



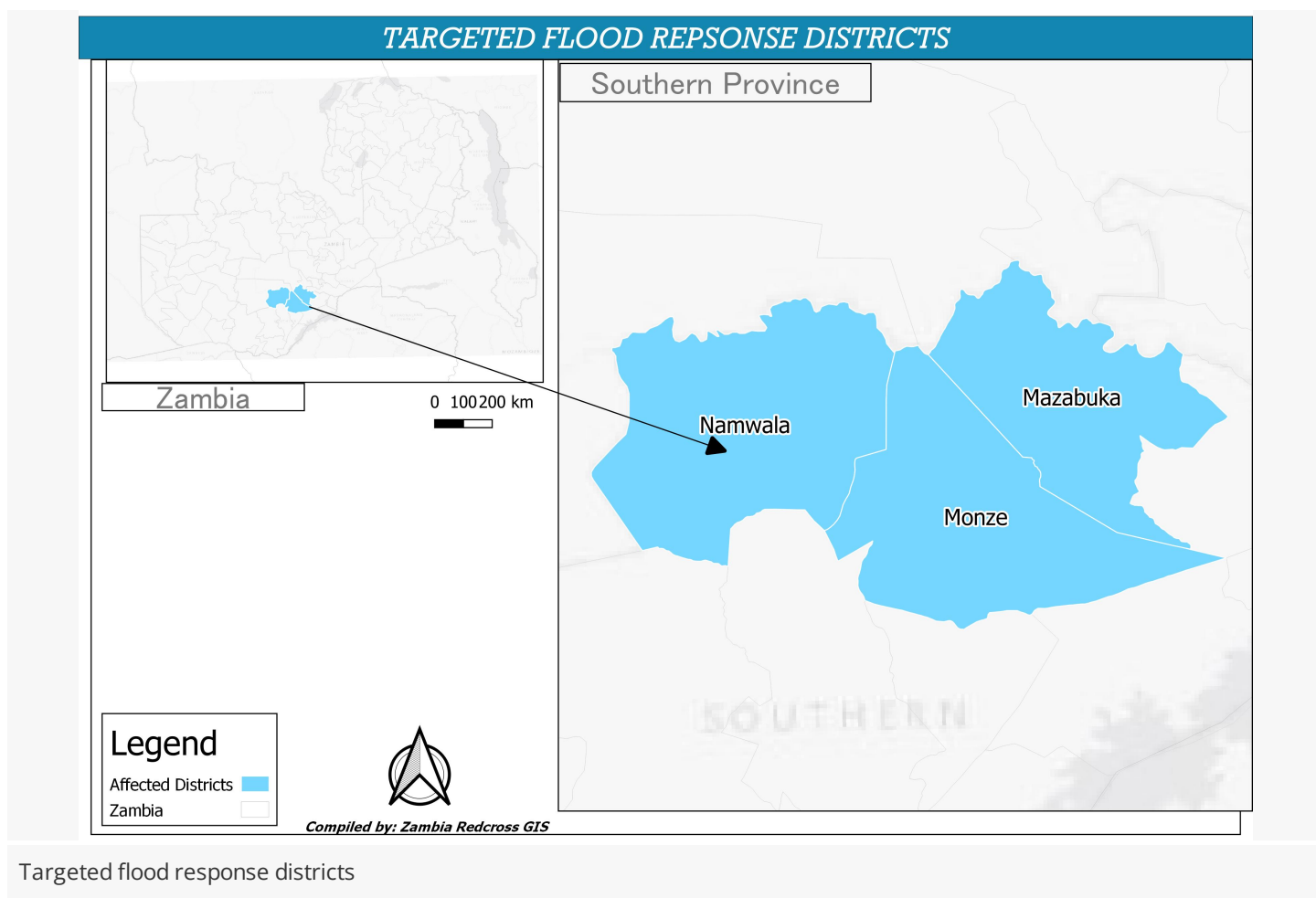
Distribution of NFI's to elderly beneficiaries in Monze District

Appeal: <b>MDRZM019</b>	Total DREF Allocation: <b>CHF 451,422</b>	Crisis Category: <b>Yellow</b>	Hazard: <b>Pluvial/Flash Flood</b>
Glide Number: -	People Affected: <b>154,608 people</b>	People Targeted: <b>8,364 people</b>	
Event Onset: <b>Slow</b>	Operation Start Date: <b>2023-02-25</b>	New Operational End Date: <b>2023-06-30</b>	Total Operating Timeframe: <b>4 months</b>

Targeted Areas: **Southern**

*The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.*

# Description of the Event



## What happened, where and when?

Starting on 7th February 2023, Zambia experienced the most severe flooding in over 50 years, according to reports from the Zambia Disaster Management and Mitigation Unit (DMMU). By 9th February, the rains worsened, leading to exponential increase in affected areas and prompting the Government, on 10th February, to request for assistance from humanitarian partners, including the Red Cross.

The flooding occurred across 9 provinces (37 districts), with Southern Province experiencing the most severe impact. This situation resulted in devastating impacts, with over 25,768 households (equivalent to 154,608 people) affected by the floods in 5 Districts of the Southern Province. A total of 3 districts, including Namwala, Monze and Mazabuka districts, were the most hit with 1,394 families displaced and had to be accommodated across 20 camps. Out of the 20 camps, 7 camps were in Namwala with 380 displaced households, 12 camps in Monze with 816 displaced households and 1 camp in Mazabuka with 198 displaced households.

Based on the rapid assessment conducted by Zambia RC, a quick humanitarian support was deployed across the 20 camps. These camps benefited from the ECHO PPP project stocks in-country and DREF intervention help to scale-up.



Zambia Red Cross Staff during flood assessment in Mazabuka

## Scope and Scale

Zambia has been experiencing extreme weather conditions with increased frequency and intensity exacerbated by climate change for many years. However, floods of 2022, were more severe than the previous year as they affected more families and districts (154,608 people affected).

- It was estimated that approximately 80% of communities in the Southern Province relied on subsistence farming as a primary source of livelihood, and the 2022 flash floods adversely affected these communities by submerging a significant proportion of their crop fields.
- Most of the affected areas were also inaccessible due to destroyed roads and submerged bridges, which resulted in inaccessibility of basic services such as markets, schools and health facilities for the vulnerable groups including the elderly, children, people with disabilities and women.
- The rains continued into March 2023 with related risk in the communities all along. Accessibility improved towards the end of March.
- The floods also disrupted livelihoods. According to the Ministry of Livestock and Fisheries, about 164,012 out of 546,708 cattle (30% of total cattle in Namwala, Monze and Mazabuka) were exposed to flooding and associated risks such as animal diseases and reduced grazing land. In recent past, Namwala district were also affected by floods, making the district highly vulnerable.

These floods occurred at a time when the country, including the flood affected districts, were experiencing food insecurity. Most of the affected districts had a history of flooding especially districts such as Namwala, Monze, and Mazabuka in the Southern Province, are repeatedly affected by floods due to heavy localized rainfall and low-lying terrains.

The most affected areas were inaccessible as a result of submerged roads and bridges, creating obstacles for vulnerable groups, including the elderly, children, people with disabilities, and women, in accessing basic services such as schools and hospitals.

## National Society Actions

Have the National Society conducted any intervention additionally to those

No

part of this DREF Operation?	
Please provide a brief description of those additional activities	-

## IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	The IFRC had 2 country Delegates who worked closely with the national Society in providing technical guidance and development of the operation plans. IFRC, through its in-country delegate, provided technical support in collaboration with the Harare Country Cluster Delegation. IFRC supported the ZRCS in putting up systems such as the cash transfer program that was later used in this operation. In addition, the National Society had an active project implementing the Early Action Protocols for flooding events across the country funded by the Anticipatory pillar of the DREF. As part of this project, the ZRCS had activated early action in 2 Districts of Kafue and Kitwe, where NFIs were distributed in anticipation of the flood.
<b>Participating National Societies</b>	The Netherlands Red Cross (NLRC) is the only PNS in country and has been supporting the ZRCS in a number of response operations, including bilateral support to the Drought Response Emergency Appeal in 2019/2021. Over the years, the NLRC has supported the National Society in its emergency preparedness and response for Disasters through the Response and Preparedness project. For this response, the NLRC, through the ECHO PPP, supported through distribution of prepositioned NFIs and cash to 620 families out of the 1,394 affected.

## ICRC Actions Related To The Current Event

Currently there is no ICRC delegation in Zambia. However, during the time of this response, the ZRCS received support from the ICRC Pretoria office in South Africa
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## Other Actors Actions Related To The Current Event

<b>Government has requested international assistance</b>	Yes
<b>National authorities</b>	The government of Zambia, through the DMMU, established 20 temporary camps in the 3 targeted Districts; (7 camps in Namwala with 380 displaced HHs, 12 camps in Monze with 816 displaced households, 1 camp in Mazabuka with 198 displaced households). The DMMU department also went on to provide food rations to 1,394 households displaced up to the month end of February 2023. The unit also provided a total of 613 tents to the displaced population, and this left a gap of 781 families without shelter. The unit was also instrumental in the dissemination of alerts and early warning messages in all the affected areas as per the forecasted information on the continuous rainfall by the meteorological Department.
<b>UN or other actors</b>	CARE Zambia, Catholic Relief Services and World Visions, through the DMMU, supported 321 households in the 3 affected districts. This support included tents, food, dignity kits, blankets, chlorine cooking utensils. Through these partnerships, 613 Tents, 1394 food support, 144 Dignity kits, 760 Blankets, 130 Water Storage Containers (20L), 3543 Liquid Chlorine (250ml). ZRCS supplemented the efforts of other players by meeting the gaps identified.

### Are there major coordination mechanism in place?

Government of Zambia, through the Disaster Management and Mitigation Unit (DMMU), has an enduring coordination forum for disasters, the Disaster Management Consultative Forum, which is chaired by DMMU, and comprised of the UN system and other INGOs. For this particular response, smaller sector-specific coordination platforms were activated. These include the shelter cluster, health cluster, food security, livestock, and fisheries cluster, and within all of which, Zambia Red Cross is a member. The smaller sector-specific coordination meetings were taking place twice a week. On the other side, ZRCS has a mechanism for information sharing and coordination among the various ongoing operations to ensure all contribute through a complementarity approach to reduce the vulnerabilities. Continuously, all the operations are managed for continuity between the early actions and response to leverage the field intervention and ensure information sharing guarantee a better surveillance system and scale of NS actions.

## Needs (Gaps) Identified



### Health

In Namwala District, heavy rainfall and submerged roads resulted in increased distances (2-5 km) to the nearest health facility for approximately 60% of the respondents, leading to the use of alternative longer routes. In Monze District, there were no significant challenges in accessing health facilities. Mazabuka District reported approximately 1 kilometer of travel to the nearest health facility. The assessment did not indicate a significant increase in waterborne diseases among the target population in all three districts.



### Shelter Housing And Settlements

In Namwala District, significant gaps were observed in the essential NFIs during the assessment. Out of the required 1,140 blankets, sleeping mats, and multipurpose soap (3 items per household), only 549 blankets had been distributed by other players, leaving a considerable gap of approximately 51.7% in distribution. The distribution of sleeping mats and multipurpose soap fell short, as specific quantities were not provided, indicating a significant shortfall in meeting the essential needs for adequate shelter and hygiene among the affected population. The assessment identified a need for 760 water storage containers with an allocation of 2 containers per household. However, the actual distribution only reached 366 containers, leaving a significant gap of 394 containers, which represents a shortfall of approximately 51.8% in distribution.

In Monze District, there were severe shortages in various NFIs, including blankets, sleeping mats, multipurpose soap, water storage containers, mosquito nets, handwash stations, and solar lights. Out of the required 2,448 blankets for 816 displaced households, only 44 were distributed. Only 144 sleeping mats were distributed instead of the required 2,592 mats, leaving a significant gap of 2,592 mats. The distribution of multipurpose soap fell short, with only 214 items distributed instead of the required 2,448 soaps, creating a gap of 2,662. No mosquito nets, handwash stations, or water storage containers were distributed in any of the camps, indicating complete gaps in these essential sanitation and hygiene items. The focus group discussions revealed a specific need for solar lights in Monze district for cooking and general lighting, providing protection and convenience during nighttime activities.

In Mazabuka District, there were also critical shortages in essential NFIs, further exacerbating the challenges faced by the affected population. Out of the required 591 blankets for 197 displaced households, only 60 were distributed, leaving a substantial gap of 531 blankets (approximately 89.9% in distribution). No sleeping mats were distributed, resulting in a complete gap of 591 mats required to meet the needs of the displaced households. The distribution of multipurpose soap fell short, with only 472 items distributed instead of the required 591 soaps, creating a gap of 119 soaps (approximately 20.1% in distribution). No mosquito nets were distributed, creating a complete gap of 2,448 nets required to meet the needs of the affected population. No handwash stations were distributed, indicating a complete gap in this essential sanitation item. Out of the required 394 water storage containers, only 236 were distributed, creating a gap of 158 containers (approximately 40.1% in distribution).



## Water, Sanitation And Hygiene

The Needs and Market Assessment in Namwala, Monze, and Mazabuka districts revealed several urgent requirements for comprehensive interventions. Gaps in WASH facilities, health access, cooking shelter, food and nutrition supplies, and NFIs posed significant challenges for the displaced populations. The statistics indicated a lack of sufficient resources and support to meet the essential needs of the affected communities. In Namwala District, the primary sources of water in the camps were boreholes fitted with hand pumps (94%) and open wells/springs (6%). However, three camps lacked access to temporary latrines, and innovative measures were needed for latrine construction due to the high-water table in some areas. In Monze District, most camps (70%) had access to water from boreholes with hand pumps, but all 12 camps lacked temporary latrines and bathing shelters. Mazabuka District had only one camp with access to water from a borehole, but temporary latrines and bathing and cooking shelters were absent. Immediate action and targeted assistance were crucial to address these pressing needs and improve the living conditions and well-being of the displaced populations during the emergency response.



## Livelihoods And Basic Needs

The needs assessment identified gaps in food as most of the food stocks were washed away by the floods. In Namwala District, the DMMU distributed food supplies which included 15,445 kg of mealie meal, 1,746 kg of rice, 1,336 kg of beans, and 210 kg of kapenta, along with other food items like cooking oil, salt, cabbages, High Energy Protein Supplement, and flour. However, analysis based on Sphere standards revealed significant gaps in meeting the nutritional needs of the displaced population for the recommended three months. Carbohydrate supplies (mealie meal and rice) were enough to support 1,375 people for one month (12.5 kg/person/month). Protein supplies (beans and kapenta) were only enough for 429 people (3.6 kg/person/month), falling significantly short of meeting the needs of the entire displaced population. Cooking oil supplies were adequate to support 425 households (750 ml/household/month). In Monze District, the food supplies provided were also insufficient to meet the population's needs for the recommended three months. Carbohydrate supplies (mealie meal and rice) fell short, creating a significant gap, which led to food insecurity for the displaced population. Protein supplies (beans, kapenta, and soya chunks) totaled 2,852 kg, which was inadequate to meet the requirements of the displaced population for one month. In Mazabuka District, the analysis of food distribution revealed significant gaps in meeting the nutritional needs of the affected population. The displaced target population required a total of 14,775 kg of combined mealie meal and rice to meet their carbohydrate needs for one month. However, only 7,020 kg of carbohydrates were received, resulting in a shortfall of approximately 52.5% in distribution. The district received 1,200 kg of protein for the displaced population, which fell significantly short of the required 4,255.2 kg needed for one month, representing a gap of approximately 71.8% in distribution. None of the camps in Namwala, Monze, and Mazabuka Districts had designated cooking areas, forcing displaced persons to cook in front of their tents or under makeshift shelters, leading to difficulties during rainfall.

# Operational Strategy

## Overall objective of the operation

The overall objective of this operation was to support 1,394 displaced households (8,364 people) affected by floods in Namwala, Mazabuka and Monze Districts of Southern Province by providing support for food and basic needs through cash grants, as well as ensure access to WASH services, household items. The operational strategy integrated community engagement and accountability, as well as protection Gender and inclusion across all sectors, for the overall operational timeframe of 4 months.

## Operation strategy rationale

To address the needs of the targeted population, the ZRCS aimed to respond to the situation by providing the following:

- 1- Multipurpose Cash (Target: 4,764 people or 794 households): To meet their food and basic needs, ZRCS was to provide unrestricted cash grants of 500 ZMW to 794 households for 3 months, to complement what had been provided by the Government and through the ECHO PPP project. These grants were to be provided for the months of March, April and May, so as to ensure that all 1,394 households displaced had access to food for 4 months. Further to this, the ZRCS had a valid FSP agreement with MTN (a mobile telephone company), which was to be used to implement the cash component of this operation.
- 2- Cooking Shelters and Household items (Target: 8,364 people or 1,394 households): Following the assessment carried out in the affected Districts, DMMU provided shelter to 613 households and was yet to provide for the remaining 781 households in need.

The National Society also planned to provide 20 cooking shelters for all the camps in southern province, since there were no actors providing this service. ZRCS would provide construction materials such as tarpaulins and poles for this cause as well as supporting the actual construction. Given that affected areas were in remote rural locations, it was complicated for households to access quality building materials within a short period. As such the ZRCS would ensure distribution of shelter and household items.

Items	Distributed by other actors	# of HH Reached	Gap	Target HH
1. Blankets	760	253	3423	1141
2. Tents	613	781	781	0
3. Sleeping mats	0	0	4,182	1,394
4. Mosquito nets	0	0	4,182	1,394

WASH (Target: 8,364 people): The ZRCS planned to support the displaced population with temporary latrines and bathrooms, chlorine and water storage containers for water treatment, as well as hygiene promotion in camps through trained volunteers. The following is the breakdown on number of latrines, bathrooms and WASH items per District:

Items	Distributed by other actors	# of HH Reached	Gap	Target HH
1. Jerry cans	130	65	2658	1329
2. Chlorine	3543	1394	0	0
3. Dignity Kits	144	144	412	412
4. Toilets	0	0	144	1394
5. Soap	0	0	4182	1394
6. Bathrooms	0	0	144	1394
7. Handwash Stat	0	0	60	1394

ZRCS would provide 8 toilets and 8 bathrooms per camp, that is 4 for male and 4 for female in all the 20 camps. Additionally, the NS would provide 3 hand station per camp. Women of childbearing age calculated at 16% of total women in the camp (3,480). The ZRCS intended to work closely with branch volunteers, IFRC and NLRC in this operation and with others ongoing DREF funded interventions. Externally, the collaboration and coordination would be with Government and UN agencies specifically to avoid duplication of efforts and ensure that aid is provided to all vulnerable population.

ZRCS would conduct a joint detailed assessment in collaboration with key stakeholders to identify and verify the needs, gaps and best response modalities of the displaced population.

The National Society has in place a CEA system that would support during the Flood response activities in the affected Districts, a hot line would be finalized and launched from a local network provider for the purpose of receiving community feedback and identifying rumours and misconceptions associated with support provided. CEA would be mainstreamed in the operation and be coordinated by the CEA focal point person who would work closely with the national CEA protocols.

The ZRCS intended to provide support to the displaced population with consideration on Protection Gender and inclusion. This would be done through provision of temporary WASH facilities that were identified as gender sensitive. The cash transfer program would also ensure that the vulnerable groups are prioritized in the selected families and these included the elderly, disabled, women and children.

## Targeting Strategy

### Who will be targeted through this operation?

The response targeted all families that were displaced and relocated into the 20 camps established by the Government. The primary objective of the response was to provide support and assistance to these households. All activities and distributions of non-food items (NFIs) were specifically tailored to meet the needs of these displaced families. In addition to supporting the displaced households, the response also aimed to benefit the general surrounding communities through hygiene messages through radio programs and door to door visits by volunteers. These radio programs focused on raising awareness about proper hygiene practices, sanitation, and disease prevention. By reaching out to the broader community, the response aimed to contribute to improved overall hygiene conditions and health outcomes in the affected areas.

Special consideration was given to vulnerable groups, including the aged, disabled individuals, chronically ill, pregnant women, and households headed by children or females. The response team ensured the consideration of gender and disability when providing services, such as the construction of temporary latrines and bathing facilities. This approach aimed to address the specific needs and challenges faced by these vulnerable groups, promoting inclusivity and equal access to essential facilities and services. By adopting a comprehensive and inclusive approach, the response aimed to ensure that all affected individuals and households received the necessary support and assistance. The provision of targeted services and NFI distributions, along with

hygiene promotion activities, contributed to the overall well-being and resilience of the displaced families and the surrounding communities.

Throughout the response, a professional and humanitarian approach was maintained, prioritizing the dignity, safety, and well-being of all individuals, with particular attention given to the vulnerable groups. By addressing the specific needs and circumstances of each group, the response aimed to provide effective and appropriate support, ultimately contributing to the recovery and well-being of the affected populations.

## Explain the selection criteria for the targeted population

The Zambia Red Cross Society aimed at reaching out to at least 8,364 people (1,394 Households) who had been displaced by the floods in Namwala, Mazabuka and Monze districts of Southern province. Priority was given to families that were in camps and then those in host communities with hygiene promotion messages. Selection criteria of child headed, elderly, pregnant and lactating women, female headed households and persons with disabilities was applied where necessary. All the households that were targeted in the response would receive shelter, livelihood, health, and WASH support to complement what was being provided by the government. The prioritization of communities and households to be reached was carried out in coordination with the DMMU as a coordinating body to generate synergies and complementarity of humanitarian assistance. While disaggregated figures were not yet available, the ZRCS, in support of the DMMU, assessed the affected areas. Once the assessments were concluded, the age and gender figures were used for the monitoring and reporting of this operation.

## Total Targeted Population

Women	3,480	Rural	100%
Girls (under 18)	869	Urban	0%
Men	3,212	People with disabilities (estimated)	0.2%
Boys (under 18)	803		
Total targeted population	8,364		

## Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Risk of recording cases of Cholera in the camp resulting from compromised hygiene practices and lack of sanitation facilities as well as drinking contaminated water due to flooding.	Provision of sanitation facilities, water treatment and hygiene promotion by volunteers. Staff and volunteers are vaccinated and provided with PPES and insurance.
Continuous heavy rainfall	ZRCS in coordination with Government through Zambia Meteorological Department and Water Resources Management Authority continued monitoring the weather forecast and hydrological information to provide early warning early action information to communities and stakeholder who were responding.
Inaccessibility of affected areas	ZRCS had a Memorandum of Understanding with Zambia Air Force (ZAF) and hence worked in close coordination. Worked closely with local volunteers in the affected communities.

## Please indicate any security and safety concerns for this operation

According to the rapid assessment, which was conducted by ZRCS, there were no security concerns that affected the operations in the affected districts.

# Implementation



## Protection, Gender And Inclusion

**Budget:** CHF 8,422

**Targeted Persons:** 8,364

**Assisted Persons:** 8,364

### Indicators

Title	Target	Actual
Number of volunteers signed code of conduct.	100	119
Number of meetings conducted on PGI	3	4
Number of Volunteers trained in PGI, PSEA and CEA	100	119
Number of sanitation facilities constructed with PGI considerations	144	102

### Narrative description of achievements

• ZRCS response trained 119 volunteers in gender and diversity analysis which helped them to facilitate the inclusion of all the affected people despite of gender, age, disability status, culture, and religion. The volunteers disseminated factors which cause exclusions in humanitarian support which ensured that the beneficiary's dignity, access, participation, and safety are preserved. After distribution of Cash and Non-Food Items, volunteers disseminated disadvantages of Gender Based Violence emanating from the support they received.

The ZRCS constructed 102 sanitation facilities with PGI considerations within the camps against a target of 144. The justification is provided under the Water, Sanitation and Hygiene section.

### Lessons Learnt

• Training for volunteers in gender and diversity analysis further helps them to appreciate and facilitate inclusion of affected people despite of gender, age, disability status, culture, and religion.

### Challenges

• Mobility under flooding and wet conditions posed challenges to volunteer activities and security.



## Community Engagement And Accountability

**Budget:** CHF 9,031

**Targeted Persons:** 8,364

**Assisted Persons:** 8,364

## Indicators

Title	Target	Actual
#volunteers/staff trained in CEA/RCCE	100	119
% of community feedback received & responded.	80	100

## Narrative description of achievements

• In addition to the PGI training, the 119 volunteers received comprehensive instruction in the Community Engagement and Accountability (CEA) approach to humanitarian response. This training aimed to promote their active participation and involvement in the program through community meetings, ongoing surveys, and assessments during its implementation. Volunteers were also equipped with the necessary skills to manage feedback and complaints collected through various channels, including community volunteers, community meetings, focus group discussions, and suggestion boxes. Responses to these feedback and complaints were efficiently provided through different communication mediums. The establishment of a complaint and feedback mechanism was a significant outcome of the training. Through a toll-free line shared with the beneficiaries, ZRCS received numerous complaints, ranging from feedback on the support provided to identifying bottlenecks in the response. ZRCS designated an officer who collaborated with a team at the National Level to review and address each complaint through existing government and ZRCS feedback mechanisms.

In total, NS feedbacks system above allowed to received and managed 48 feedbacks, which included some compliments and others feedbacks on the assistance. Out of the compliments, the feedbacks were as follow:

- Noted 13 instances of non-food items (NFI) related concerns.
- 23 cases highlighted issues with cash not being received as expected as well as 4 reports from beneficiaries who faced challenges related to SIM card and PIN number issues.
- Furthermore, NS also encountered 8 inquiries regarding the continuation of aid during the recovery phase.

The NS diligently responded to all 48 items of feedback and took action, particularly focusing on referrals for those individuals who encountered difficulties with their PIN cards. Of all the feedback received by the ZRCS, 100% were acknowledged and responded to.

• It is essential to acknowledge that the Zambia Red Cross Society (ZRCS) had limited feedback channels at its disposal and primarily relied on the toll-free hotline 7373, which served as the primary conduit for receiving feedback. Regrettably, the NS observed shortcomings in the absence of National Disaster Response Teams (NDRTs) and the inadequate implementation of alternative channels post-training. Additionally, there was insufficient information available concerning the channels we had established, and there was a notable absence of consultation with beneficiaries regarding their preferred feedback mechanisms. The response efforts involved conducting three community engagement meetings in Namwala, Monze, and Mazabuka districts. These meetings provided a platform to address the needs and concerns of the affected communities, as well as gather crucial learnings and feedbacks from the team and local actors on the overall response efforts for better implementation.

## Lessons Learnt

• Community meeting are very critical in ensuring relevance of response. These meetings provided a platform to address the needs and concerns of the affected communities, as well as gather crucial feedback on the overall response efforts for better implementation

from the PDM, it was noted that the most popular feedback channel for the affected communities within the 3 affected districts was through Red Cross Staff and volunteers.

## Challenges

• Due to mobility challenges, there was a fair chance that a few feedback could not be received in time.



**National Society Strengthening**

**Budget:** CHF 93,473

**Targeted Persons:** 8,364

**Assisted Persons:** 8,364

## Indicators

Title	Target	Actual
Number of lessons learned workshop conducted	1	1
Number of NDRT deployed.	3	3
Number of monitoring visits conducted.	3	3
Number of volunteers insured.	100	119

## Narrative description of achievements

To ensure the smooth execution of activities, ZRCS appointed a logistics officer responsible for procuring all necessary items for the DREF operation.

Additionally, a 4x4 vehicle was leased to facilitate response activities during the emergency. Adhering to IFRC's standard procedures for logistics and procurement, the operation made a conscious effort to prioritize sourcing relief goods locally. This approach aimed to meet the minimum standards of quality while ensuring cultural appropriateness for the affected communities. Zambia Red Cross Society (ZRCS) deployed a team consisting of

- One surge delegate proficient in WASH and Shelter,
- Three members of the National Disaster Response Team (NDRT). The NDRT worked closely with the Disaster Manager and Officer, providing oversight on interventions and day-to-day operations. For specific tasks, such as cash interventions, a designated focal point took the lead, while NDRT members focused on implementing WASH interventions.
- The operation also involved 10 staff members from relevant departments, offering their expertise and support throughout.
- The above team supported the coordination and management of the overall response, ensuring supervision of 119 volunteers mobilized, trained and deployed. 19 more than planned. They were all trained to have required skills on PGI, PSEA, and CEA across the districts of Namwala, Monze, and Mazabuka.

## Lessons Learnt

- There is a motivational effect in having the volunteers insured on their part as they interact with the communities and staff, they deliberately highlight the social security system should disaster fall to them on duty.

## Challenges

- Intermittent internet was experienced in some locations impacting the smooth monitoring and regular reporting.



## Secretariat Services

**Budget:** CHF 10,888

**Targeted Persons:** 3

**Assisted Persons:** 2

## Indicators

Title	Target	Actual
Number of field visits done by IFRC Staff	3	4

Number of Surge deployed	1	1
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## Narrative description of achievements

- The IFRC delegate provided operational support to the intervention.
- Being in Zambia, the IFRC delegate also supported regularly the coordination meetings both within the RCRC movement as well as with non-movement partners.
- There was regular monitoring in implementation branches conducted also by IFRC team. 1 monitoring visit from IFRC operation delegate to the affected communities and 3 visits by the IFRC surge supporting the DREF.

## Lessons Learnt

- There was great value in having surge support as this equally provide motivation, support and guidance to the national society

## Challenges

- Terms of the Zambian immigration are a bit stringent when it comes to authorization for the surge. The permit they give for surge support has limited stay.



## Shelter Housing And Settlements

**Budget:** CHF 181,750

**Targeted Persons:** 8,364

**Assisted Persons:** 8,364

## Indicators

Title	Target	Actual
Number of kitchen shelters constructed.	20	24
Number of households reached with sleeping mats	1,394	1,141
Number of households reached with blankets.	1,141	1,141
Number of households receiving mosquito nets	1,394	1,379
Number of households reached with Kitchen shelter construction.	1,394	1,394

## Narrative description of achievements

- ZRCS procured and distributed 102 tarpaulins used for construction of temporary latrines, bathrooms, and 24 cooking shelters.
- Tools that were provided for construction include: nails for construction except on 2 camps that had 2 cooking shelters due to the number of displaced persons.
- 3,423 blankets distributed to 1,141 HHs. The balance of 253 HHs or 759 blankets was distributed by other humanitarian agencies.
- 4,227 mats were also distributed to 1,141 HHs.
- ZRCS procured and distributed 4,227 treated mosquito nets for 1,379 households.

The variances observed between the targeted and actual outcomes in our shelter and settlement solutions program can be attributed to several specific factors.

1- Mosquito Nets and Sleeping Mats (15 households' variance): The variance of 15 households receiving mosquito nets and

sleeping mats below the initial target can be attributed to a situation where these households received assistance from other humanitarian partners concurrently engaged in distribution efforts. This redundancy demonstrates the collaborative nature of relief operations in disaster and crisis-affected areas, where multiple organizations work towards a common goal.

2- Tarpaulins (246 units variance): The significant variance observed in the procurement and distribution of tarpaulins, falling short of the original target by 246 units, was primarily influenced by other organizations that had already distributed the items to the beneficiaries.

## Lessons Learnt

- Where there are mobility and accessibility challenges, coordination with other actors is beneficial for the affected communities. The operation was aligned and linked DMMU and worked closely with the Zambia Air force who diversified transport modality (including boats).
- Moreover, an emphasis on meticulous planning and coordination with suppliers can significantly expedite procurement timelines. Timely acquisition and delivery of NFIs would mitigate response delays and ensure a more timely and appropriate provision of aid to disaster-affected regions. Establishing a dedicated logistics team could prove instrumental in overseeing these aspects, further optimizing disaster response capabilities.

## Challenges

- Logistical difficulties pertaining to the transportation of NFIs from the central warehouse to the designated camps were observed due to the limited availability of suitable vehicles, with only a single land cruiser at disposal.



## Multi-purpose Cash

**Budget:** CHF 83,908

**Targeted Persons:** 4,764

**Assisted Persons:** 4,764

## Indicators

Title	Target	Actual
Number of Markets and needs assessments Conducted.	1	1
Number of Post Distribution Monitoring doneing conducted.	1	1
Number of households reached with CVA	794	794

## Narrative description of achievements

- ZRCS successfully supported 794 households by providing 500 ZMW per month for a duration of three months. These cash grants were disbursed in March, covering the months of March, April, and May, ensuring that all targeted households had access to food for the entire three-month period. The DREF supported these families in Monze district. An additional 600 households were supported through the ECHO PPP funding.
- The initiative commenced with market and needs assessments conducted in the 20 camps. The aim was to evaluate the functionality of the local markets and network coverage to establish a suitable delivery modality. The assessments confirmed that the markets had resumed operations, ensuring that beneficiaries would be able to access food and other essential items once they received the funds from the ZRCS.
- The beneficiary registration was followed by a verification process to confirm the eligibility of recipients. Beneficiary SIM cards were distributed to facilitate the cash transfers.
- ZRCS engaged MTN mobile phone company as the financial service provider responsible for handling the cash disbursements. This arrangement transferred any associated risks related to cash handling during transit to MTN. ZRCS focused on verifying beneficiaries and ensuring the proper signing of recipient documents. A total of 794 Households (4764 people) received the cash

support, intended to assist them in meeting their basic needs.

- The cash distributions were conducted effectively, covering 100% of the intended beneficiaries. A post distribution monitoring survey revealed that 98% of recipients were content with the cash distribution process.

## Lessons Learnt

- Experience and learning from the past interventions is key for effective response. The response used the experience, tools and skills gained from the previous cash responses as well as the Red Rose facility to fast track the cash component of this DREF. From the PDM, the item that most households spent most of their cash was food, followed by health/medication and then transport.

## Challenges

- Network challenges occasionally affected disbursement of funds to the affected communities. This was noted by 0.9% of the PDM sampled households.



## Water, Sanitation And Hygiene

**Budget:** CHF 63,951

**Targeted Persons:** 8,364

**Assisted Persons:** 8,364

## Indicators

Title	Target	Actual
Number of bathing shelter constructed	144	102
number of households receiving multipurpose soap	1,394	1,387
number of people reached with hygiene promotion messages	154,608	154,608
Number of households received water storage Containers	1,329	1,264
Number of temporal latrines constructed in Camps	144	82

## Narrative description of achievements

- Zambia Red Cross Society provided essential WASH facilities, including temporary latrines and bathing shelters in all the camps. Each household received 2 plastic jerricans to facilitate safe water collection and storage.
- To promote good hygiene practices, ZRCS conducted public awareness through radio programs and sessions to emphasize the importance of using the available sanitation facilities, such as handwashing stations, and the significance of maintaining good hygiene practices reaching out to 154,608 people.
- Moreover, cleaning schedules for sanitation facilities, including latrines, bathing shelters, and cooking areas, were developed and implemented in each camp to maintain hygiene standards.
- As a result of effective planning and implementation, the ZRCS team successfully constructed a total of 24 cooking shelters, 102 bathing shelters, and 82 temporary latrines in 18 camps of Monze, Namwala, and Mazabuka districts.
- This intervention significantly improved WASH conditions, ensuring a safer and healthier environment for the displaced communities. From the PDM, 89% of the households indicated that the NFI support they received from the Red Cross was appropriate and timely, while 7% were not sure. for those who were not sure, the main reason they gave was that accessibility challenges affected the delivery of the NFIs to the beneficiaries.

## **Lessons Learnt**

• Collaboration with government ministries and other partner organizations enhances the overall response effort, and in the process, avoiding duplication and maximizing resources for the benefit of the affected populations.

## **Challenges**

- Accessibility to the affected communities was initially a challenge.
- higher cost of transportation and inflation has reduced the target for some activities.

# Financial Report

## Please explain variances (if any)

On the total allocated by the DREF of CHF 451,422, The NS has spent CHF 380,078 and the overall closing Balance of 71,344 will be returned to the DREF pot.

The balance for the DREF is attributed mainly to unspent amount following the reduction of some distributions after it was identified these families received already support from others partners. to the following reasons:

- Less tarpaulins were procured, 102 instead of 348 because some organizations had already distributed.
- There was a delay in sending the last cash transfer to the NS because of the situation the NS faced towards the end of the operation that posed a risk to IFRC if funds were to be kept in the bank account of the NS before the issues were resolved. The process of resolving the issue took some weeks hence the delay in implementation. This resulted in more activities that were planned to take place after the distribution not to be conducted, hence explaining the balance. This include activities of messages and CEA not fully implemented. This explain the variance for the volunteers cost and NS personnel which were volunteers per diem and specific monitoring for the CEA and feedback system.
- The monitoring structure from IFRC were mainly conducted by the Operation manager in country and the surge. Which significantly reduce the final cost of travels.
- General expenses variances is a result of the adjustment of admin fees not fully sent to NS because they were adjusted to the real final expenses.

# Contact Information

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

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[Click here for reference](#)

# DREF Operation

Selected Parameters			
Reporting Timeframe	2023/03-2023/09	Operation	MDRZM019
Budget Timeframe	2023/02-2023/06	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 24/Oct/2023

All figures are in Swiss Francs (CHF)

### MDRZM019 - Zambia - Flood in Southern Province

Operating Timeframe: 25 Feb 2023 to 30 Jun 2023

#### I. Summary

<b>Opening Balance</b>	<b>451,422</b>
<b>Expenditure</b>	<b>-380,078</b>
<b>Closing Balance</b>	<b>71,344</b>

#### II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	265,657	245,892	19,765
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene	63,951	40,517	23,434
AOF6 - Protection, Gender & Inclusion	8,422	5,744	2,679
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>338,031</b>	<b>292,153</b>	<b>45,878</b>
SFI1 - Strengthen National Societies	102,504	83,445	19,059
SFI2 - Effective international disaster management	10,380	4,480	5,900
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	507		507
<b>Strategy for implementation Total</b>	<b>113,392</b>	<b>87,925</b>	<b>25,467</b>
<b>Grand Total</b>	<b>451,422</b>	<b>380,078</b>	<b>71,345</b>

# DREF Operation

Selected Parameters			
Reporting Timeframe	2023/03-2023/09	Operation	MDRZM019
Budget Timeframe	2023/02-2023/06	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 24/Oct/2023

All figures are in Swiss Francs (CHF)

### MDRZM019 - Zambia - Flood in Southern Province

Operating Timeframe: 25 Feb 2023 to 30 Jun 2023

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>282,479</b>	<b>261,017</b>	<b>21,462</b>
Shelter - Relief	61,079	59,959	1,120
Construction Materials	715	496	218
Clothing & Textiles	101,718	101,296	422
Water, Sanitation & Hygiene	45,899	35,768	10,131
Cash Disbursement	73,070	63,499	9,571
<b>Logistics, Transport &amp; Storage</b>	<b>16,674</b>	<b>15,415</b>	<b>1,259</b>
Distribution & Monitoring	7,146	7,023	123
Transport & Vehicles Costs	9,528	8,393	1,135
<b>Personnel</b>	<b>39,160</b>	<b>15,114</b>	<b>24,046</b>
International Staff		1,469	-1,469
National Society Staff	24,392	11,930	12,461
Volunteers	14,768	1,716	13,053
<b>Workshops &amp; Training</b>	<b>20,485</b>	<b>11,648</b>	<b>8,837</b>
Workshops & Training	20,485	11,648	8,837
<b>General Expenditure</b>	<b>65,072</b>	<b>53,685</b>	<b>11,387</b>
Travel	8,984	3,807	5,178
Information & Public Relations	10,290	10,549	-259
Office Costs	286	196	90
Communications	2,382	2,870	-488
Financial Charges	953	1,481	-528
Other General Expenses	42,177	34,783	7,394
<b>Indirect Costs</b>	<b>27,552</b>	<b>23,197</b>	<b>4,354</b>
Programme & Services Support Recover	27,552	23,197	4,354
<b>Grand Total</b>	<b>451,422</b>	<b>380,078</b>	<b>71,345</b>