



## Namibia Red Cross and World Food Programme (WFP): Cash and Voucher Assistance Programme

July 2021 - December 2021

### Executive Summary

This report covers the implementation process by the Namibia Red Cross Society for the WFP Cash and Voucher Assistance Programme in Kunene and Ohangwena region. The project was implemented in the following five communities: Sesfontein, Epupa, Opuwo Urban in Kunene region and Omundaungilo, Epembe in Ohangwena region. The main purpose of this intervention was to ensure that the targeted food-insecure households affected by COVID-19, climate shocks and locusts, benefit from enhanced access to adequate food and nutrition through market-based approaches, such as vouchers that stimulate the local economies. The total number of targeted household was 2700.

Before the project set-up at regional levels, the NRCS Head office established the project implementation team that is composed of the operational and support services staff at HQ and regional level.

Head Office		
Personnel	Position	Role
Mrs Glynis Harrison	Secretary-General	Support the project implementation strategically
Mr Justus Kauatjirue	National Disaster Management Coordinator	Oversee the project overall implementation
Mr Erven Haimbodi	Project Accountant	Manage the project finance/budget
Mr Michael Nuwuseb	National Logistics Coordinator	Support the projects procurement and logistics necessities
Ms Helena Nekomba	CVA Officer	Support the project implementation activities
Regional Offices		
Mr Timo Muhama	Ohangwena Regional Coordinator	Lead activities implantation in Ohangwena region
10 x Volunteers	Volunteers	Activities support/implementation in Epembe and Omundaungilo constituencies.

Mr Verikouje Ndundu	Kunene Regional Coordinator	Lead activities implementation in Kunene region
15 x Volunteers	Volunteers	Activities support/implementation in Sesfontein, Epupa and Opuwo Urban constituencies.

### **Project Implementation in Kunene and Ohangwena region**

The CVA programme commenced on 26 July 2021 in both regions respectively. Starting with the NRCS regional staff and volunteer's induction, a total of 25 volunteers were inducted in their respective regions to facilitate the implementation of the programme. The induction focused on the beneficiaries' targeting criteria, selection and registration process using the SCOPE system, community mobilization, confirmation of targeted villages, mapping and the NRCS code of conduct and Red Cross principles and fundamentals.

#### *Beneficiary Registration*

The beneficiary's registration started with a pilot registration, which helped the volunteers familiarized themselves with the SCOPE system. The beneficiaries' registration was a challenging task considering the distances to different villages and the bad roads conditions in remote areas. There were challenges during registration especially in the Epupa constituency in the Kunene region; these were due to poor radio and cell phones reception as well the poor roads conditions. Furthermore, additional days were added to the registration plan, as the total targeted number of households were not reached due to household's names duplication and migration to more remote areas for better grazing for their animals. The registration activities were completed well despite those challenges, the teams managed to reach all targeted communities within the proposed plan in both regions.

#### *Voucher Distribution and Redemption Process*

The vouchers were successfully distributed in both regions; the overall distribution ran for 5 days and the redemption process successfully ran for three cycles in both regions, the communities showed up in good numbers and on time and the majority of them collected their cards and redeemed them at the retailers. However, a small percentage of beneficiaries could not collect their vouchers due to their absence and unfortunately lapsed their vouchers.

#### *Exit Survey*

The Namibia Red Cross collected post-distribution monitoring (PDM) information to:

- I. Obtain opinions from beneficiaries on the entire distribution and redemption process
- II. Find gaps and possible corrective measures to improve future interventions.



The main findings from the PDM survey are structured around four main themes: demographics and age, assessing beneficiaries' satisfaction, perceptions and assessing the effectiveness of the response.

A total number of 814 respondents were interviewed in Kunene and Ohangwena regions respectively. The 576 respondents are from Kunene region, 238 are from Ohangwena region. Majority of the respondents fall in the age range of 30 -59 years.

Beneficiaries were asked about the benefits they were getting from the programme and how they felt about the variety of food items provided. Most of them knew that they were receiving food and they felt good about it. Over 80% of the beneficiaries surveyed in both regions were satisfied with variety of food items provided.

When asked to rate the redemption process respondents in both regions rated the voucher redemption process as good, a few of them mostly in Kunene region gave poor and fair rating. Some of the beneficiaries heard about the voucher redemption dates from their neighbors and secondly from the radio in Kunene region, however in Ohangwena region majority of the respondents heard about the dates from the Traditional Authorities and secondly from the neighbors.

*Lessons Learned and Recommendations:*

<b>Lesson Learned</b>	<b>Recommendations</b>
1. Lack of punctuality from the community members when coming to the registration point	The information should be shared well in advance and using trusted community members
2. Favouritism among headmen/women makes it difficult for them to select beneficiaries based on the approved criteria	Criteria well explain to community members and ensure that the list is agreed upon by all community members present
3. Wrong information sent out by headmen/women made it difficult for the registration team to work in line with the constituency's beneficiary registration plan	Make sure to send out the right messaging with adequate information such as posters information for the beneficiaries
4. Some people on the list provided by the constituency the office was unfamiliar to community members.	We should make sure that the constituency office assists us with a recently updated list of the beneficiaries
5. In some villages, we discovered that beneficiaries who were registered in those villages had only been there because of the drought and had since moved to other villages, making it difficult for us to track them down.	The information was shared with the constituency office and took the replacements from nearby communities.



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<p>6. Some beneficiaries claimed they did not have any identification documents, even though their names appeared on the list.</p>	<p>Beneficiaries without identification documents were registered with witnesses or confirmation from the community members.</p>
<p>7. We also discovered that some beneficiary names were duplicated on the list</p>	<p>We recommend that constituency offices conduct verification in all villages to update their lists to avoid duplicates</p>
<p>8. Volunteers who operated in Epupa Constituency on most days used to return late at night because some villages are very far away and roads are bad.</p>	<p>We recommend that the teams that drive long distances, should camp instead to avoid arriving late.</p>
<p>9. Some people from the villages we visited complained that they had been left off the drought list, some of them said that when the list was made, some of them were at funerals and others were not in the village</p>	<p>The complaints were submitted to constituency offices to see how they can be assisted through the government food relief intervention.</p>