



EXTERNAL EVALUATION - END OF PROJECT EVALUATION ZIMBABWE – FIRST AID

PROJECT CODE: FIRST AID 2017-2021 - 2017-16-ZW-DGD

DATE OF EVALUATION: JANUARY-MAY 2022

EVALUATOR(S): KEY AID CONSULTING (INFO@KEYAIDCONSULTING.COM)

EVALUATION MANAGEMENT TEAM (EMT):

- BELGIUM RED CROSS – FLANDERS (BRC-FL): EMMA ACHTEN (COUNTRY REPRESENTATIVE), JOOST SOMMEN (FA PROJECT MANAGER) ELKE WEYENBERGH (FIRST AID FOCAL POINT), DIDIER VAN AERT (HEAD OF INTERNATIONAL OPERATIONS), YOUSRI EL ADAK (EVALUATION MANAGER)
- ZIMBABWE RED CROSS SOCIETY (ZRCS): PETER CHISAMBIRO (HEAD OF TRAINING), TAPIWA CHADOKA (OPERATIONS MANAGER)

BACKGROUND INFORMATION

The evaluation is part of the programme 2017-2021 of the BRC-FL International Cooperation department financed by the Belgian Development Cooperation (DGD). The evaluation is focusing on the relevance, effectiveness, contribution, efficacy and sustainability of the First Aid (FA) program in Zimbabwe.

SUMMARY OF MANAGEMENT RESPONSE

BRC-FL and ZRCS agree fully with the recommendations of the consultant. The recommendations given are general good practices that are already being implemented partially or fully by ZRCS, but more efforts will be needed to institutionalize sustainability. Therefore, it is good to see them listed here and to reflect on the way forward. The action points in the management response focus on strengthening the initiatives already taken. Although there will be no follow up project in Zimbabwe, we are confident that the developed action points will be put in good practice because they have already been acknowledged by the implementing partner which is ZRCS.

MANAGEMENT RESPONSE TABLE

Recommendation 1: Develop a volunteer retention policy used to identify and harnesses opportunities for volunteers to grow within the organization.				
Management response:		Response rationale:		
<input type="checkbox"/> Accepted		ZRCS has already developed and is disseminating an approved volunteer management policy.		
Key action(s)	Deadline	Responsible	Tracking	
			Status	Comments
1.1 Develop retention strategy at national society level	Q4 2022	ZRCS		
1.2 Organise more trainings for existing volunteers to build their capacities in order to grow within the organization (e.g. more advanced First Aid trainings)	Q4 2022	ZRCS		
1.3 Involve volunteers in different activities of the National Society (like Disaster Management, Restoring Family Links, etc)	Continuous	ZRCS		
1.4 Working together with Disaster Management on First Aid response actions in order to organise meaningful activities for the trained volunteers	Q4 2022	ZRCS		

Recommendation 2: Formation of peer exchange groups.				
Management response:		Response rationale:		
<input type="checkbox"/> Accepted		Peer exchange groups in the form of action teams have been formed to provide First Aid coverage to a variety of scenarios. Continuous activities are described below.		
Key action(s)	Deadline	Responsible	Tracking	
			Status	Comments
2.1 Deploy action teams at star rally coverages for (By-)elections	Continuous	ZRCS		
2.2 Deploy action teams as part of the disaster response of ZRCS (e.g. cyclone, ...)	Continuous	ZRCS		
2.3 Have action teams ready for Road Traffic accident responses countrywide	Continuous	ZRCS		

Recommendation 3: Management and optimization of volunteer databases.				
Management response: <input type="checkbox"/> Accepted		Response rationale: ZRCS has developed a volunteer database with the help of BRC-FL and uploading of newly First Aid trained volunteers is ongoing.		
Key action(s)	Deadline	Responsible	Tracking	
			Status	Comments
3.1 Continuously register First Aid trained volunteers in the existing database	Continuous	ZRCS		
3.2 First Aid database to be shared with other departments as well (such as Disasters Management) so skills of volunteers can be used across the organisation	Q3 2022	ZRCS		
3.3 Add in future project agreement a clause to advise our implementing partner to follow the General Data Protection Regulation directive	Q2 2022	BRC-FI		

Recommendation 4: Strike a balance between enough trainers and not too many trainers to reach training quotas.				
Management response: <input type="checkbox"/> Accepted		Response rationale: In Zimbabwe there is a shortage of First Aid trainers. ZRCS has trained 160 volunteers in Proficiency in First Aid in Q2 2022. Out of these 160 volunteers, 56 new FA trainers will be trained to balance out on the targeted training quotas. There is still a lack of trainers in rural areas. Zimbabwe is a big country, so it is important that each province has enough trainers available to cover their training need.		
Key action(s)	Deadline	Responsible	Tracking	
			Status	Comments
4.1 Guidance from BRC-FI to be developed on optimal ratio of trainers/trainees	Q2 2022	BRC-FI		
4.1 Assess need for extra trainers and organise extra ToT if required. Ensure proper follow-up of extra trained people.	Q2 2022	ZRCS		

Recommendation 5: Develop a strategic approach to engage with government departments.	
Management response:	Response rationale:

<input type="checkbox"/> Accepted	ZRCS has so far engaged several government departments that are strategic to First Aid training. Also, last year 24 parliamentarians were trained, and more partnerships are being explored and built.			
Key action(s)	Deadline	Responsible	Tracking	
			Status	Comments
5.1 Form a strategic partnership with Traffic Safety Council of Zimbabwe on Road Safety	Q4 2022	ZRCS		
5.2 Continue the collaboration with Ministry of Primary and Secondary Education on DRR/FA in schools and school safety issues.	Continuous	ZRCS		
5.3 Continue the collaboration with Zimbabwe Republic Police on First Aid examinations and training of their First Aid trainers	Continuous	ZRCS		
5.4 Engage with the Ministry of Health and Child Care on First Aid training and Nurse Aide attachments.	Q4 2022	ZRCS		

Recommendation 6: Scaling FABL (First Aid Blended Learning) to volunteer training.				
Management response: <input type="checkbox"/> Accepted	Response rationale: First Aid Blended Learning was introduced in ZRCS in April 2021. ZRCS extends FABL to all volunteers who cannot avail themselves for traditional in-class FA trainings countrywide.			
Key action(s)	Deadline	Responsible	Tracking	
			Status	Comments
6.1. Conduct academic research on the effectiveness of the first aid blended learning approach	Q1 2023	BRC-FI		
6.2 Develop a guideline on which modality to use (face-to-face vs blended learning)	Q3 2022	ZRCS		
6.3 To influence and monitor all newly trained trainers in FABL to use it for training both Workplace First Aid and humanitarian First Aid.	Continuous	ZRCS		

Recommendation 7: Integrate explicit efforts to encourage the participation of women in FA training as volunteers and trainers.

Management response: <input type="checkbox"/> Accepted	Response rationale: More than half of the newly trained trainers are females.			
Key action(s)	Deadline	Responsible	Tracking	
			Status	Comments
7.1 Introduce a well-defined quota system in all the training centres countrywide (60% females and 40% males)	Q4 2022	ZRCS		

Recommendation 8: Synergize the ToT (Training of Trainers) and volunteer training calendar.				
Management response: <input type="checkbox"/> Accepted	Response rationale: ZRCS ToT slots are part of the National annual calendar and efforts are being made to make sure that trainers are getting the opportunity to give their first FA classes in the first weeks after the ToT.			
Key action(s)	Deadline	Responsible	Tracking	
			Status	Comments
8.1 Organize annual participatory discussions with first aid trainers to co-develop an operations calendar	Continuous	ZRCS		