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Final Report

Zambia: Dam Spillage

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRZM013
Date of Issue: 26 July 2021	Glide number: FF-2020-000240-ZMB
Operation start date: 5 January 2021	Operation end date: 30 April 2021
Host National Society: Zambia Red Cross Society	Operation budget: CHF 163,761
Number of people affected: 4,272 people (712 families)	Number of people assisted: 3,528 people (588 households)¹
Red Cross Red Crescent Movement partners currently actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), and The Netherlands Red Cross (NLRC)	
Other partner organizations actively involved in the operation: Disaster Management and Mitigation Unit (DMMU), Muslim Community of Zambia, Zambia Air Force	

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include 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. On behalf of Zambia Red Cross Society (ZRCS), the IFRC would like to extend gratitude to all for their generous contributions.

Please click [here](#) for the Final Financial Report and [here](#) for the Contacts

A. SITUATION ANALYSIS

Description of the disaster

Heavy rainfall that occurred from 22nd to 26th December 2020 led to bursting of Kandesha dam in Mumbwa district of Central Province of Zambia, affecting 500 households in four communities namely, Munengo, Kambobe, Katala, and Chiloweni communities of Mapona ward. Some 169 households were also displaced out of the affected. The Government, through the Disaster Management and Mitigation Unit (DMMU), created a camp called Kandesha and supplied 50 tents to accommodate the displaced households. Currently, there are 46 families at the old camp, while other families initially displaced are living with their relatives or renting somewhere else waiting for the end of the rainy season. In response, Zambia Red Cross Society (ZRCS) launched three months [DREF operation](#) respond to the needs of the affected population.

During implementation of the emergency plan of action (EPoA), Mumbwa district continued to experience severe rainfall, resulting on additional flooding which culminated on Wednesday 10 February 2021. Some 18 additional villages were affected with four villages totally submerged and 26 houses collapsed. This further affected 1,272 people (212 HH). The four villages totally submerged include



NFI distribution at Muchabi camp for dam spillage, Photo by Zambia RC

¹ Average family size in Zambia is 6 people/family

Miyanda, Namucheche, Musosya and Kamutengo. The remaining villages, including Kakombo, Chiboboka, Chisenke, Shachizube, Shinjanji, Muchabi, Shamboze, Nkoka, Shakumbila, Mweemba, Chumbuluka, Namoomba, Shichibwa and Kansengwe were partially affected. Two people were injured and hospitalized. Moreover, 136 hectares of farming land out of 327 total hectares of land were affected in three camps namely Nangoma, Myooye and Muchabi Agric camp were washed away, and 511 farmers had their crops destroyed. An additional 50 households were displaced and evacuated to Muchabi primary school where 42 tents were provided and erected by DMMU and ZRCS supported the remaining households without shelter at the camp. In total, 4,272 people (712 households) were affected by both flooding events in Kandesha and Muchabi.

This second flooding event necessitated ZRCS to update the EPoA to incorporate the newly affected camp which was approved (see [Operation Update](#) published in March 2021). Therefore, this operation has been carried out in two separate camps of Kandesha and Muchabi in Mumbwa District. The report will therefore highlight key achievements of the Dam spillage in Kandesha and flooding in Muchabi community

Summary of response

Overview of Operating National Society

Following approval of the DREF operation on 05 January 2021, IFRC transferred funds to Zambia Red Cross Society to commence response activities in Kandesha and later at the Muchabi camp following the heavy downpour in February 2021. The National Society led the operation in Mumbwa District in collaboration with Disaster Management Committee. The committee was chaired by the Mumbwa District Commissioner and all heads of government departments are members including the Mumbwa Red Cross branch. This team coordinated both camps to get planned activities implemented.

The following actions were undertaken:

- A detailed assessment was carried out in collaboration with Government stakeholders to establish the needs and gaps in the support for the affected families in both Kandesha and Muchabi camps.
- 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. Two hundred and fifty-seven (257) registered households successfully received 1,530 ZMW each as cash grant (with 30 ZMW meant to cover the withdrawal charge). As such, each recipient family withdrew a total of ZMW 1,500 using MTN mobile money. The cash was meant to cater for their basic needs for 3 months from January to March 2021 and was distributed as a one-off in February 2021.
- ZRCS conducted a WASH assessment in Kandesha camp, and the same assessment supported the decision for WASH activities in Muchabi camp. Health and WASH activities included the training of 25 volunteers in Kandesha and 25 in Muchabi in Hygiene promotion and water treatment, construction of six temporary latrines and two bathing stations in Kandesha camp. Volunteers then went on to conduct mass sensitization campaigns in both camps.
- The induction of 25 volunteers from both camps on ZRCS Code of Conduct was done.
- Camp coordination and Camp Management training was conducted with support from DMMU, where 15 Mumbwa Red Cross branch volunteers were trained.
- 40 volunteers were trained in Community Engagement and Accountability, 7 volunteers were from Muchabi camp, 10 Volunteers were from Kandesha Camp and 3 volunteers were from the central Mumbwa ZRCS branch. This training resulted in the formation of complaints and response mechanism committees in the two camps, respectively.
- Two post distribution monitoring of cash and NFI distribution were carried out.
- A lessons learnt workshop with the operation stakeholders from the District Disaster Management Committee was conducted in Mumbwa District.



*Beneficiary all smiles after receiving relief items,
photo by Zambia RC*

- Overall, the operation reached a total of 588 households (3,528 people), supporting them with relief and cash shortly after the disaster and aiding in their early recovery. The operation also supported boosting of the local economy thanks to the injection of funds through distributed cash.

Below table highlights NFIs procured and distributed at both Muchabi and Kandesha camps, reaching a total 588 households (88 HHs in Muchabi and 500 HHs in Kandesha)

Description	Purchased	Distributed	# of HHs assisted	Items distributed per household	Balance
Blankets	420	420	140	3/HH	0
Tarpaulins	264	258	129	2/HH	6
Kitchen Sets	157	157	157	1/HH	0
Sleeping Mats	777	777	259	3/HH	0
Mosquito Nets	1170	1170	390	3/HH	0
Multipurpose Soap	9000	9000	1,500 HH per month for 3 months (Distribution included surrounding communities and not only the 257 affected HHs)	3/HH	0
Face masks	3000	3000	600 with an average of 5 persons per hh	2/Person	0
Disposable sanitary pads	1707	1707	569	3/woman	0
Foot operated handwash station	10	10		3 at Kandesha 2 at Muchabi 1 at Clinic 1 St Edmunds primary school	0

Overview of Red Cross Red Crescent Movement in country

The International Federation of Red Cross and Red Crescent Societies (IFRC) provides technical and financial support to ZRCS through the in-country delegate based in Lusaka and its Southern Africa Cluster Delegation based in Pretoria, South Africa. The National Society is working closely with IFRC in response to the Drought in the Western Province of Zambia and on the COVID 19 response in the country. The IFRC delegate in Zambia provided technical support to the NS throughout the implementation of this operation.

The Netherlands Red Cross (NLRC) is the only PNS in country and is providing technical and financial support to several projects. The main programs NLRC are supporting are WASH, Health, population movement, and disaster response preparedness. In terms of disaster response, NLRC is directly involved in response to man-made disasters (population movement) and natural disasters like the current floods and drought. Over the years, the NLRC has supported the NS in its emergency preparedness and response for cholera and most recently, with the COVID-19 pandemic. NLRC has also contributed to the Drought Appeal bilaterally.

Support by DMMU		
Items	Quantity	Households assisted by these items
25 kg Mealie Meal	125	260
250Kg Beans	1	139
150Kg Sugar	1	150
150kg Salt	1	150
750ml Cooking Oil	120	120
Tents	100	257

The NS is working closely with the International Committee of the Red Cross (ICRC) in population movement-related activities of contact tracing and restoring family links in Zambia. With support from ICRC, the National Society has undertaken Safer Access Framework (SAF) dissemination for some volunteers in selected districts in Western, Southern, Eastern, and North-Western Provinces where each branch was represented by one volunteer. HQ and field staff were equally involved.

Overview of other actors' actions in country

The Disaster Management and Mitigating Unit (DMMU), through the District Disaster Management Committee (DDMC) which is chaired by the District Commissioner for Mumbwa District was the main actor coordinating the response for the emergency in flooded communities especially on aspects of Camp Coordination and provision of Shelter. Department of Social Welfare under the Ministry of Community Development and Social Services was also a front actor in this operation. So far, the following items and food were provided to the affected households in both camps by the Government.

Needs analysis and scenario planning

Following the emergency needs assessment conducted after Kandesha Dam collapsed, ZRCS developed an Emergency Plan of Action and funds through the DREF were successfully secured to respond to the urgent needs of 3,000 people (500 HH) affected. A month after the Dam spillage, another flooding was experienced in some communities within same district, affecting an additional 212 households (1,272 people) and displacing 88 HH, who were accommodated at a new camp called Muchabi. ZRCS updated the plan of action within the existing EPoA DREF to accommodate the newly displaced families at Muchabi camp.

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

- Water, Sanitation and Hygiene (WASH):** The target households in Kandesha were 500HHs affected by the floods, while in Muchabi, they were 88HHs affected and displaced from their homes. Based on the assessments conducted, it was deduced that 500HHs experienced water contamination and were assisted with chlorine and soap. From the 500 affected households at Kandesha, 169 were displaced and were accommodated at Kandesha camp. These families needed access to safe water and sanitation. They were assisted through water trucking by DMMU and construction of temporary latrines and bathing stations by ZRCS. In Muchabi, the camp was located next to the Muchabi primary school borehole, so the targeted households had access to water. ZRCS supported the displaced in Muchabi displaced with chlorine for household water treatment, face masks, soap, hygiene kits to women and foot operated hand wash stations. Representatives from both camps received training in water treatment and volunteers conducted hygiene promotion activities within the camps.



Water treatment training at Nambala Hills camp (Kandesha Camp), photo by Zambia RC

- Shelter:** The floods caused the displacement of 257 households (88 HH in Muchabi camp and 169 HH in Kandesha camp), who did not have adequate shelter. Indeed, DMMU only had 88 tents which is distributed as follows: 42 tents to Kandesha camp and 46 tents for Muchabi camp. This meant remaining 42 households sharing tents in Muchabi camp lived in overcrowded environment since they had nowhere to go. On the other hand, the remaining 127 HH in Kandesha were integrated into host households. After receiving cash support, 127 households in Kandesha camp were able to find alternative accommodation. ZRCS also supported these households with a variety of household items such as sleeping mats, blankets, and kitchen sets and tarpaulins. No shelter construction activities took place due to unavailability of some construction materials and shelter toolkits on the local market.
- Livelihood and basic needs:** The target population was 257 households and focused on those displaced and relocated in the two camps in Mumbwa district. The registration and validation for the target population for the cash intervention was done with the department of Social Welfare, the Kandesha camp manager and Muchabi camp committee. With the blessing of the District Disaster Management Committee, the team chaired by the Mumbwa District Commissioner came up with a criterion to identify beneficiaries that would be supported by ZRCS in the cash intervention. This team had a series of meetings, and it was agreed that the criteria to be used was the extent of loss of basic items by beneficiaries during the flood, i.e., (1) Full house submerged, (2)

house submerged with loss of household property and food stuff. A total of 257 HH (169 HH in Kandesha camp and 88 HH in Muchabi camp) were identified, registered, validated and supported with K500/HH per month for 3 months to meet their basic food needs. Zambia Red Cross Society conducted a market assessment prior to the implementation of the cash distribution. Some of the key findings of the market assessment showed that no markets were affected by the flash flood and that all markets were still accessible, shops and traders stocked all basic commodities which would be required by the target population and generally, there was no shock in the supply and availability of food and non-food items.

Risk Analysis

ZRCS faced some risks and managed to mitigate them without serious implications as highlighted below:

- COVID 19 situation was one of the major risks of this operation for staff, volunteers as well as the community at large. Health and hygiene promotion were adjusted in line with any new measures that came up. ZRCS managed to distribute COVID-19 PPEs to the staff and volunteers involved in the response. The volunteers and staff also ensured social distancing during cash and NFI distribution activities.
- Continuous heavy rainfall was another risk that affected the operation in such a way that another serious flooding happened in another location within the same District. This posed another risk to the beneficiaries as well as ZRCS as same resources were distributed to the two affected areas.

B. OPERATIONAL STRATEGY

Proposed strategy

This DREF operation aimed at providing immediate relief to 712 households (4,272 people) affected by the floods in Mumbwa District through services in the areas of shelter, livelihood and basic needs, health and WASH.

The initial plan of action targeted 500 households (3,000 people) with above mentioned services as stated in [EPoA](#). However, the plan of action was modified due to more flooding in the other part of the district and through efficient coordination with Mumbwa disaster management committee, an additional 212 households were affected and 88 displaced households in Muchabi camp were included in the updated/revised response plan. Zambia Red Cross Society supported the two camps through provision of emergency cash to meet their basic food needs, provision of tarpaulins to complement the shelter efforts by the Government as well as distributing WASH items such as Chlorine, multipurpose soap, and non-food items such as mosquito nets, blankets, sleeping, mats, and kitchen sets to overall 88 and 169 affected households in Kandesha and Muchabi camps respectively. Zambia Red Cross managed to reach out to Muchabi camp through some budget savings from the planned procurement of shelter tool kits, which could not be locally sourced.

Zambia Red Cross distributed household items from its central warehouse in Lusaka and procured some from the DREF operation. The National Society also managed to replenish the stocks distributed to affected persons from its warehouse as per the table 1 above. The sectors of implementation included Shelter, Livelihood and WASH as per the explanations under needs analysis above. Community engagement and accountability was cross cutting in all the interventions under this operation

Operational support services

Human Resources: ZRCS deployed a total of 50 volunteers to support this response (25 in Kandesha camp and 25 in Muchabi camp). ZRCS does not have strong presence in this district, so the NS used the opportunity of this operation to recruit new volunteers. In addition, two NRTs were deployed to Mumbwa to support emergency needs assessment and supervise the volunteers in response. The National Society HQ staff continuously supported implementation and supervision of volunteers under the leadership of the Secretary General. The National Society Cash Focal person and livelihood officer played a crucial role in supporting the cash-based intervention. The IFRC in-country Operations delegate also provided technical support throughout the implementation period.

Logistics and Supply Chain: All procurement on this operation was done in line with IFRC and ZRCS procurement procedures. The National Society Fulltime Logistics officer, supported by an intern, worked tirelessly to get good quality materials to the affected households in a timely manner.


Communication and Visibility: To support volunteers in their mission as well as the visibility of Red Cross actions on the ground, ZRCS procured protection and visibility items for 35 volunteers including Red Cross bibs, raincoats, and gumboots.


Planning, Monitoring, Evaluation and Reporting (PMER): Regular field visits by National Society HQ were conducted to ensure activities were implemented per the plan of action. An [Operations update](#) was issued when another flooding event occurred in the district, which dictated some adjustments in the plan of action.

At the end of the operation, a lesson learnt workshop was organized by ZRCS with IFRC and other stakeholders of this operation, to reflect on implementation. This workshop allowed for informed planning in future operations, as well as many issues surrounding coordination, planning, financial management and others were discussed. The NS is now aware of elements which need to be considered in any future operations.

Details of activities implemented in the areas of focus are highlighted in the detailed operational plan below including achievements, challenges, and lessons learnt.

C. DETAILED OPERATIONAL PLAN

 <p>Shelter People reached: 1,542 people or 257 households Male:617 Female: 925</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		
Indicators:	Target	Actual
# people/households provided with emergency shelter and settlement assistance (target updated)	462 people or 77 HH	774 people or 129 HH (88 HH in Muchabi and 41 HH in Kandesha)
Output 1.1: Short-term shelter and settlement assistance is provided to affected households		
Indicators:	Target	Actual
# of emergency shelters provided	77HH (462 people)	129 HH (774 people)
# of households provided with items (169 in Kandesha and 08HH in Muchabi)	219 HH (1,314 people)	257 HH (1,542 people) (169 HH in Kandesha and 88 households in Muchabi) + 2 additional items for the isolation center in Kandesha
# of emergency isolation shelters	2	2
# of shelter related Household Items (HHI) procured and distributed	79 shelter tool kits 158 tarpaulins 1106 poles, 465 blankets, 663 sleeping mats and 119 kitchen sets	258 tarpaulins (176 in Muchabi and 82 in Kandesha) 420 blankets (52 in Kandesha and 88 in Muchabi) 157 Kitchen Sets, (69 in Kandesha and 88 in

		Muchabi). 777 Sleeping Mats, (169 in Kandesha and 88 in Muchabi) + 2 for isolation center
Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to affected households		
Indicators:	Target	Actual
# of volunteers providing recipient households with technical support and guidance, appropriate to the type of support they received (25 volunteers)	35 (25 volunteers in Kandesha and 10 in Muchabi)	15 from Kandesha
# households provided with technical support and guidance, appropriate to the type of support they received	77 HH	0
Minimum percentage of volunteers and recipients who acknowledge the usefulness of the technical support provided on safe shelter construction (Target: at least 80%)	80% or 369 people (80 percent of 462 people which is 69 households in Kandesha and 8 HH in Muchabi)	0
Narrative description of achievements		
<ul style="list-style-type: none"> The NS managed to distribute 258 tarpaulins for a total 129 HH or 774 people (88 households in Muchabi camp and 41 households in Kandesha camp). These tarpaulins assisted the target population to erect temporary shelters as they await the completion of the build back better program conducted by government. Land has already been identified where the displaced population will be moved. Household items were distributed to an overall 588 households or 3,528 people (88 HHs in Muchabi and 500 HHs in Kandesha). For a detailed list of household items procured and distributed kindly refer to table 1 above. These items supported households on their path to recovery as they did not need to beg for items from family. The plan to support the construction of temporary shelter did not happen due unavailability of land at the camp site. As such, no households received technical support. ZRCS followed up the procurements of shelter and household items with training in camp coordination and camp management with a view to bring a wholistic training, i.e. not only focused or biased to shelter construction. Only 15 volunteers in Kandesha camp were trained in camp management as compared to 25 volunteers planned because of accessibility challenges to Muchabi camp. The area got flooded when the training was planned. 		
<i>ZRCS volunteer distributing NFIs</i>		
Challenges		
<ul style="list-style-type: none"> During the registration of targeted families, households that were not displaced also wanted to benefit from the shelter and household items provided, which sometimes created tension between the host communities, the displaced and ZRCS volunteers. Muchabi camp was very difficult to access. As such, ZRCS had to collaborate with Zambia Air Force to support with big trucks that could reach Muchabi camp with the household items. 		
Lessons Learned		

Stakeholder coordination was very good at District level, where roles and responsibilities for different stakeholders was well stipulated and no duplication of efforts was seen during implementation. The complementarity of efforts between DMMU and ZRCS helped set the affected on the path to recovery.



Livelihoods and basic needs

People reached: 1,542 people or 257 households

Male: 617

Female: 925

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

Indicators:	Target	Actual
# households provided with cash for basic needs	219 HH (169 in Kandesha and 50 in Muchabi)	257 HH (169 HH in Kandesha and 88HH in Muchabi)

Output 1.1: Provide multipurpose Cash Transfer of 1,500 ZMW to 169 flood displaced families in Mumbwa district for 3 months

Indicators:	Target	Actual
# of assessments conducted (joint WaSH and Cash assessment)	1 assessment	1 assessment
# of people receiving cash	1,314 people (1014 people in Kandesha and 300 in Muchabi)	1,542 people (1,014 people (169HH) in Kandesha and 528 people (88HH) in Muchabi.
# of stakeholder meetings conducted	2	4
# of volunteers involved in cash activities	10 (5 in Kandesha and 5 in Muchabi)	10 (5 in Kandesha and 5 in Muchabi)

Narrative description of achievements

- The registration and validation of the target population for the cash intervention was done by ZRCS with the department of Social Welfare, the Kandesha camp manager and Muchabi camp committee, supported by the District Disaster Management Committee. Chaired by the Mumbwa District Commissioner, the team came up with selection criterion to identify beneficiaries that would be supported by ZRCS in the cash intervention.
- ZRCS conducted a market assessment in Mumbwa. The market assessment revealed that there are three main markets in Mumbwa where people get their commodities namely: Bus stop market, main market and Phiri and Sons market. These are all medium sized markets with 50 to 100 shops. None of the shops were affected by the flood and all basic commodities were available and accessible by the affected population
- A total of 257 HH (169 HH in Kandesha camp and 88 HH in Muchabi camp) were identified, registered, validated and supported with 500 ZMW per household per month for a period of 3 months. The value of the cash was determined through the value of the basic food in collaboration with government.



Beneficiary registration and validation during cash distribution in Mumbwa, Photo by Zambia RC

Challenges

- 15 recipients who lost vital documents and gadgets in the flash flood, has difficulties accessing the due support. These vital documents (National Identity Card) and gadgets (Mobile Phone) are a requirement for sim card registration with the mobile financial service provider. ZRCS with support for the Mumbwa District

Social Welfare Department had to identify proxy's or deputies that the beneficiaries trust to withdraw the funds on their behalf.

- Five recipients could not have their sim cards registered with mobile FSP. ZRCS and the mobile FSP had to go through the sim registration process again with them.

Lessons Learned

- Affected population welcomed the cash support, which confirmed that cash and voucher assistance is the quickest way of providing support while maintaining affected household's dignity. With the funds received, the families could decide based on their specific needs what was most urgent for them.
- ZRCS support was timely, and this was appreciated by both affected population and the Government stakeholders, helping in boosting NS visibility and acceptance.



Water, sanitation, and hygiene

People reached: 3,528 people

Male: 1,412

Female: 2,116

Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities


Indicators:	Target	Actual
% of targeted households provided with WASH support	712 HH or 4,272 people (500 HH in Kandesha and 212 HH in Muchabi)	3,000 people (500HH) in Kandesha and 528 people (88HH) in Muchabi

Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities

Indicators:	Target	Actual
# of sensitization meetings conducted	6 (3 for Kandesha and 3 for Muchabi)	6 (3 in Kandesha and 3 in Muchabi)
# of chlorine bottles procured and distributed	1,500 bottles	637 bottles in Kandesha and 863 bottles in Muchabi

Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Indicators:	Target	Actual
# of mosquito nets procured and distributed	1,406 nets (1,256 in Kandesha and 150 in Muchabi)	1,169 Mosquito nets distributed (604 distributed in Kandesha and 465 distributed in Muchabi)
# of soap procured and distributed	9,000 soap bars (9,000 for Kandesha and 300 for Muchabi)	9,000 tablets of soap distributed (6,576 distributed in Kandesha and 2,424 distributed in Muchabi)
# of reusable face masks procured and distributed	4,272 masks (3,000 for Kandesha and 1,272 for Muchabi)	3,000 face masks distributed (1974 distributed in Kandesha and 1026 in Muchabi)
# of volunteers trained in hygiene promotion and sensitization	35 volunteers (25 for Kandesha and 10 for Muchabi)	50 (25 for Kandesha and 25 for Muchabi)

# of HH reached with door-to-door hygiene promotion campaigns	712 HH (500 HH in Kandesha 212 HH in Muchabi)	588 HH (500 HH in Kandesha and 88 HH in Muchabi)
# of sanitary towels procured and distributed	1,440 packs for Kandesha	1,708 (773 in Kandesha 935 in Muchabi)
# of women and girls receiving sanitary towels	480 women and girls	569 women and girls
Narrative description of achievements		
<ul style="list-style-type: none"> All 712 affected households were targeted with the WASH response, but ZRCS reached 588 HH with WASH activities because some affected families in Kandesha camp had integrated nearby communities after the initial household items distribution conducted soon after the disaster. As such, they did not benefit from more support since they could not be tracked down. Wash Items including 9,000 pieces of soap (1,500 HH in targeted camps and surrounding communities), 1,707 packs of sanitary pads (569 women and girls) as well as 10 foot-operated handwashing stations were distributed through this operation. Distribution was conducted in February 2021. Please refer to table 1 above for details on items that were procured and distributed. A total of 1,169 long lasting impregnated mosquito nets were distributed to 390 households (3/HH) as follows: 604 distributed in Kandesha and 465 distributed in Muchabi). More nets were distributed in Muchabi than planned, because more families needed them while less was distributed than planned in Kandesha because some households had integrated the nearby communities with family and friends. Only 3,000 face masks distributed overall (1974 in Kandesha and 1026 in Muchabi) instead of planned 4,272 because a portion of the affected and targeted families had moved to nearby communities. ZRCS conducted several trainings to enable efficient response in this sector. A total 25 volunteers were trained as Trainer of Trainers (ToTs) in hygiene promotion and this training was facilitated by stakeholders from the ministry of health in Mumbwa district. The trainers later trickled down the knowledge to an additional 25 volunteers in the affected areas in water treatment and hygiene promotion, malaria prevention and COVID 19 prevention measures. This enabled the NS to reach out to over 1,500HH in the two camps and its surrounding communities. The 25 ToT's and additional 25 volunteers (50 Hygiene promoters) rolled out a series of health and hygiene promotion activities in the two camps and to the affected community around the two camps. Sensitization meetings took place in both Kandesha and Muchabi camps, reaching an overall 588 HH (500 HH in Kandesha and 88 HH in Muchabi). This included hand washing demonstrations, hygiene promotion and health awareness, with a focus on Covid-19 and cholera preventive messages. A total of 569 women and girls (480 in Kandesha and 116 in Muchabi) received 3 packs each (1 per month) to be utilized for 3 months. This exceeded target of 480 women and girls which was set in EPoA, as Muchabi women were later considered for the support. Aside from the procured wash-rated items for hygiene promotion like soap, hand washing stations, face masks and hand sanitisers to the affected population was sensitized on how to mix chlorine with water to limit exposure of affected population to water-related diseases such as cholera due to potential consumption of dirty water. Besides, through the sensitization activities, volunteers demonstrated the correct and standard use of mosquito nets. Hygiene promotion standards were core to the sensitization and COVID 19 pandemic messages were fundamental throughout the sensitization process. 		
 <p><i>Volunteer demonstrating how to proper hand washing techniques</i></p>		
Challenges		
<ul style="list-style-type: none"> Community access was a challenge since some areas still had traces of water during implementation impeding smooth movements, considering the topographical landscape and soil type, that is, clay soil. 		
Lessons Learned		

- Even in disaster times when resources are limited, communities still practice alternative preventive measures. For instance, most households claimed that they boil water as an alternate to chlorinating.
- COVID 19 prevention and adherence was relaxed with most of the flood affected families, especially, those outside the camps claiming that COVID was only present in urban setups.

Strengthen National Society

Indicators:	Target	Actual
Mobilization and orientation of volunteers and RC principles, roles, and responsibilities	35 volunteers (25 in Kandesha and 10 in Muchabi)	45 (25 in Kandesha and 20 in Muchabi)
# of PPE materials procured and distributed to volunteers	35 volunteers (25 for Kandesha and 10 for Muchabi)	55 (35 for Kandesha and 20 for Muchabi)
# of feedback mechanisms setup	2	2 (1 in Kandesha and 1 in Muchabi)
# of monitoring missions by CCST	2	1
# of Lessons learnt workshops conducted	1	1
# of volunteers trained in CEA/PGI	35 volunteers (25 for Kandesha and 10 for Muchabi)	40 (20 from HQ and 7 Muchabi, 7 Kandesha and 6 ZRCS Mumbwa branch)

Narrative description of achievements

- At the beginning of the intervention in Kandesha, the NS trained 25 volunteers in the Red Cross and Crescent Movement Fundamental Principles and the ZRCS Code of Conduct. After the training, all 25 volunteers signed the document. A total of 40 volunteers and staff were trained in CEA (20 from HQ and 7 Muchabi, 7 Kandesha and 6 ZRCS Mumbwa branch).
- At camp level, a committee was set up through Department of Social Welfare to represent recipients of distributed items and provide direct feedback on the items received.
- Furthermore, in enhancing the capacity of the National Society 20 staff members were re-oriented in Community Engagement and Accountability (CEA) and Protection, Gender, and Inclusion (PGI) to directly support the operation.
- CEA was streamlined throughout as a fulcrum of the intervention to guarantee maximum and meaningful participation of the affected communities. To clarity and for a good flow of information, clear roles and responsibilities were mutually shared with Government stakeholders and community leaders.
- During the intervention, ZRCS worked closely with Department of Social Welfare. ZRCS averted duplication of the complaints and feedback mechanism by adopting and operationalizing the Social Welfare's communication and complaint/feedback mechanism, that is, use of committee, use of complaint, and feedback forms and phone number which was introduced at the onset of the operation after the District Disaster Management Committee (DDMC) agreed that Department of Social Welfare spearhead camp coordination alongside Disaster Management and Mitigation Unit (DMMU) alongside ZRCS.
- IFRC Operation delegate in-country conducted a monitoring mission in March 2021 to oversee closing of the operation. Prior to this, she met the various stakeholder including DMMU, visited both camps where she supervised the last distribution of shelter materials and facilitated the lessons learned workshop together with ZRCS Disaster management unit.



ZRCS staff and volunteers engaging with target population at Muchabi Camp

Challenges

- CEA training, volunteers from Muchabi camp 83 km away from Mumbwa had transport challenges to reach Mumbwa because there was no formal transport

- There was some confusion on which committee members should attend. There are two committees in Muchabi, one formed and appointed by the district commissioner and the other by the campers/displaced community.
- The committee appointed by Mumbwa DC and his royal highness Chief Shalumbila posed a challenge to ZRCS and the stakeholders, Department of Social Welfare, and the camp committee because they claimed that they were chosen to coordinate the camp at Muchabi. The challenge was harmonized by engaging the authorities including the DC and the Chief's representatives.

Lessons Learned

- When CEA is infused as a core component in the operation especially at the beginning, duplications are avoided, and coordination is enhanced. This also fosters smooth community participation, thus, creating a harmonious operation environment.
- There was positive participation and feedback from the affected community despite the challenge highlighted which made it easy for the NS to adjust some of the plans and be able to meet the actual needs of the affected population

D. Financial Report

The overall amount allocated for this operation was CHF 163,761 of which CHF 118,505 (72%) were expensed. A balance of CHF 45,255 will be returned to the DREF pot.

Explanation on variances

Description	Budget (CHF)	Expenditure (CHF)	Variance (CHF)	Variance Explanation
Shelter - Relief	18,224	21,844	-3,620	Price increase of some NFIs such as Tarpaulins
Construction Materials		194	-194	Although not budgeted for, the expense was needed to support the setup of the temporary shelters.
Clothing & Textiles	58,360	13,704	44,656	Account coding mistake during planning led to this under expense. Indeed, the costs accounted for under "Other Supplies & Services" and "Utensils and Tools" budget lines were planned for under this accounting code.
Utensils & Tools		2,404	-2,404	As indicated above, an account coding error during budget planning led to items under this budget line to be planned for using "Other Supplies & Services" accounting codes.
Other Supplies & Services		10,592	-10,592	As indicated above, an account coding error during budget planning led to items under this budget line to be planned for using "Other Supplies & Services" accounting codes.
Cash Disbursement	11,732	16,648	-4,916	A second flooding event required ZRCS to update the EPoA, incorporating the newly affected camp to the response strategy, as approved in the Operation Update published in March 2021. The supplementary expense is linked to the response in Muchabi.
Distribution & Monitoring	6,675		6,675	Costs under this budget were imbedded in the NFI procurement under shelter budget line
Volunteers	9,147	1,434	7,713	Due to inaccessibility of some places, volunteers could not manage to reach out to the affected areas in some days of the flooding season, which led to these savings.
Workshops & Training	6,601	12,470	-5,869	Wrong posting as some costs were supposed to be included under distribution and monitoring
Travel		575	-575	Linked to necessary in-country travel costs.
Office Costs	9,392	72	9,320	NS could not procure the office materials in time, resulting on savings on this budget line.

Other General Expenses		7,594	-7,594	This is NS administrative fee contribution, which was omitted at planning stage.
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Contact information

Reference documents



Click here for:

- [Operation Update](#)
- [Emergency Plan of Action \(EPoA\)](#)

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

In the Zambia Red Cross Society

- **Kaitano Chungu**, Secretary General ZRCS; Tel: +260 977623948 Email: kaitano.chungu@redcross.org.zm
- Wina Wina, DM Manager; Mobile: +260977526690; Email: wina.wina@redcrosszm.org

IFRC Southern Africa Country Cluster

- Dr Michael Charles, Head of Cluster Office; phone: +278 34132988; Email: michael.charles@ifrc.org
- Naemi Heita, CCST Operations Manager; Mobile: +27829264448; Email: naemi.heita@ifrc.org
- Gloria Kunyenga, Operations Delegate Zambia, Email: Gloria.KUNYENGA@ifrc.org

IFRC Regional Office

- Adesh Tripathee, Head of DCPRR Unit, Kenya; phone: Mobile +254 731 067489; Email: adesh.tripathee@ifrc.org

In IFRC Geneva

- **Programme and Operations focal point:** Nicolas Boyrie, Operations Coordination, Senior Officer, DCPRR; email: nicolas.boyrie@ifrc.org
- **DREF Compliance and Accountability:** Eszter Matyeka, DREF Senior Officer, DCPRR Unit Geneva; Email: eszter.matyeka@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- Louise Daintrey; head of Partnerships and Resource Development; 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 Komo 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.

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Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/01-2021/06	Operation	MDRZM013
Budget Timeframe	2021/01-2021/04	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 20/Jul/2021

All figures are in Swiss Francs (CHF)

MDRZM013 - Zambia - Dam Spillage

Operating Timeframe: 05 Jan 2021 to 30 Apr 2021

I. Summary

Opening Balance	0
Funds & Other Income	163,761
DREF Allocations	163,761
Expenditure	-118,505
Closing Balance	45,256

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	48,173	45,387	2,787
AOF3 - Livelihoods and basic needs	24,169	21,393	2,776
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene	60,276	33,381	26,896
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	132,619	100,160	32,458
SFI1 - Strengthen National Societies	14,161	11,724	2,437
SFI2 - Effective international disaster management	6,564	4,941	1,622
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	10,417	1,680	8,737
Strategy for implementation Total	31,142	18,345	12,797
Grand Total	163,761	118,505	45,255

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/01-2021/06	Operation	MDRZM013
Budget Timeframe	2021/01-2021/04	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 20/Jul/2021

All figures are in Swiss Francs (CHF)

MDRZM013 - Zambia - Dam Spillage

Operating Timeframe: 05 Jan 2021 to 30 Apr 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	107,128	80,654	26,474
Shelter - Relief	18,224	21,844	-3,620
Construction Materials		194	-194
Clothing & Textiles	58,360	13,704	44,656
Water, Sanitation & Hygiene	12,972	11,242	1,730
Medical & First Aid	5,841	4,027	1,814
Utensils & Tools		2,404	-2,404
Other Supplies & Services		10,592	-10,592
Cash Disbursement	11,732	16,648	-4,916
Logistics, Transport & Storage	11,018	1,974	9,044
Distribution & Monitoring	6,675		6,675
Transport & Vehicles Costs	4,343	1,974	2,369
Personnel	17,380	6,946	10,434
National Society Staff	8,233	5,512	2,721
Volunteers	9,147	1,434	7,713
Workshops & Training	6,601	12,470	-5,869
Workshops & Training	6,601	12,470	-5,869
General Expenditure	11,639	9,229	2,411
Travel		575	-575
Information & Public Relations	1,869	644	1,226
Office Costs	9,392	72	9,320
Communications	111	96	15
Financial Charges	267	248	19
Other General Expenses		7,594	-7,594
Indirect Costs	9,995	7,233	2,762
Programme & Services Support Recover	9,995	7,233	2,762
Grand Total	163,761	118,505	45,255