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Final Report

Zambia: Floods in Namwala and Ndola Districts

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRZM015
Date of Issue: 17 January 2022	Glide number: FL-2022-000135-ZMB
Operation start date: 27 January 2022	Operation end date: 30 June 2022
Host National Society: Zambia Red Cross Society	Operation budget: 373,157 CHF
Number of people affected: 21,582 people (3,597 Households)	Number of people assisted: 21,582 people (3,597 Households) Namwala & Ndola districts
Red Cross Red Crescent Movement partners currently actively involved in the operation: Zambia Red Cross Society (ZRCS) has +60 members of staff, 55 Branches, 6,000 active volunteers, 46 National Disaster Response Teams (NDRTs) and 30 Branch Disaster Response Teams (BDRTs). ZRCS is also working with IFRC (International Federation of Red Cross) and the Netherlands Red Cross	
Other partner organizations actively involved in the operation: Disaster Management and Mitigation Unit (DMMU), Catholic Relief Services, and Caritas Zambia	

The major donors and partners of the Disaster Relief Emergency Fund (DREF) included the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden, and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The Canadian Government replenished the DREF on this allocation. On behalf of the Zambia Red Cross Society (ZRCS), the IFRC would like to extend gratitude to all for their generous contributions.

A. SITUATION ANALYSIS

Description of the disaster

Heavy rainfall beginning on 11 January 2022, caused flash floods in Zambia's Southern and Copperbelt Provinces. Flash floods hit Kalomo, Namwala, and Choma districts by 16 January 2022, and Ndola district on 02 February 2022. The region later experienced heavy rainfall due to tropical storms (Ana and Batsirai) which exacerbated already saturated soil moisture content. Furthermore, even in areas that were not affected by the flash floods, experienced crop damage due late rain onset, dry spells, and army worms which harmed crops. This exacerbated the districts' food insecurity situation.

The heavy rainfall affected 3,219 households in Namwala district, the district had the biggest number of affected households in Southern Province. 8,000 hectares of field crops, as well as sanitation facilities, were submerged in water and 600 households were displaced into 4 camps, namely, Chilumino, Nachuumba, Nakamboma, and Moomba, which were formed by the government through the Disaster Management and Mitigation Unit (DMMU).

Due to poor construction materials used, such as mud bricks, which absorbed water and eventually started to collapse, 425 households in Ndola district, Copper Belt Province were affected. A total of 145



ZRCS vehicle stuck in the mud during response in Namwala district of Southern Province @ZRCS

households were displaced, with 58 households forced to relocate to two camps, Mapalo and Twashuka, and 87 households integrated into the communities. This required ZRCS to update the EPoA to incorporate the newly affected camps in Ndola district. The camps in the two regions of Namwala and Ndola lacked adequate shelter, access to adequate sanitation and bathing facilities, cooking shelters and hygiene practices. Therefore, this operation was carried out in two separate geographical locations of Namwala and Ndola districts. This report will therefore highlight key achievements, challenges and lessons learnt of the DREF operations in these two districts.

Summary of response

Overview of Host National Society

Following the flash floods in the two districts, ZRCS in collaboration with DMMU and its District Disaster Management Committee carried out this DREF response operation to provide relief services to the affected population. The following actions were undertaken:

- A joint assessment was conducted in collaboration with Government stakeholders including DMMU and Zambia Air Force (ZAF) to establish the needs and gaps in the support for the affected families in both Namwala and Ndola districts.
- In Namwala district, ZRCS conducted a market assessment in the affected areas which showed that the conditions of a successful implementation of the emergency cash transfer programming were favourable. There were functioning markets with active traders selling sufficient basic commodities, availability of mobile money withdraws facilities and no major security risks were identified. Five hundred (500) registered and validated beneficiaries successfully received the cash grant (1,530 ZMW per HH) where the K30 was meant to cover the withdraw charge thereby enabling the beneficiary to withdraw a total of K1500 using MTN mobile money. The cash was meant to cater for their basic needs for 4 months. In addition to this, British Red Cross come in to support 132 affected families in Namwala with additional one month cash grant.
- ZRCS conducted a WASH assessment in all the camps, both in Namwala and Ndola districts. Health and WASH activities included the training of 45 volunteers in hygiene promotion and CBHFA and Covid-19 prevention measures (30 volunteers in Namwala and 15 volunteers in Ndola)
- Construction of fifteen temporal latrines, twelve temporal bathing shelters, and 4 kitchen shelters.
- Volunteers conducted mass sensitization campaigns in the camps in both districts this resulted in 11 dish racks and 2 refuse pits being constructed by the displaced in the camps in Ndola districts.
- Camp coordination and Camp Management training was conducted with support from DMMU where 11 ZRCS volunteers and staff were trained.
- 45 volunteers were trained in Community Engagement and Accountability, 30 volunteers from Namwala, 15 Volunteers from Ndola. This training resulted in the formation of complaints and response mechanism committees in the camps.
- Two post distribution monitoring on cash was carried out.
- Lessons Learnt workshop with the operation stakeholders from the district disaster management committee was conducted in Namwala and Ndola Districts.

ZRCS in coordination with DMMU camp representatives conducted NFI distributions to displaced persons and person with partially collapsed houses in Namwala and Ndola.

The table below is a summary of distributed NFI's in Namwala and Ndola.

Table 1: NFI Distribution by Zambia Red Cross in Namwala and Ndola (21 to 26 February 2022)

NFI's	No. per HH	Procured NFI's	NFI's distributed in Ndola	Distributed in Namwala
Tarpaulins	1	504	20	480
Blankets	3	1500	444	1056
Sleeping Mats	3	1500	444	1056
Mosquito Nets	3	1500	444	1056
Multi-purpose Soap 500g	3	14175	2694	11481
Containers	2	5000	296	4702
Hand Wash Stations		19	2	17
Dignity Kits	3 per woman/girl	864	649	215
Chlorine	3 bottles	9657	1275	8382

ZRCS also constructed several sanitation and hygiene facilities in Namwala, and Ndola as summarized from the table below:

Districts	No. of latrines	No. of cooking shelters	No. of bathing shelters	No. of dish racks	No. of refuse pits	No. of hand washing stations
Namwala	10	03	08	00	00	17
Ndola	05	02	04	11	02	04



*Temporary latrine constructed in Ndola Mapalo camp
©ZRCS*



Temporary Kitchen shelter constructed in Ndola ©ZRCS

Overview of Red Cross Red Crescent Movement in country

ZRCS has two Movement partners namely IFRC and Netherlands Red Cross in country. The two partners have delegates who are providing technical support in country. The IFRC delegate supported the ZRCS in the development and implementation of this DREF operation. Throughout the implementation period, both partners participated in the Movement coordination meetings which were chaired by the National Society. This helped in the smooth running of the operation as updates were shared and actions taken by different partners.

Overview of other actors' actions in country

The DMMU provided shelter and food support to the displaced persons in the camps in both affected districts. The food basket comprised Mealie Meal, Kapenta, rice, dates, sugar, salt, and cooking oil. In Namwala, DMMU coordinated the allocation of land in the highlands to the displaced people and supported them with basic building materials such as iron sheets to build back better.

Catholic Relief Services (CRS) distributed cash to 100 households in Chilumino camp at K400/household for one month as it was not targeted by ZRCS. The camp was allocated to CRS by the Government to avoid duplication.

ZRCS worked in close coordination with ZAF during assessment and distribution of NFI to the communities which were not accessible by means of air transport.

Caritas Zambia provided food stuffs, and disinfectants to 29 displaced households in Twashuka camp in Ndola.

Needs analysis and scenario planning

Following the emergency needs assessment conducted after the Namwala flash floods, ZRCS developed an Emergency Plan of Action and funds through DREF were successfully secured to respond to the urgent needs of the affected populations. Approximately a month after the flash floods in Namwala, another flooding was experienced in Ndola district, affecting 425 households (2,125 people) and displacing 58 HH that were relocated to two camps in Twashuka and Mapalo. ZRCS updated the plan of action within the existing EPoA DREF to accommodate the newly displaced and affected families in Ndola.

The major needs identified during the assessment included WASH, Shelter and livelihood and the following highlights the needs analysis done, and actions taken:

Water, Sanitation and Hygiene (WASH): The target households for this operation were 3,644 HHs affected by the floods, in Namwala and Ndola. From the assessments conducted, it was deduced that 3,644 HHs required access to safe water and sanitation facilities. These households were assisted with water storage containers, chlorine, and multipurpose soap. Additionally, ZRCS constructed temporal latrines, temporal bathing shelters, set up foot operated

hand wash stations and distributed hygiene kits for women. Volunteers conducted hygiene promotion activities in the camps in Namwala and Ndola. Refer to table 1 for items distributed and quantities.

Shelter: Following the displacement of 600 households in Namwala and 58 households in Ndola, the displaced households did not have adequate shelter and emergency household items such as blankets, sleeping mats. DMMU set up 4 camps in Namwala district and 2 camps in Ndola district. ZRCS supported these households with the provision of emergency household items such as sleeping mats, blankets, tarpaulins, and mosquito nets. ZRCS also constructed kitchen shelters in the camps. Refer to table 1 for items distributed and quantities.

Livelihood and basic needs: The target population was 500 households and focused on those households displaced at the three camps in Namwala district. The flash floods submerged 8, 000 hectares of field crops. Tropical storms Ana and Batsirai exacerbated already saturated soil moisture content in the crop fields. The displaced families experienced food insecurity and ZRCS assisted them with multipurpose cash to meet their basic needs including food for a period of 4 months.

Scenario planning

As anticipated in the most likely planning scenario, more rainfall led to more households affected and displaced with increased needs with more than 3000 households are affected. ZRCS ensured that it used the opportunity of the DREF to provide response and duplication was avoided by Government through proper coordination between agencies, which complemented each other through services provided.

Risk Analysis

There was a risk of continuous rains and flooding which as affected most parts of Ndola and Namwala which made some of the communities inaccessible. ZRCS worked in coordination with ZAF to reach out to the cut off communities.

Covid 19 was another risk but during the time of implementation, new cases drastically reduced and did not affect the operation.

There was a risk of cholera outbreak due to contaminated water sources by the floods. Some diarrhoea cases were reported in some camps in Namwala districts. ZRCS CBHA trained volunteers went around in the camp and disseminated cholera prevention messages and cases reduced.

B. OPERATIONAL STRATEGY

The overall goal of this operation was to support 21,864 people (3,644 Households) affected by floods in Namwala and Ndola districts by providing food and basic needs, WASH, Health, Shelter, Protection, Gender, and Inclusion support for 5 months.

To determine the exact needs of the affected and displaced population, ZRCS conducted a detailed assessment where gaps on the actual needs of the affected population were identified and mapping of key actors per intervention sector was conducted. The assessment also captured information on the needs and priorities of different community groups, preferred communication channels for receiving information and giving feedback, community social and power dynamics. ZRCS responded to the situation by providing immediate food needs through Protection, Gender and Inclusion (PGI)-sensitive unrestricted cash, health, and WASH interventions to the affected people through working with key stakeholders within the Movement (IFRC, Volunteers, NLRC) and outside the Movement (Government and NGOs)

Proposed strategy

Proposed Strategy

The operation was in line with the 2022 National Society Plan of Action as well as the 2021 to 2025 National Society Strategic Plan whose goal is to anticipate, respond to and quickly recover from crisis. ZRCS worked with IFRC in-country Delegate with vast experience in food, livelihoods Health and WASH sectors. The Delegate provided technical support in the response operation. ZRCS worked with Response Teams at the National, Branch and Community levels as well as key members of staff from key departments (Health and care, Disaster Management, Branch Development and Communications). ZRCS worked with other actors at all levels and ensured synergies and collaboration through existing structures which included Disaster Management Committee and technical working groups.

The following are the key sectors of the response in Namwala and Ndola district:

1. Shelter (Target: 500HH or 3,000 people in Namwala, 148 HH or 888 people in Ndola)

Based on table 1: ZRCS procured all 500 tarpaulins, 1500 blankets and 1500 sleeping mats and distributed all the items. Additionally, ZRCS constructed kitchen shelters in Namwala and Ndola.

2. Livelihoods and basic needs (Target: 500 HH in Namwala)

ZRCS provided cash transfers of K500/HH for 3 months to 500HHs in Namwala district. The households received a one-off cash transfer (K1500) to cover their basic needs for the next three months. A second operation update resulted in ZRCS conducting a second cash distribution exercise in Namwala district. This was necessitated to supplement the initial cash distribution and meet the immediate food needs of the affected, resulting from crop failure caused by floods. ZRCS provided cash transfers of K500/HH for 1 month to 378 HH in Namwala district only. In addition to these beneficiaries, British Red Cross supported with additional cash through the Red Rose for 132 families for a period of one (1) month making a total of 500 initial beneficiaries with an additional of one month installment. The cash value was calculated on the minimum food basket (MFB) approved by Zambia Government as detailed below:



ZRCS cash transfer officer verifying beneficiaries' details during cash distribution @ZRCS

Table 6: summary of cost of the food basket

No	Description	Qty	Unit measure	Unit (ZMW)	Cost (ZMW)
1	Maize meal	2	25kg	170	340
2	Cooking oil	1	750mls	25	25
3	Salt	1	100g	10	10
4	Soya chanks	1	5kg	125	125
Total cost					500

ZRCS conducted a market assessment to determine the availability of basic commodities in the local market, to determine physical access to the markets. The assessment determined that the conditions of a successful implementation of the emergency cash transfer programming were favourable. There were functioning markets with active traders selling sufficient basic commodities. There was physical access to the markets and none of the shops were negatively affected by the flash floods. Supply from wholesalers in Lusaka and Choma was efficient and effective with traders emphasizing that there would be able to meet demand if there was an increase the purchase of basic commodities. There was availability of mobile money withdraw facilities and no major security risks were identified.

Beneficiary registration, validation and MTN sim cards registration of the 500 beneficiaries was done and cash disbursements were made where each beneficiary received K2040 to help them meet their immediate basic needs for four months.

Conducted post distribution monitoring for the cash transfer to assess how the cash distribution was done, challenges faced and to see if the money received by the beneficiaries helped address their immediate needs.

3. Water Sanitation and Hygiene (Target 3, 644 households,) 3, 219 HH in Namwala and 425 HHs in Ndola)

With regards to WASH, ZRCS conducted the following activities:

- Worked with the ministries of Local Government and Health at the district level to co-facilitate the training of 45 volunteers in hygiene promotion and sanitation. The same volunteers were also trained in Community Based Health First Aid and Covid – 19 prevention measures. This was followed by door-to-door awareness campaigns on hygiene and sanitation as well as sensitization through local radio programmes on key messages in hygiene promotion where ZRCS reached out to 21,864 people in both Namwala and Ndola districts.
- Conducted assessment on water, sanitation, and hygiene situation in the camps in Namwala and Ndola districts.
- Distributed WASH items such as water storage containers, chlorine, multipurpose soap, and hand wash stations,

refer to table 1 for a comprehensive list of quantities of procured WASH items (For items and quantities refer to table 1).

4. Protection, Gender, and Inclusion (PGI) and Community Engagement and Accountability (CEA)

ZRCS conducted a Protection, gender, and inclusion training (PGI) and Community engagement and accountability training to 45 volunteers (15 volunteers in Ndola and 30 volunteers in Namwala) the objective of the PGI training was to ensure that practical methods for systematic incorporation of dignity, access, participation, and safety (DAPS) are adhered to. Understanding on how people, depending on their gender and other diversity factors, (age, disability, sexual orientation, health status, social status, ethnicity, etc.) face different vulnerability factors.



ZRCS volunteers distributing NFI's to displaced households @ZRCS

A total of 45 volunteers in both Namwala and Ndola were trained in CEA and PGI. These were instrumental in supporting the project with CEA and issues to do with PGI throughout the operation. In this operation, ZRCS used a CEA strategy that was developed in 2018 during drought response. The CEA focal point ensured that right messages were delivered to the community with regards to their entitlements and selection criteria for beneficiary selection criteria. The beneficiary selection criteria were developed with involvement of stakeholders including the community members. During cash distribution, a help desk was established for collection of complaints and feedback.

Planning Monitoring, Evaluation and Reporting (PMER)

PMER provided technical support during the implementation of various activities such as conducting a detailed needs assessment in both Namwala and Ndola. Conducting cash post distribution monitoring (PDM) and conducted the lessons learnt workshop for this DREF. PDM was a mechanism that was used to collect and understand beneficiaries' feedback on the quality, sufficiency, utilization and effectiveness of assistance provided to them by ZRCS. The graph below shows findings of the PDM that was carried out after the last cash distribution.

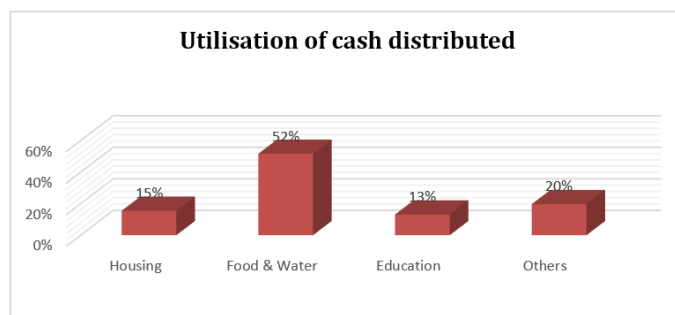


Chart 1: Utilisation of cash distributed

The PDM indicated that most of the recipients (52%) used the cash on food and water related needs followed by shelter (15%), education (13%) and others (20%).

A lessons learnt workshop was carried out at the end of the operation to discuss and document key lessons by looking at what went wrong and what went well and provide future recommendations. The following are some of the key lessons and recommendations, among a lot, which were generated.

- Poor coordination among key stakeholders and it was recommended that there is need for coordination with DMMU taking a leading role of bring all the players together.
- There was volunteer empowerment through trainings.
- There was dishonest among community leaders in the beneficiary selection and the recommendation was to ensure intensive community engagement throughout beneficiary selection process.
- ZRCS did resource mobilization outside DREF, managed to get some additional funds from the British Red Cross.
- Timely deployment of National Disaster Response Teams (NDRTs) which resulted into quality and timely implementation of the operation. However, ZRCS needs to consider procurement and providing motor bikes to easy mobility for NDRTs as they respond in the affected communities.
- ZRCS involved the government throughout the operation
- Internal coordination within the movement led to the effective and efficient implementation of the operation.




Participants during a lesson learnt workshop in Ndola @ZRCS

Business Continuity and Exit strategy

The NS worked closely with the government line Ministries, Department, and their structures at all levels (National, Provincial, District and Community). CBHFA trained local volunteers for example were linked to Ministry of Health to continue providing health and hygiene promotion within their communities. There was no Branch in Namwala District, a Branch Executive Committee was formed and oriented in Branch Development and linked to government authorities including the District Disaster Management Committee for continuity of the support to the communities.

C. DETAILED OPERATIONAL PLAN

	<p>Shelter</p> <p>People reached: 3,888</p> <p>Male: 1,866</p> <p>Female: 2,022</p>	
<p>Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and short-term recovery through emergency shelter and settlement solutions</p>		
Indicators:	Target	Actual
# of people provided with emergency shelter and settlement assistance	3,000	2,136
# of HH provided with emergency shelter EHI in Namwala	500	356
# of Kitchen shelters constructed in Ndola	2	2
# of HH emergency shelters provided in Namwala	500	500
# of HH emergency shelters provided in Ndola	148	
# of tarpaulins procured and distributed	500	500
# of blankets procured and distributed	1500	1500
# of sleeping mats procured and distributed	1500	1500
<p>Narrative description of achievements</p> <p>ZRCS strategy was to provide humanitarian support to affected households through provision of non-food items that included: tarpaulins, blankets, sleeping mats, mosquito nets, containers, and foot operated hand wash stations.</p> <p>ZRCS with support from Disaster Management & Mitigation Unit camp representatives conducted NFI distributions to displaced persons and person with partially collapsed houses in Namwala and Ndola. Additionally, the NS constructed a total of five temporary kitchen shelters in Namwala (3) and Ndola (2) districts. For details and quantities of shelter items procured and distributed refer to table 1</p> <p>Zambia Red Cross in collaboration with the Disaster Management and Mitigation Unit (DMMU) conducted Camp Coordination and Camp Management (CCCM) training for the ZRCS staff and volunteers and a total of 12 males and 5 females participated. The training was aimed at improving knowledge and skills consequently efficiency and effectiveness in camp management and camp coordination.</p> <p><i>For details table of the distributions of EHI please refer to the page 6 and 7 of the update n°2. Please see also the table Above table 1.</i></p>		
<p>Challenges</p> <p>There was minimal coordination amongst humanitarian actors at the beginning of the operation which resulted into duplication of efforts. Later it was resolved through coordination and engagement.</p> <p>ZRCS found it difficult to distribute NFI's in Chilumino camp, Namwala district due to submerged roads, this resulted in ZRCS staff and volunteers getting stuck frequently in conducting response. However, the situation was managed, and activities went on as they were planned.</p>		



ZRCS vehicle stuck, use of oxen to try rescue the vehicle @ZRCS

Lessons Learned

The evacuation sites were not centrally located, as displaced persons preferred getting tarpaulins and setting smaller camps near their homes making distribution difficult



Livelihoods and basic needs

People reached: 3, 000

Male: 1,200

Female: 1, 800

Outcome 1: Communities, especially in disaster and crisis-affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
% of surveyed people who report being satisfied with the assistance received through PDM	80%	83%
Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities		
# of households receiving cash support for food	500	500
# of cash transfer done by FSP to HH beneficiaries for food	2	2
# of volunteers involved in cash distribution activities	5	20

Narrative description of achievements

ZRCS conducted a market assessment in Namwala to determine if the disaster affected could allow for a successful and favorable cash distribution. The assessment revealed that the environment was favourable for a cash intervention with favorable conditions. National society has identified that:

- There were functioning markets with active traders selling sufficient basic commodities.
- There was physical access to the markets and none of the shops were negatively affected by the flash floods.
- Supply from wholesalers in Lusaka and Choma was efficient and effective with traders emphasizing on their capacity to meet demand even with the possible increase in terms of basic commodities.
- There was availability of mobile money withdraw facilities
- No major security risks were identified.

Based on the selection criteria selected in the planification stage, 500 beneficiaries representing the head of families (1 person per HH) were registered. The selection was made among the displaced households accommodated in the camps.

Cash assistance was completed successfully following steps agreed with the Mobile Supplier selected: MTN. New MTN sim cards were procured and provided to all the 500 beneficiaries so that they could receive their money via the MTN mobile money transfers. Cash disbursements were done twice

- First instalment made of ZMW 1,530 per beneficiary was completed on 20 February 2022 for three months food basket i.e., ZMW 510 per month. Initial planned 3 disbursement was revised in the operation update following the cash feasibility

assessment results and request from beneficiaries. All the 500 beneficiaries were supported by IFRC DREF in the first instalment.

- The second instalment was for one month food assistance of the same value agreed on the EPoA above (ZMW 510 per beneficiary). The fourth month assistance was included thanks to the proactive operational adjustment of the NS to direct the savings on the budget to extend by one month the cash assistance for food assistance as this was still crucial in May with a request from Government to continue the support. 378 beneficiaries out of the 500 were support by the DREF funds while 122 were support by British Red Cross through Red Rose.

ZRCS updated the EPoA to reflect the evolving situation on the ground and details of the reason and the revised strategy can be access in the link to the [two operation updates](#) published for this DREF.

Post Distribution Monitoring (PDM) was conducted to assess the quality of the cash distribution process, cash utilization and the immediate outcomes of the unconditional emergence Cash Assistance in the affected households of Namwala District. The team utilized a mixed method approach, deploying both qualitative and quantitative research methods. The assessment worked with 20 volunteers for both Household questionnaires (HHs) and Focus Group Discussions (FGDs) during the two days of field visits.

According to the post distribution assessment the DREF in Namwala assisted the affected population with the immediate needs of which one was CVA. From the PDM it was evident that there has been a positive outcome of the CVA. The respondents indicated what they had been able to meet some of the basic needs such as food items and building material.

Challenges

- During cash distributions exercise ZRCS experienced some poor network in some places, but the team managed to move to some location with strong network.
- Several beneficiaries forgot their mobile money secrete pins and MTN staff were able to re-set the pins
- Some Beneficiaries lost their sim cards and MTN had had their sim cards replaced though they had to wait for at least 3 days to have access to the money.

Lessons Learned

- For CVA program to succeed, there is need to continuously engage with social welfare as they are the custodiam for cash transfer programs at all levels.
- The use of Red Rose Data Management systems has proven to be secure and easier to management beneficiary data.
- Continuous assessments and engagement of the government authorities during response operation helps to check how needs are evolving and timely decision making to address new needs.
- It's important to look for more external support to supplement the DREF operation and be able to cover for gaps or emerging needs.



Health

People reached: 21, 864

Male: 8, 749

Female: 13, 115

Outcome 1: Transmission of diseases of epidemic potential is reduced

Indicators:	Target	Actual
Output 4.1: Community-based disease control and health promotion is provided to the target population		
# Volunteers trained in CBHFA	30 in Namwala 15 in Ndola	30 in Namwala 15 in Ndola
# of temporal latrines, bathrooms constructed in Ndola	5 temporal Latrines 8 temporal Bathrooms	5 temporal Latrines 8 temporal Bathrooms
# of people reached with Health promotion messages	19, 314	21,864

Narrative description of achievements

The CBHFA training for volunteers was conducted which focused on 4 modules i.e.,

Module 1- RCRC

Prepared the volunteers to understand more about the RCRC movement.

Module 2- Community Mobilization

Volunteers were introduced to organized community mobilization including developing communication skills as well as building the confidence among volunteers to introduce CBHFA approach to the camps

Module 3- Community Assessment

In this module volunteers learnt how to work with communities to identify priority needs around health through community assessments

Module 5 – Community Mobilization in Emergencies

In this module volunteers learnt how to mobilize communities during emergencies, particularly focusing on common emergencies in their localities such as floods.

Module 6- Disease prevention and introduction to community tools

In this module volunteers learnt key messages to prevent disease outbreak especially among displaced communities. The other aspect of the module focused on community tools; the tools focused on

- WASH
- Malaria Prevention
- Vaccination
- Diarrhea Prevention

Volunteers then conducted door to door sensitizations and radio programs in both Namwala and Ndola districts to ensure good hygiene practices.



ZRCS NDRT presenting on community assessment tools @ZRCS



Temporary latrines constructed in Ndola @ZRCS



Temporary bathrooms constructed in Maplo camp @ZRCS

Challenges

- Lack of transport for NDRTs to reach out to all the camps to monitor and backstop volunteers
- Inaccessible communities due to flooded roads.
- At the beginning of the operation there was no proper coordination among the key stakeholders that were supporting the affected communities
- Is it easier, efficient, and cost effective to work with volunteers within the affected areas and camps for health promotion.



Water, sanitation, and hygiene

People reached: 21, 864

Male: 8,749

Female: 13, 118

Outcome 3.1: Immediate reduction in risk of waterborne and water-related diseases in targeted communities

Indicators:	Target	Actual
# of households reached with WASH services	3,644	3,644
Output 3.1.1: Community managed water sources giving access to safe water is provided to target populations.		
# of volunteers trained in basic hygiene	30 in Namwala 15 in Ndola	30 in Namwala 15 in Ndola
# of water storage containers procured	6,743	5,000
# of households provided with Chlorine to treat their water	3,367	3219
Output 3.1.2: Hygiene promotion activities are provided to the entire affected population.		
# of HH reached with door-to-door hygiene campaigns	3, 644	3, 644
# of volunteers involved in hygiene promotion	30 in Namwala 15 in Ndola	30 in Namwala 15 in Ndola
# of hygiene promotion sessions conducted	16	16

Narrative description of achievements

The training of volunteers on hygiene promotion program in Ndola and Namwala was done to build capacity of volunteers in the prevention of various hygiene related diseases such as cholera, covid19, malnutrition, diarrhea to effectively prevent them at household, and community level. Overall, 19,314 people (3,219 HH) were reached with hygiene promotion in Namwala and another 2,550 people (425 HH) were reached in Ndola, for a total of 21,864 people (3,644 HH). People were reached by means of door to door visit by the volunteers and use of local radio stations in both Namwala and Ndola.



Hand wash station in Nachuumba @ZRCS



ZRCS staff collecting water sample to test water quality @ZRCS

Challenges

- Same challenges as in health sector

Lessons Learned

- Similar lessons as in health sector

Strengthen National Society

Outcome S1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competencies and capacities to plan and perform

Output 1.1.4: National Societies have effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of volunteers engaged in the DREF Operation	45	45
# of volunteers and volunteers provided with PPE	45	55

Output S2.1.3 NS compliance with Principles and Rules for Humanitarian Assistance is improved

# of volunteers trained and oriented on the PGI, CEA and volunteer Code of Conduct	45	45
% of community feedback and complaint received and responded to	70%	70%
# of IFRC monitoring visits	2	3

Outcome S3.1: The IFRC Secretariat together with the NS uses their unique position to influence decision at local, National and International that affect the most vulnerable

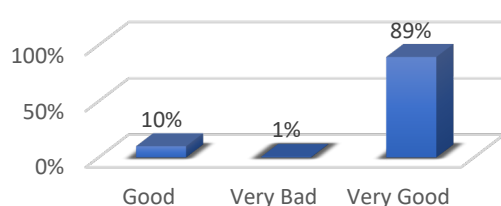
Indicators:	Target	Actual
# of communication sessions held	3	3
# of lessons learnt conducted	1	2

Narrative description of achievements

The NS conducted a CEA/PGI training in Ndola and Namwala to 45 volunteers. The first two days of the training took participants through the two-day CEA training curriculum and the last two days in PGI.

The Volunteers met with the Community using focus group discussion. Initially the group was together that is men, women & youth, later the group was broken down into men alone, women alone and the youth on their own. This enabled the groups to freely discuss what issues they are facing in the Communities and how best they felt they could Focus group discussion in Namwala communicate these issues. The groups were also given an opportunity to identify focal point persons that could ably represent them on the Committee. This group of persons formed the Committee that would investigate the issues of the Community.

Figure n°1: Quality of Information



The figure above illustrates how respondents perceived the quality of information received from ZRCS during the cash distribution process. 89% indicated that that quality of information was very good and 10% of indicated that the quality was good and only 1% indicated that the quality of information was very bad. The positive outcome on the quality of information is attributed to the sensitization by ZRSC volunteers before and during the cash distribution.

The figure 2 shows that 54% of the respondents knew about the existence of feedback mechanism while 46% did not know. Complaints were made to; Ward development committee, Headman, Camp Chair, ZRCS committee and DMMU.

At the end of the operation ZRCS conducted a lesson learnt workshop. The table below summarizes the findings of the workshop. The approach of the workshop was to provide from strong positive to improvement with an objective to review the impact, pertinence, efficiency, and operational arrangement of the DREF.

Feedback mechanism

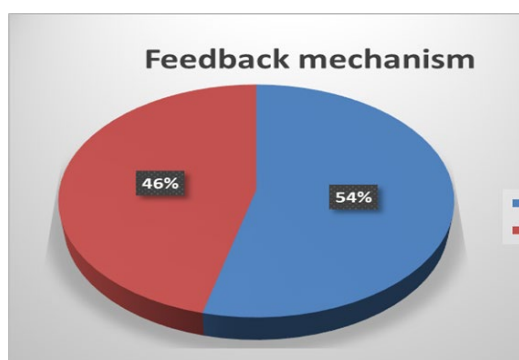


Figure 2: Feedback from Stakeholder

What went well	What went Wrong	What could be done better
<ul style="list-style-type: none"> ✓ Quick response to the disaster. ✓ Timely distribution of relief items such as blankets, buckets, mosquito nets, soap, sanitizer etc. ✓ The much-needed services in the camps such as temporary toilets and bathrooms were provided. ✓ Hygiene and health promotion was done to the affected population and no disease outbreak was recorded. ✓ In coordination with the government, all the displaced families were provided with Shelter. 	<ul style="list-style-type: none"> ✓ Not enough tents to cater for those whose houses did not completely collapse. ✓ Crowding in tents for larger households. ✓ Separation of families in the camps as in some cases men, women and children were put in separate tents. ✓ Poor coordination among key stakeholders when the operation just started 	<ul style="list-style-type: none"> ✓ More supply of tents to avoid overcrowding. ✓ Improve on stakeholder coordination ✓ Equity to all affected in terms of service delivery (concentration was more on non-food items as compared to food stuffs that were also needed for the affected but not displaced). ✓ Need for collaboration with DDMC to come with a district disaster preparedness plan

Feedback from ZRCS Branches

What went well	What went Wrong	What could be done better
<ul style="list-style-type: none"> ✓ Good coordination between HQ, branches, and other stakeholders (DMMU, MOH and local government) ✓ Volunteer empowerment through training ✓ Good communication and interaction within and outside the Movement ✓ Provided displaced families with psychosocial support beyond what was planned. ✓ No challenges were recorded during registration and distribution of cash and NFIs. ✓ Volunteers were accepted by the community members when they are doing their door-to-door hygiene promotion 	<ul style="list-style-type: none"> ✓ Volunteers' movements from homes to the camps was a challenge ✓ Identification for volunteers (T-shirts and bibs) were not provided in Ndola ✓ Community leaders in some communities wanted ZRCS to include beneficiaries who were not qualifying 	<ul style="list-style-type: none"> Provide means of transportation to the volunteers and NDRT ✓ Community leaders should take responsibility of ensuring integrity and honesty to ease the process of beneficiary identification and avoid cohesion.

In summary, the lessons learnt showed that the communities and stakeholders appreciated the work of the NS and its Branches. The key lessons will help in designing future emergency responses.

The communications Department organized some media tours in the affected districts to capture some key highlights on the operation such as cash, NFI distribution and health and hygiene promotion. The main aim of these media tours was to show case and profile the work of ZRCS to the public.



Figure 3: Stakeholders during LL in Namwala @ZRCS

Challenges

The team only used the help desk during distributions as a way of collecting feedback due to limited time of putting other mechanisms in place. There is need in the future to put in place other feedback mechanism.

Lessons Learned

CEA is key to the success of any emergency response as everyone is aware of the process and the activities throughout the operation.

D. Financial Report

Following the approval of the DREF, 373,157 CHF was allocated to the National Society for this response. Budget was revised twice to match the operational imperative and during the second update, the budget was reduced from CHF 373,157 budget to 372,680. The NS received funds timely from the Harare Cluster office. The Harare and NS finance departments provided financial technical support to ensure financial reports from the operations team were quality and timely. The expenditures completed during the timeframe are CHF 350,006 on which NS managed 337,301.41 CHF and the balance rest was IFRC support and monitoring costs. The total of un-used balance of CHF 23,151 will be returned to the DRE. Detail of variances are included in the table below:

Description	Budget	Expenditure	Variance	Variance percentage	Variance explanations
Relief items, Construction, Supplies					
Shelter - Relief	43,752	48,026	-4,274	-10%	The distribution and transport of shelter items costed more than budgeted due to the two-time distribution with initial distribution in Namwala and then in Ndola. Budget for distribution was completely used and there was a need to extend with un-used budget lines from shelter items.
Cash Disbursement	62,540	50,628	11,912	19%	This is because of distribution costs, the staff conducting the cash distributions were coming from Lusaka and the cost of transport and perdiems were lower than budgeted.
Personnel					
National Staff	5,300		5,300	100%	There was a period extension for this operation and the NS deployed and NDRT to oversee the implementation and the budget line was not revised to suit the period the NDRT was to be in the field.
National Society Staff	19,266	14,444	4,821	25%	
General Expenditure					
Travel		127	-127	-100%	Cost for IFRC Monitoring include transport of operation coordinator was needed during the implementation.
Information & Public Relations	14,150	11,425	2,726	19%	There was need for documenting best practice for both Namwala and Ndola Districts, but the funds allocation was not adequate. However, the communication team for the National society visited both Districts to cover the activities and produce a documentary but final cost was lower than budgeted.
Office Costs		114	-114	-100%	Cost for printing and paper needed during the implementation for volunteers.
Communications	636	973	-337	-53%	This budget line was under budgeted considering that the NS was managing two Districts that were far away from each other hence the need for frequent communication and more staff involved in the program that needed the communication support
Financial Charges	477	383	94	20%	Currency loss was less than planned.
Other General Expenses	18,951	23,134	-4,184	-22%	These were mis posting, could be posted I the right budget lines

DREF Operation

Selected Parameters			
Reporting Timeframe	2022/2-11	Operation	MDRZM015
Budget Timeframe	2022/2-6	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 11/Jan/2023

All figures are in Swiss Francs (CHF)

MDRZM015 - Zambia - Flash Floods

Operating Timeframe: 27 Jan 2022 to 30 Jun 2022

I. Summary

Opening Balance	373,157
Expenditure	-350,006
Closing Balance	23,151

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	98,214	65,861	32,354
AOF3 - Livelihoods and basic needs	73,943	64,180	9,763
AOF4 - Health	32,634	33,120	-486
AOF5 - Water, sanitation and hygiene	105,732	124,021	-18,290
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	310,523	287,182	23,341
SFI1 - Strengthen National Societies	45,676	54,477	-8,801
SFI2 - Effective international disaster management	9,709	2,523	7,186
SFI3 - Influence others as leading strategic partners	6,773	5,825	948
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	62,158	62,824	-666
Grand Total	372,680	350,006	22,674

DREF Operation

Selected Parameters			
Reporting Timeframe	2022/2-11	Operation	MDRZM015
Budget Timeframe	2022/2-6	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 11/Jan/2023

All figures are in Swiss Francs (CHF)

MDRZM015 - Zambia - Flash Floods

Operating Timeframe: 27 Jan 2022 to 30 Jun 2022

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	258,995	246,465	12,530
Shelter - Relief	43,752	48,026	-4,274
Clothing & Textiles	58,830	57,000	1,830
Water, Sanitation & Hygiene	51,681	50,481	1,200
Medical & First Aid	1,590	1,538	52
Other Supplies & Services	40,602	38,792	1,811
Cash Disbursement	62,540	50,628	11,912
Logistics, Transport & Storage	9,124	9,515	-392
Distribution & Monitoring	1,651	1,641	10
Transport & Vehicles Costs	7,473	7,875	-402
Personnel	25,501	15,303	10,198
National Staff	5,300		5,300
National Society Staff	19,266	14,444	4,821
Volunteers	935	858	77
Workshops & Training	22,101	21,205	896
Workshops & Training	22,101	21,205	896
General Expenditure	34,214	36,157	-1,943
Travel		127	-127
Information & Public Relations	14,150	11,425	2,726
Office Costs		114	-114
Communications	636	973	-337
Financial Charges	477	383	94
Other General Expenses	18,951	23,134	-4,184
Indirect Costs	22,746	21,362	1,384
Programme & Services Support Recover	22,746	21,362	1,384
Grand Total	372,680	350,006	22,674

For further information, specifically related to this operation please contact:**Zambia National Society**

- Deputy Secretary General (or equivalent); Cosmas Sakala, cosmas16sakala@gmail.com , +260963724899
- Operational coordination: Wina Wina, DM Manager, wina.wina@redcross.org.zm , +260977526690

In the IFRC**IFRC Zimbabwe Country Cluster Delegation**

- John Roche, Head of Cluster Office; phone: +263 772 128 648; Email: john.roche@ifrc.org
- Hillary Motsiri Operations Manager; Mobile: +276 491 804 56; Email: Hillary.motsiri@ifrc.org
- Gloria Kunyenga, Operations Delegate Zambia, Email: Gloria.KUNYENGA@ifrc.org

IFRC office for Africa Region:

- Rui Alberto Oliveira, Regional Operation Lead, Disaster crisis Response and Recovery Department a.i, Nairobi, Kenya; email: rui.oliveira@ifrc.org
- Pierre Kremer, Regional Head Disaster Crisis Response and Recovery Department a.i, Nairobi, Kenya; email: pierre.kremer@ifrc.org

In IFRC Geneva

- Operation manager, Richard CASAGRANDE, Senior Officer, DCPRR unit Geneva; email: Richard.CASAGRANDE@ifrc.org
- DREF: Nicolas Boyrie, DREF Lead, email: nicolas.boyrie@ifrc.org
- DREF: Eszter Matyeka, DREF Senior Officer, DCPRR Unit Geneva; Email: eszter.matyeka@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- IFRC Africa Regional Office for Resource Mobilization and Pledge: Louise Daintrey, Head of Unit, Partnership and Resource Development, Nairobi, email: louise.daintrey@ifrc.org;

For In-Kind donations and Mobilization table support:

- **IFRC Africa Regional Office for Logistics Unit:** Rishi Ramrakha, Head of Africa Regional Logistics Unit, email: rishi.ramrakha@ifrc.org; phone: +254 733 888 022

For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- IFRC Africa Regional Office: Philip Kahuho, PMER Manager, Email: Philip.kahuho@ifrc.org; phone: +254 732 203 081

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate, and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.