Eastern province.

Supported by the Federation, the national society is providing social and community welfare assistance to a caseload of 5,000 urban-based refugees of multi-ethnic origin in Lusaka. In July 2005, the national society took over the management of the extended delivery point (EDP) in Mwange refugee settlement from WFP.

The Federation's country delegation supported the national society in hosting seven evaluations and two regional technical visits including:

- A joint WFP/Federation transport support package evaluation;
- HIV/AIDS scaling-up committee meeting;
- regional water and sanitation mission;
- Malaria evaluation and palliative health care study;
- WFP/Federation global cooperation study, and
- The Swedish/Spanish Red Cross- sponsored finance management and development consultancy.

## **Health and care: Community-based health promotion**

**Goal: Sustainable improvement in health and well-being for targeted vulnerable populations.**

**Objective: A sustainable improvement in the health status of 30,000 vulnerable people in priority health areas in Kapiri Mposhi, Sinazongwe, Maamba, Mporokoso, Mongu, Livingstone and Mansa districts by 2006.**

### **Progress/Achievements**

*Volunteers have capacity to address common health problems and minor injuries*

- A joint health emergency and disaster management training, covering basic health emergency, first aid and disaster management techniques, was carried out for 32 Zambia Red Cross Society's volunteers from Lusaka, Kapiri Mposhi, Maamba, Mporokoso, Livingstone and Mongu districts. Government health technicians, police and non-governmental organizations (NGOs) representatives were invited to the training. 15 trained volunteers assisted during the cholera and Marburg hemorrhagic fever virus prevention/control interventions in Lusaka and Mansa respectively.

*Volunteers have promoted HIV/AIDS/STI prevention and control to 30,000 vulnerable people.*

- Zambia Red Cross Society's volunteers continued to work closely with MSF-Holland in the prevention and control of HIV/AIDS and sexually transmitted infections (STI) in Kapiri-Mposhi district. The volunteers conducted door-to-door campaigns, visited clients, sensitized communities on HIV/AIDS and STI prevention and the effects of stigmatization. Approximately 1,000 households were reached during public health education campaigns in cholera endemic areas.

*Volunteers have promoted malaria prevention and control to 30,000 vulnerable people.*

- A Canadian Red Cross consultant issued the malaria control and insecticide-treated nets (ITN) distribution evaluation report. The evaluation followed the recently-concluded distribution of 15,500 ITN to some 4,000 households in Western and Copper Belt provinces. With support from the Canadian Red Cross, ITN distribution will be expanded to cover a wider geographical area- especially the high-risk malaria endemic areas of the Southern province.

*Volunteers have promoted child vaccinations to 6,000 families with children.*

- The measles campaign conducted in 2004 had a record coverage of over 92.5%. It was an alliance of international public health organizations, including the American and Canadian partner national societies (PNS) and the Federation. Over 1,800 Zambia Red Cross Society volunteers were mobilized during the campaign to vaccinate five million children against the measles.

*Volunteers have promoted TB prevention and control.*

- Activities under this section were integrated into HIV/AIDS programming due to the obvious link between tuberculosis (TB) and HIV/AIDS. The national society's volunteers ensured that TB patients complied with drug intake, following strict guidelines from health authorities.

*Volunteers have promoted safe water use, adequate sanitation and hygiene to 30,000 vulnerable people*

- 43 hygiene promoters were re-trained in public health education using participatory hygiene and sanitation transformation (PHAST) techniques.
- Despite the slow response from the donors, the national society's volunteers and health technicians were the first on the ground to intervene in the areas of Lusaka and Northern Province hardest hit by the November 2004 cholera outbreak.

### **Impact**

- Trained volunteers can now be deployed in health emergency situations in disaster-prone areas.
- Due to the promotion of proper sanitation, access to safe water and sanitation increased by 35% and a general decrease in morbidity levels amongst the population was recorded during the period under review.
- The intervention by the national society's volunteers has increased the knowledge on cholera to a wider population group including volunteers.
- Training of volunteers as health technicians/hygiene promoters improved the level of knowledge amongst the vulnerable communities.

## **Zambia: Appeal no. 05AA016; Programme Update no. 1**

- The measles immunization campaign, being the first of its kind in the region, has been largely applauded by all partners and has restored the image and profile of the Zambia Red Cross Society as a credible organization in service delivery to the most vulnerable.
- With the appointment of a new health coordinator and HIV/AIDS programme manager, it is anticipated that monitoring and supervision of project activities will be carried out effectively and timely.

### **Constraints**

- Patients defaulting from taking TB drugs have been identified as a major problem in combating the disease in Zambia.
- Implementation of routine project activities was derailed by shortfalls in funding and high staff turnover.

## **Health and care: HIV/AIDS**

**Objective: The impact of the HIV/AIDS programme is increased by the end of 2005 through improving the quantity and quality of its interventions.**

### **Progress/Achievements**

*The HBC project for PLWHA is expanded to reach a total of 5,000 clients in seven targeted districts.*

- The home-based care (HBC) coaches and care facilitators reached 3,385 clients through counselling, health and hygiene education, inspection of water sources, and training of primary health care givers.
- Nutritional supplements and hygiene material were distributed to clients in Kapiri Mposhi, Mamba, Sesheke, Mporokos, Livingstone and Mongu. Results indicated the weaning off of 32 clients and reduced deaths over the period.
- A total of 45 Red Cross care facilitators were trained, under the food security operation supported by the Federation and Netherlands Red Cross, and were supported in the formation and management of support groups. A HBC project officer was recruited for Mansa and 306 additional HBC clients were identified with 14 new support groups formed.
- As a way of rolling-out and scaling up, additional HBC project were set up in Mansa and Mongu districts in north western and western Zambia respectively following a successful baseline survey.
- A reproductive health and HIV/AIDS proposal was drawn to consolidate HBC project in Mwange refugee camp. USAID provided USD 80,000 for the implementation of HIV/AIDS activities in the camp. Refugee leadership committees in Mwange refugee camp were also included in the training programme.

*5,000 HIV/AIDS clients receive quality nutrition support.*

- In April 2005, training in relief food distribution was conducted in seven sites for HBC care facilitators.
- With the assistance of the Netherlands Red Cross and the Federation, food parcels consisting of maize meal, beans, salt, sugar, oil and kapenta- a local fish- were distributed to 3,385 HBC beneficiaries for 60 days. The food basket was enough to provide 2,600 kilo calories per day.

*The youth peer education projects is expanded to reach a total of 5,000 youths.*

- Youth peer-education activities in Mansa, Maamba, Livingstone and Kapiri Mposhi reached 342 youths. Drama groups were established in Mansa, Mongu and Kapiri Mposhi and were provided with uniforms.

*5,000 OVC receive materials, education, psychological and social support.*

- A total of 1,876 orphans and other vulnerable children (OVC) were identified and registered.

*The capacity of the national society to manage, implement, monitor and evaluate its HIV/AIDS programme is strengthened*

- Branches were strengthened through the establishment of HIV/AIDS projects. Support was also provided from the regional delegation in Harare. At national level, a project coordinator was identified and officers were trained on implementing HBC projects and are now well oriented with the monitoring of the projects.

*The Zambia Red Cross Society has partnerships with sector agencies.*

- Partnerships were established with local offices for UNAIDS, UNICEF, National AIDS Council, embassies and other government departments. A new partnership with USAID was concluded for refugees HIV/AIDS sensitization.

## **Zambia: Appeal no. 05AA016; Programme Update no. 1**

- The anti-retroviral therapy (ART) proposal was approved by the Federation Secretariat in Geneva and submitted to the Ministry of Health for inclusion in the Global Fund to fight HIV/AIDS and TB.
- The regional HIV/AIDS scaling up committee met in Zambia thus encouraging cross-border knowledge sharing. The secretaries general of Botswana, Malawi, Swaziland, and Zambia national societies attended the meeting, which was co-facilitated by the regional HIV/AIDS programme team.

### **Impact**

- Awareness about HIV/AIDS in the communities where HBC projects are implemented has increased.
- Stigma and discrimination have been addressed through establishment of income generating activities and support groups. More people are talking openly about their status and increased numbers now go for the voluntary testing and counselling (VCT).
- Collaboration with other organizations such as the UNAIDS, USAID, UNICEF, UNFPA, partner national societies and the government has improved.
- Zambia Red Cross Society is now recognized as a lead agency in alleviating the conditions of the most vulnerable under the National Network Alliance for HIV/AIDS. There is increased recognition by the government and other stakeholders due to its presence in the HBC project areas.
- Branch development is evident in area with HBC projects.

### **Constraints**

- The HIV/AIDS programme scaling-up efforts were hampered by unstable and inconsistent inflow of funds.
- Access to project areas and monitoring of activities was also deterred due to unavailability of field vehicles.
- Implementation of routine project activities was also derailed as a result of late approval of consortium funding.
- The target of the youth peer education could not be fully achieved due to inadequate absorption capacity and slow disbursements of funds. Due to the same, only 34 OVC received educational support.

## **Health and care: Water supply, sanitation and hygiene promotion**

**Objective: Establishment of sound, sustainable environmental services for 30,000 vulnerable people in Mapanza ward, Choma district, Southern province by 2005 in water supply, sanitation and hygiene promotion.**

### **Progress/Achievements**

*Hygiene promotion/sanitation promotion volunteers effectively cover target population of 30,000 by 2006.*

- A total of 33 village hygiene promoters were trained and deployed to villages in Mapanza ward. Five sets of participatory hygiene and sanitation transformation (PHAST) promotion tool kits for the hygiene promoters were produced. With assistance and supervision from volunteers and the software officer who work full-time on the project, the hygiene promoters implemented hygiene/sanitation promotion using PHAST kits.

*Construction and distribution of 1,000 SanPlat to households that build adequate traditional latrines by 2006.*

- Efforts were concentrated in the identification and siting of latrines in seven sites within Mapanza ward so that beneficiaries could start digging the pits in preparation for construction.

*Water supply, sanitation and hygiene promotion projects are efficiently and effectively implemented using demand responsive community- managed approaches by 2006*

- Village water and sanitation health education (V-WASHE) committees were trained in some villages to manage hand pumps and were given support to improve their maintenance. Following a baseline survey in Mapanza, Choma district, WatSan projects were concentrated at ward level.

*Increased resources for water/sanitation and hygiene promotion projects, and contribution to sector policies, best practices, coordination and cooperation by 2006.*

- The project manager attended routine national and provincial sector coordination meetings and was active in Choma district water, sanitation and hygiene education committee coordination meetings. Collaborators such as Water Aid and OXFAM have appreciated the role of the national society in the provision of water

**Zambia: Appeal no. 05AA016; Programme Update no. 1**

and sanitation services to the community. Discussions with other water and sanitation sector donors to gain financial support have begun.

*Capacity to respond to disasters requiring water/sanitation and hygiene promotion response*

- Water supply, sanitation and hygiene promotion components were implemented in support of the cholera operation in Lusaka and Makeni refugee transit centre for Angolan returnees.
- The Zambia Red Cross Society implements a water supply, sanitation and hygiene promotion operation in Mwanze refugee camp for 24,000 Congolese refugees in northern Zambia.
- The national society’s project officers were fully involved in community trainings at ward level on hygiene promotion, community-based management and operation and maintenance, and management.
- Following the baseline survey, the project identified PLWHA as a priority in the project. While all training programmes included curricula on HIV/AIDS awareness and malaria prevention and control, they also had in-built community hygiene promotion activities.

**Summary of WatSan achievements in Mapanza Ward – Choma district**

Description	Before intervention	After intervention
Households accessing safe water supply	27%	47%
Average water consumption per individual	13 litres	19 litres
Households practicing safe hand washing.	3%	43%
Average household distance to the nearest water point	2km	500m-1km
Households with pit latrines	22%	60%
Households reached with hygiene promotion messages	3%	45%
Households that practice safe water storage	36%	56%
Households with refuse pits	32%	50%
Households with dish racks	37%	50%
Households with bathing facilities	30%	45%
Basic knowledge on HIV/AIDS	51%	70%
No. of hygiene promoters trained	13	43

**Impact**

- The formation of V-WASHE committees, training in the operation and maintenance of hand-pumps, and hygiene awareness has raised community ownership and a sense of responsibility.
- Communities have reasonable quantities of safe water supply for both the care-givers and HBC clients, with spill water being used for gardening.
- With the conclusion and submission of a proposal for EU/ACP global water and sanitation funding to EU-Brussels, it is anticipated that three more districts in Southern province will be added in the water and sanitation programme in Zambia.
- The visibility of the national society’s branches was enhanced due to the water and sanitation projects.
- There has been a significant improvement in the hygiene of households as over 50% of them have dish racks, to keep cooking utensils off the floors, and adequate latrines.

**Constraints**

- Delays in the disbursements of funds from the national society’s head office hampered the smooth running of the project.
- The water and sanitation field vehicle meant for hygiene promotion was auctioned by court bailiffs, bearing a major blow to hygiene promotion activities in Choma district.
- Implementation of activities was slowed by frequent relocation of project officer to attend to other activities in Makeni refugee transit centre.
- Donor response to the programme was not as expected, resulting in a shortfall of 35%.

## **Zambia: Appeal no. 05AA016; Programme Update no. 1**

- Following the departure of the water and sanitation project officer in the first quarter of 2005, there was an unforeseen delay in the implementation of routine project activities.

### **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 Society has developed mechanisms for empowering and strengthening communities in disaster management so as to reduce human suffering.**

#### **Progress/Achievements**

*Capacity of the national society to respond to disasters is strengthened in order to reduce community vulnerability.*

- Following the passing of the national disaster management policy bill by the parliament, the Zambia Red Cross Society is reviewing its disaster management policy and plan with a view to incorporate the new roles and responsibilities assigned to it by the government. It is envisaged that the exercise will be finalised within the second half of 2005.
- Basic disaster management training courses- targeting national society staff and volunteers, community-based NGOs and government disaster management sectors- were carried out in Lusaka, Mongu, Mansa and Mprokoso.
- Zambia Red Cross Society is among four national societies in the region selected to implement the three-year DFID-funded disaster risk reduction project. The country project implementation framework was presented during the planning meeting held in Johannesburg in June 2005. The focus of the project is to build resilience among disaster prone communities and strengthen the capacity of the national society to effectively and efficiently respond to disasters.
- In April, the national society's disaster management coordinator attended an intensive FACT training in Archamp, France. The national society has four trained members in the regional disaster response team (RDRT) and one in FACT.

*Disaster response activities are within agreed standards or acceptable time scale*

- The disaster response team was actively involved in providing first aid and relief assistance to victims of road accidents in Kawambwa and of an explosive factory disaster in Chambishi in April and May respectively. More than 80 people were killed in the accidents.
- Following the November 2004 cholera outbreak that recorded 1,450 cases, Zambia Red Cross Society was awarded a DREF allocation of CHF 50,000 for its response. Kapiri Mposhi, Kabwe, Sinazongwe and Mpulungu were some of the districts affected, with Lusaka alone recording about 850 cases. According to government records, five deaths were recorded. The national society responded by conducting community sensitizations, contact tracing, drama performances, hygiene promotion, distribution of information, education and communication (IEC) materials, and provision of protective clothing and medical supplies donated to the Ministry of Health. Other partners involved in the campaign included MSF, JICA, district health management boards, district councils, and the Society for Family Health.
- The Zambia Red Cross Society, in collaboration with DMMU, distributed 2,165 metric tonnes of white maize relief food to 78,000 beneficiaries affected by flash floods in Zambezi, Chavuma and Lukulu districts.

*Community-based early warning system in place and are able to cope with disasters*

- Based on the recommendations made after a vulnerability capacity assessment (VCA) conducted in Sinazongwe and Maamba districts of the Southern province, a proposal for a food security project- replicating the Baphalali Swaziland Red Cross Society's model- was submitted to the Swedish Red Cross. The main objective is to devise long-term initiatives to ensure sustainable food security among HIV/AIDS affected and infected households under the HBC project. Ultimately, 1,000 households will benefit from this project in Sinazongwe district alone. An integrated programme encompassing WatSan, health and care, disaster management, and food security activities will also be developed and implemented.

## **Zambia: Appeal no. 05AA016; Programme Update no. 1**

- The Zambia Red Cross Society's RDRT participated in the national vulnerability assessment committee (VAC) needs assessment conducted in early April 2005 to determine the impact of the persistent dry spell that has affected most of the country on crop performance. Results of the mission indicated that half of the country received less than normal rainfall while crop failure was estimated at 60% to 90%.
- The Federation, through its DREF, granted the national society CHF 50,000 to complete a needs assessment and beneficiary identification. The national society will further conduct assessment to determine the actual needs and priorities of the communities affected, and support food interventions for persons living with HIV/AIDS (PLWHA).

*Improved quality of life for 24,000 Congolese refugees and internally displaced persons (IDP) by providing a comprehensive care and assistance*

- Save for some isolated cases of Congolese nationals crossing into northern Zambia because of economic reasons, there was no new influx of refugees from the Democratic Republic of Congo (DRC). Angolan refugees awaiting repatriation are temporarily accommodated at the Makeni refugee transit centre in Lusaka. The Zambia Red Cross Society, supported by the Federation, is in charge of camp management.
- Zambia Red Cross Society received a total of USD 365,000 from UNHCR to implement the new refugee urban caseload agreement. The national society, the Federation and UNHCR signed a tripartite agreement with the government of Zambia to provide assistance to refugee urban caseload in Lusaka. Supported by the Federation, the national society is now responsible for providing social and community welfare assistance to 5,000 refugee urban caseload of multi-ethnic origin based in Lusaka.
- In addition, UNHCR endorsed the payment of in-country costs for the Federation's finance delegate, programmes coordinator and the head of delegation.

### **Impact**

- The disaster management trainings equipped participants with basic disaster management techniques, including first aid and emergency response.
- Integrated programming led to efficient utilization of resources, sharing of ideas and information, and created a conducive interactive operation.

### **Constraints**

- The introduction of sorghum by WFP as a substitute to maize has brought mixed feelings among the Congolese refugee population in Mwanze camp, with over 90% of them rejecting sorghum as they are used to feeding on maize.
- A nutrition survey conducted in December 2004 within the camp indicated an increase in the levels of malnutrition among children aged under five years due to high incidences of malaria, diarrhoea diseases and monotony in diet. Low birth weight among newly born babies was equally high.
- Repatriation of Angolan refugees was temporarily put on hold following unconfirmed reports on the discovery of land mines in eastern Angola.
- Plans to repatriate 24,000 Congolese refugees from Mwanze Camp were put on hold due to increased hostilities in eastern DRC.
- Poor donor response to the annual appeal has resulted in low funding. Consequently, most of the planned activities under the disaster risk mitigation functions have not been implemented. UNHCR's funding for the urban caseload is not adequate.
- Lack of transport, and trained and skilled volunteers also hindered effective implementation of disaster management activities.

## **Humanitarian values**

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

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

## **Zambia: Appeal no. 05AA016; Programme Update no. 1**

### **Progress/Achievements**

*There is an increased understanding of Humanitarian Values and Fundamental Principle within Zambia Red Cross Society.*

- The resource development and public relations officer coordinated various training on 'Red Cross- who we are and what we do' targeting the police, the army and national society's staff and volunteers working in various projects in the country.
- Zambia Red Cross Society actively participated in activities aimed at alleviating human suffering, including mass measles immunization campaign, cholera response operation, floods response operation, and food security operation.

*More strategic partnerships are established and activities in favour of vulnerable people increased.*

- The national society strengthened partnerships with USAID, the Ministry of Health, UNICEF, WFP, WHO, UNHCR, UNDP, partner national societies and local donor governments in the country. Zambia Red Cross Society coordinated with UNHCR and WFP in activities aimed at assisting Congolese refugees in Mwanze camp.

### **Impact**

- The World Red Cross and Red Crescent Day commemorations offered a platform for furthering dissemination activities and promoting humanitarian values.
- The involvement of the national society in the mass measles immunization campaign, the cholera operation, the food security operation, the floods operation and the refugee programmes enhanced its profile and image.
- The national society is now recognised by the government and other partners in the country as a credible humanitarian organization.
- By continuing to assist refugees, more vulnerable people are protected and their human dignity respected through wider respect for humanitarian values.
- Prompt and accurate media coverage of events and advocacy campaigns enhanced the image of the Red Cross.

### **Constraints**

- Lack of adequate funding for the promotion of fundamental principles and humanitarian values.

## **Organizational development**

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

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

### **Progress/Achievements**

*Recovery plan fully implemented and the national society is positioned to embark on significant reforms with the backing of major partners.*

- An internal evaluation of the national society's recovery plan was concluded and its findings were presented to donors during the Southern Africa Partnership of Red Cross Societies (SAPRCS) meeting held in Johannesburg.
- The Zambia Red Cross Society's national executive committee (NEC) held its statutory quarterly meetings as scheduled and in accordance with the constitution. The NEC passed the following resolutions;
  - A finance sub-committee is set up to support the ongoing finance management review of national society. This review is being supported by the Federation's regional finance development delegate.
  - Instead of selling its residential flats, the national society should apply for a bank loan to offset its financial obligations.

## **Zambia: Appeal no. 05AA016; Programme Update no. 1**

- The Zambia Red Cross Society will now renegotiate different project agreements with partners in a view to include 10% administrative costs for the national society.
- A leaner national society organisation structure is to be developed in line with current national society priorities and functions.
- The national executive committee approved bilateral partnership agreements with the Spanish Red Cross and the Canadian Red Cross.
- Senior management positions of finance director, head of programmes, national auditor, and resource mobilisation officer were all approved by NEC.
- The reports on HIV/AIDS projects evaluation and the ART proposal were endorsed by the NEC.
- The SGS organization audit report was adopted and a sub-committee established to monitor and support the management in the implementation of recommendations.
- Also adopted was the Joint ‘Good Governance’ report and a plan of action for its implementation was drawn.

*The Zambia Red Cross Society has a legal function, effective and efficient leadership and management that support implementation of programme activities.*

- An external organizational audit of the Zambia Red Cross Society was carried out by SGS, a Swiss-based audit firm. The audit was sponsored by the secretariat of the New Partnership for African Red Cross and Red Cross Societies (NEPARC). Results of the organizational audit finding have been released and will be shared with partners in order to map out key capacity building strategies.

*The Zambian Red Cross Society has in place effective financial and logistics procedures to support programme implementation.*

- The national society recruited a finance director, a key position crucial for the finance development reform programme. Following a visit by the regional finance development delegate, the national society embarked on financial reforms aimed at strengthening its finance management capacity.
- NAVISION financial software was re-installed and an accountant proficient in the software was engaged to manage the project.

*Branch development.*

- Membership recruitments, volunteer identification and their eventual deployment to boost the cholera and floods emergency operations were some of the activities conducted during the reporting period.
- Following protracted conflicts in the management of branches, branch governing board elections were conducted in Northern and Southern provinces.

### **Impact**

- The Zambia Red Cross Society has regained its credibility and stability to deliver services to the most vulnerable communities as good governance has enabled it to adapt to change and respond to both future needs and challenges.
- Based on the results of the audit conducted by SGS, it is now clear that Zambia Red Cross Society will have to put extra efforts in organizational development agenda in order to attain SGS accreditation points.
- Following the SGS audit, KPMG and the Fritz Institute- NEPARC’s funding partner- have pledged to support the Zambia Red Cross Society in the implementing the report’s recommendations.

### **Constraints**

- The Zambia Red Cross Society is still in a huge debt. Even though the national society has tirelessly worked reduce 55% of its debt, inadequate income from royalties and reluctance by partners to provide direct funding to the national society may hamper such progress.
- Income generating activities in the branches, especially hotels and restaurant businesses, did not performed well due to financial mismanagement by branch officials.
- Separation of the roles of governance and management remained a challenge at the national headquarters and the branches. There is need to develop ‘compliance guidelines for separation of roles of governance and management’ as laid down in the Constitution.

## **Zambia: Appeal no. 05AA016; Programme Update no. 1**

### **Coordination, cooperation, and strategic partnership**

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

**Objective: The Zambia Red Cross Society is empowered and strengthened to achieve its mandate through strategies for developing strategic partnerships.**

Coordination and collaboration with UNHCR, WFP, the government and other key stakeholders in the refugee programme and population movement affairs were strengthened through continuous dialogue at both the field and national level. The head of delegation, accompanied by the secretary general of the national society, continued to participate in inter-agency coordination meetings.

At the field level, both the Federation's programme coordinator and Zambia Red Cross Society's project coordinator actively participated in the camp coordination meetings with all implementing partners. Networking with local organizations, UN Agencies, the corporate sector, international organizations, foreign missions and embassies accredited to Zambia was largely successful. It is anticipated that increased cooperation and partnerships will be enhanced following these partnerships meetings. The coordination committee meetings (CCM) were established as a country coordination and cooperation mechanism for the ICRC, the Federation, the Zambia Red Cross Society and all PNS. The aim was to provide feedback and advice to the Zambia Red Cross Society on national programmes, governance and issues of common interest and concern.

The Zambia Red Cross Society concluded two new bilateral partnership agreements with the Spanish Red Cross and the Canadian Red Cross. The two PNS have since established offices in Zambia and will be engaged in community health and care, malaria control and prevention and HIV/AIDS projects. Activities implemented during this period were made possible by the support from various partners and cooperating agencies, including the British, Canadian, Finnish, Netherlands, Spanish and Swedish PNS. Financial support was also received from UNHCR, WFP, UNDP, USAID, DFID, and Danida. HIV/AIDS projects continued to get support from the Royal Netherlands Embassy, Swedish International Development Agency (SIDA), the Swedish Red Cross and the Ireland Development Cooperation (DCI). Partnerships with the government and other stakeholders, such as UNAIDS and the National AIDS Council were maintained in the projects.

### **Progress/Achievements**

- Federation-supported programmes were implemented and resources applied in accordance with the existing standards, strategies and objectives of the Federation. The activities included transferring increased responsibility and accountability to the field, such as the Angolan and Congolese refugee programme, and the floods, cholera and drought operations.
- The Federation's logistics staff continued to provide technical assistance to the national society logistics department especially in the area of procurement and transport management.
- Quality services and sufficient management support were provided to Zambia Red Cross Society's personnel to efficiently and effectively carry out their work. The Federation's country delegation continued to provide technical assistance through the head of delegation, finance and administration delegate and refugee programme coordinator. Assistance was also provided in the facilitation of different training forums organized by the national society.
- Increased partnerships were established, within and outside the Movement, to support the Zambia Red Cross Society's activities: a partnership with USAID for HIV/AIDS control and prevention in the refugee camps; a partnership with WFP on the management of food extended delivery points (EDP); a partnership with UNHCR to manage the urban refugee caseload; and, a partnership with UNDP and WHO for the prevention and control of malaria.
- The priorities of the Federation's delegation were set under the guidance of global Federation objectives, and were based on priorities outlined in the Zambia Red Cross Society's strategic plans and Ouagadougou commitments.

## **Zambia: Appeal no. 05AA016; Programme Update no. 1**

### **Impact**

- Coordination committee meetings (CCM) were used as forums for building effective partnerships, coordination and harmonization of stakeholders' plans.
- The CCM has helped strengthen coordination, cooperation and collaboration amongst Red Cross and Red Crescent partners in order to achieve a greater level of humanitarian impact.
- The narrative and financial reports of all Federation-supported programmes and projects were compiled according to the Federation's standards and donor pledge management notes.
- The country delegation has become a fully functional operation centre of the Federation. Partner national societies and other partners now appreciate the facilitation and coordination role of the Federation's country delegation. In appreciation of this role, UNHCR, WFP and USAID are paying in-country costs for all accredited Federation delegates in the country.
- Through the CCM forum, harmonization of activities with ICRC and PNS has greatly improved, including the development of joint ventures- e.g. basic disaster management and RDRT training and joint planning and sharing of knowledge and best practices.

### **Constraints**

- The regular coordination committee meetings (CCM) between the ICRC, Zambia Red Cross Society, PNS, and the Federation were affected by high staff turnover of organization representatives.
- Constant and unprecedented changes in the national society staffing, including the key positions of head of programmes, were met with criticism from donors and the national society's partners.
- The period was marked by uncertainty regarding the status of the Federation's presence in the country. Most donors, especially UN agencies, were unhappy that the Federation intended to phase out its presence in Zambia.

## **Delegation management**

**Goal: The Federation systems and procedures are improved to ensure effective implementation of the Federation's objectives in the country and to support capacity building of the Zambia Red Cross Society.**

**Objective: The Federation's delegation in Zambia has effective and efficient systems and procedures in place and oversees the delivery of services to the Zambia Red Cross Society through facilitation of cooperation models and effective coordination of Federation resources.**

### **Progress/Achievements**

- Following a request from the national society for continued Federation's presence in the country, an extension of stay for an additional year was granted by the Federation's secretariat. The Federation's team in Zambia comprises of the head of delegation, finance and administration delegate, programmes coordinator and a health delegate. The position of health delegate is new and follows the untimely resignation of a medical doctor seconded to the refugee programme by the government. UNHCR is covering the in-country costs of all the delegates in Zambia including the head of delegation.
- The Federation's country delegation continued working closely with the regional delegation in Harare to draw substantial technical support from the regional delegates.
- The regional finance unit Africa, in Nairobi also provided support. The Federation's finance officer participated in the finance management training, in Nairobi, and an RFU finance analyst visited Lusaka for routine support and technical input.
- Zambia delegation's logistics officers participated in the regional logistics workshop held in Harare where new logistics procedures and guidelines were shared. The training was useful as it imparted knowledge on new standards in the support services of finance and logistics.

### **Impact**

- Zambia Red Cross Society donors and partners have applauded the role played by the Federation in the country.

**Zambia: Appeal no. 05AA016; Programme Update no. 1**

- The Federation has been instrumental in supporting the national society in change process and its organisational and development agenda, and continues to provide back up support to the national society in the management of its priority programmes and organizational development.
- The regional logistics workshop held in Harare imparted logistics officers with knowledge on new standards in the support services of finance and logistics.

**Constraints**

- Limited funding resulted in slow implementation of project activities.
- High national society staff turnover has also contributed to the delays in project implementation.
- Save for disaster management activities and HIV/AIDS home based care activities, most of the projects did not meet their intended milestones in the first half 2005.

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

APPEAL No. 05AA016

## PLEDGES RECEIVED

29/08/2005

## CASH

REQUESTED IN APPEAL CHF ----->						TOTAL COVERAGE 92.5%
OPENING BALANCE			168,673			
AMERICAN - GOVT/PRM	320,000	USD	398,624	03.06.05		
AMERICAN - GOVT/PRM	80,000	USD	102,960	16.08.05		HIV/AIDS MWANGE REFUGEES CAMP
BRITISH - RC	50,000	GBP	65,430	14.01.05		WATER/SANITATION
BRITISH - RC	40,000	GBP	87,240	22.02.05		HIV/AIDS COMMUNITY HOME BASED CARE
BRITISH - DFID			402,200	01.05.05		DISASTER REDUCTION PHASE II
FINNISH - GOVT	220,000	EUR	339,680	21.06.05		WATSAN RELIEF PROGRAMME
SWEDISH - GOVT	600,000	SEK	102,600	01.06.05		WATER SANITATION
SWEDISH - GOVT	500,000	SEK	84,150	20.06.05		ORGANISATIONAL DEVELOPMENT
SWEDISH - GOVT	700,000	SEK	117,810	27.06.05		DISASTER MANAGEMENT
SWEDISH - GOVT	500,000	SEK	83,000	16.08.05		ORGANISATIONAL DEVELOPMENT, GENERAL MANAGEMENT
UNHCR	527,204	USD	596,795	28.02.05		CARE & MAINTENANCE MWANGE CAMP
UNHCR (400 A\$,A)	313,620	USD	355,018	31.03.05		URBAN CASE LOAD
WFP	87,602	USD	99,164	15.02.05		MWANGE CAMP
SUB/TOTAL RECEIVED IN CASH			3,003,344	CHF		90.3%

## KIND AND SERVICES (INCLUDING PERSONNEL)

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
NETHERLANDS	DELEGATE(S)			73,000		
SUB/TOTAL RECEIVED IN KIND/SERVICES				73,000	CHF	2.2%

## ADDITIONAL TO APPEAL BUDGET

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