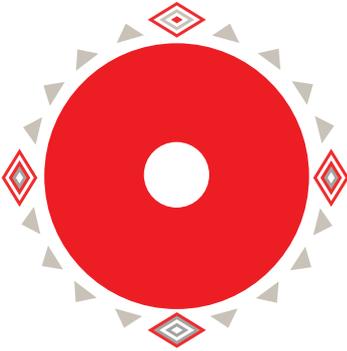


act!onaid



Annual Report 2017





# Who We Are

## OUR VISION

A Zimbabwe without poverty and injustice in which every person enjoys their right to a life of dignity.

## OUR MISSION

To work with people living in poverty to eradicate poverty and injustice.

## OUR VALUES

**Mutual Respect:** requiring us to recognise the innate worth of all people and the value of diversity.

**Equity and Justice:** requiring us to work to ensure equal opportunity to everyone, irrespective of race, age, gender, sexual orientation, HIV status, colour, class, ethnicity, disability, location and religion.

**Honesty and Transparency:** being accountable at all levels for the effectiveness of our actions and open in our judgements and communications with others.

**Solidarity with the poor:** powerless and excluded will be the only bias in our commitment to the fight against poverty.

**Courage of Conviction:** requiring us to be creative and radical, bold and innovative - without fear of failure - in pursuit of making the greatest possible impact on the causes of poverty.

**Independence:** from any religious or party-political affiliation.

**Humility:** in our presentation and behaviour, recognising that we are part of a wider alliance against poverty.

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## ACRONYMS

AAI	ActionAid International
AAZ	ActionAid Zimbabwe
ACDEG	African Charter on Democracy, Elections and Governance.
AER	Agroecology Resilience
AGA	African Governance Architecture
AI	Artificial Insemination
AIPPA	Access to Information and Protection of Privacy Act
CBO	Community Based Organisation
CHRA	Combined Harare Residents Association
CLIC	Crop and Livestock Improvement Centre
CP	Country Programme
CPC	Child Protection Committee
CPU	Civil Protection Unit
CRSA	Climate Resilience Sustainable Agriculture.
CSO	Civil Society Organisation
COH	City of Harare
DDRC	District Drought Relief Committee
DOMMCP	Diocese of Mutare Community Care Programme
ECD	Early Childhood Development
EPR	Employment to Population ratio
FACE	Family Action for Community Empowerment
FACT	Family AIDS Caring Trust
FCTZ	Farm Community trust Zimbabwe
GBV	Gender Based Violence
GRPS	Gender Responsive Public Services
HEFO	Health Education and Food Security Organization
HRBA	Human Rights Based Approach
INGOs	International Non-Governmental Organisations
IYWD	Institute for Young Women Development
LRP	Local Rights Programme
LSA	Lean Season Assistance
MAM	Management of Acute Malnutrition
NGO	Non-governmental organisation
NPC	National People's Convention
PICES	Poverty Income Consumption Expenditure
POSA	Public Order and Security Act
RDC	Rural District Council
RWA	Rural Women's Assembly
SDC	School Development Committee
SDC	Swiss Agency for Development and Cooperation
SRHR	Sexual Rights and Health Rights
TCDC	Training Centre for Development Cooperation
UN	United Nations
VAWG	Violence Against Women and Girls
VFU	Victim Friendly Unit
WFP	World Food Programme
ZLHR	Zimbabwe Lawyers for Human Rights
ZIMVAC	Zimbabwe Vulnerability Assessment Committee
ZIMSTAT	Zimbabwe National Statistics Agency
ZRBF	Zimbabwe Resilience Building Fund
ZVA	Zimbabwe Valley Alliance



## Development Context

In November 2017, the political landscape in Zimbabwe changed abruptly and unexpectedly. The leadership of President Robert Mugabe, the 93-year-old who had been president of Zimbabwe for 37 years, came to an end with his resignation on the 21st of November 2017. This development was because of military-led “Operation Restore Legacy”. The military intervention was triggered by the increased factional fighting in the ruling party, the Zimbabwe African National Union Patriotic Front (ZANU PF), which saw firing of the former Vice President (VP) Mnangagwa by former President Mugabe on 6 November 2017. A new political dispensation, which has significant implications on the country’s political, social and economic context, has subsequently been ushered in. Mnangagwa was sworn in as President on 24 November 2017. He is to serve out former President Mugabe’s term until elections scheduled for August 2018. Key plans for the country by incumbent President include:

- Free and fair elections in 2018.
- Addressing corruption as this has heavily impacted on the development of the country.
- Government will also ensure security and safety for all citizens.
- Zimbabwe will contribute to the well-being of the global political order through the United Nations and continue to contribute to the international peace and security within the framework of the UN.
- The need to revamp the economy and create jobs for the people, reengagement with the international community across for mutually gainful agreements to boost our economy.
- Addressing liquidity challenges where people must be able to access their earnings and savings as and when they need them and all foreign investments would be safe in Zimbabwe.
- The need to address complex issues of land tenure. The Land R eform programme will not be reversed and Land Reform beneficiaries are expected to contribute to the revival of the economy. The Government is committed to work on a compensation plan for former land owners: Economic policies will hinge on agriculture, with programs like command agriculture.

The ushering in of a new political dispensation provides a window of opportunity for engagement between civil society and government on policy and legislative matters. Following the transition, the National People's Convention (NPC) was established in December 2017, to develop a cohesive vision for the nation and have a more organized and inclusive civil society to engage with Government. The NPC, of which ActionAid Zimbabwe was party to is a broad-based platform bringing together civil society apex bodies from church, human rights, labour, media, resident, social movements, students, people with disabilities, women, youth, NGOs and vendor associations. Key areas that the NPC will engage on under governance are: The full Declaration of Rights, Chapter 4, its full complement of civil, political, cultural, and economic rights must be upheld, particularly, recognition and upholding of civil and political rights by the government as second-generation rights are not recognized or upheld in Zimbabwe. In addition to the new government has indicated the need to ratify international human rights treaties. For example, on Electoral Reforms - the previous government's hesitancy to sign, ratify and domesticate the African Charter on Democracy, Elections and Governance (ACDEG) could be reversed by the new administration. This could be a far-reaching development that might provide the necessary framework for widening participatory democracy, providing a framework for electoral reforms to create an environment for free and fair elections, as well as transparency and accountability in public service provision.

The current macroeconomic policy framework remains highly consumption-oriented, leaving very little fiscal space for capital and social expenditures. The country is also wallowing in a liquidity crisis. The liquidity crisis is a manifestation of structural deficiencies and distortions in the economy, typified de-industrialization, rising informality, high public debt, dwindling capital inflows, capital leakages, poor infrastructure and institutional weaknesses, among others. The increasingly informal nature of the economy present challenges for domestic resources mobilization within the context of budget financing.

Although the country is registering relatively high employment levels of 80.4 percent in 2014, the quality of employment is low as it is mainly in rural subsistence agriculture. Thus, high employment-to-population ratios (EPRs) are coexisting with high income poverty levels. Over the last two decades' poverty has become widespread in both urban and rural areas of Zimbabwe, with poverty in urban areas increasing at a faster rate than in rural areas. Results from the Poverty Income Consumption Expenditure Survey (PICES) of 2011/12 carried out by the Zimbabwe National Statistics Agency (ZIMSTAT) indicate that 38 per cent of urban households, and almost 47 per cent of people living in urban areas in Zimbabwe were classified as poor. The hash brand of this urban poverty is visible mostly among women and youth as compared to men<sup>1</sup>. According to ZIMVAC 2017, women are also disadvantaged because of their economic status as they are mainly in informal subsistence sectors which keep them resource poor. The persistent gender

<sup>1</sup> Poverty Income Consumption Expenditure Survey 2011/2012.

inequality results in - among other things - labour market discrimination, unequal access to social services and economic resources such as land. To compound the situation, unpaid care work is predominantly regarded as women's work and it is difficult to do in the context of poverty as basic amenities and access to public services are lacking. The funds needed to purchase goods and services for the care work may not be available.

The Multiple Indicator Cluster Survey of 2014 showed some progress in the country's social services over the past five years. This is exemplified by the infant mortality rate which declined to 55 deaths per 1,000 live births in 2010–2014, from 58 in 2005–2009. About 99 percent of pupils enrolled in primary education complete that level. About 76 percent of household members use improved sources of drinking water and 35 percent of household members use improved and unshared sanitation facilities. Yet, challenges remain— for example, the health delivery system is affected by sporadic outbreaks of typhoid and dysentery and by shortages of funds to procure essential drugs . Also, the massive exodus of skilled and experienced people from the country (about 3 million since 2000) has created a capacity deficit, especially in the public sector, which has hindered the provision of public services in health and sanitation, transport, energy, and education .

Despite a gloomy picture above, the current political administration in Zimbabwe has promised to restore the economy and promote democracy in the country. It is yet to be seen how far this dispensation would turn the socio-economic and political fortunes of the country.



## Strategic Objectives 2017

In 2017, AAZ implemented the following three strategic objectives in relation to the development and socio-economic context above:



Promote improved livelihoods and enhanced rights to land and natural resources for at least 40,000 rural smallholder producers (25,000 being women and 15,000 being men) and their households.



Support people living in poverty being 153,000 adult women, young women, men and children to engage the government and corporates for improved social service delivery.



Ensure that 300,000 women and girls can break the cycle of poverty and violence, build economic alternatives and claim control over their bodies.

Sitshengiswe Ndlovu drawing water from a borehole supported by ActionAid partner, HEFO in Ward 21 of Nkayi.





## Strategic Objective 1



Promote improved livelihoods and enhanced rights to land and natural resources for at least 40,000 rural smallholder producers (25,000 being women and 15,000 being men) and their households.

### Key Change Promise 1 (Impact Objective)

Sustainable livelihoods, food and nutrition security for 40,000 smallholder producers (at least 25,000 being women) by 2018.

### 3.1 Strategic Objective 1: Achievements for 2017

Value addition and food preservation initiatives in Saunyama LRP reached 300 community members (200 Females, 100 Males). This is expected to promote food and nutrition security as well as market linkages. In Nkayi LRP 3000 pupils from four primary schools have benefitted from planting of fruit trees at their schools which is expected to improve their nutrition and diversified livelihoods. Also in Nkayi four demonstration plots have been set up for growing vegetables offering seasonal advantages on dietary diversity and income growth benefitting 875 smallholder farmers. About 17 young farmers from Nkayi, with 75% being female visited an irrigation scheme in neighbouring Kwekwe District, in Midlands Province, for knowledge sharing and learning best practices. The establishment of one seedbank in Ward 20 Nkayi LRP is expected to promote traditional seed preservation, genetic diversity and preservation of local seed varieties from becoming extinct. The seedbank reduces farmer cost of procuring seed and their dependency on seed companies, thereby creating resilience for smallholder farmers and a platform for seed sharing among smallholders. The seed bank is reaching out to 97 farmers. About 80% of the committee members of the seedbank are women as they have a key role in household food security which is being promoted through seed preservation.



*Chairperson of Nkalankata Seed bank in Ward 21 of Nkayi, Sithokozile Ndlovu standing at the seed bank supported by AAZ partner HEFO.*

The ZRBF programme saw 54 young men 26 young women being trained on vocational activities for skill enhancement and promoting resilience building livelihood options. A total of six seedbanks have been constructed in the three districts of Mbire, Binga and Kariba to enhance preservation of genetic diversity. A total of 599 smallholder farmers (243 men and 356 women) participated in seed and food fairs in Mbire and Binga. This is to enable them to market their produce and use the food fairs as a platform for information sharing as under the ZRBF programme. The ZRBF has facilitated the establishment of six crop and livestock innovation centres (CLICS) in the three Zambezi Valley districts of Mbire, Binga and Kariba. By the end of 2017, the CLICS were 90% complete. The objective of setting up CLICS is to demonstrate any innovation at farmer level to increase the adoption at household level and let farmers learn from each other proper crop and animal husbandry techniques, e.g it can be fodder production, proper housing facilities and pen fattening.

The ZRBF programme has facilitated the capacity building of smallholder farmers called lead farmers, government stakeholders, village based extension workers, and community health workers on livestock and animal husbandry techniques such as pen fattening, artificial insemination (AI) and introduce breeds in the Zambezi Valley. This is being done to demonstrate an increase in the carcass size in cattle and goats for farmers to market improved quality livestock better if breeds improve and ultimately increase sustainable markets for smallholder farmers.

Four weir dams were constructed in the Zambezi Valley, two each in Kariba and Binga under the ZRBF supported programmes to increase community and livestock access to water. The purpose of weir dams is to harness water and has enabled women and children who were travelling long distances in search of water to irrigate their garden projects and supply water for their livestock. The ZRBF programme has resulted in the drilling of 25 boreholes (12 solar powered, 11 bush pumps) at CLICS, schools, clinics and at community



*Hlonipani (12) from Male village in Nabusenga ward 2 of Binga showing off his goat project off spring supported under the ZRBF programme.*

gardens in the three districts of Mbire, Binga and Kariba where ZRBF programmes are being implemented by the Zambezi Valley Alliance (ZVA) consortium which ActionAid Zimbabwe is party to. The ZVA has also facilitated the rehabilitation of pressure pump boreholes linked with dip tanks. The borehole drilling, rehabilitation and dip tank linking is being done to address community

access to water and promote a multiplicity of usage of water for irrigation, livestock and supporting regular dipping of livestock to reduce diseases.



*Sitshengisiwe Ndlovu drawing water from a borehole supported by ActionAid partner, HEFO in Ward 21 of Nkayi.*

The ZVA has in addition rehabilitated a piped water system measuring close to 14km in Kariba drawing water from natural streams. A total of 11 water points which are taps matched with villages have been linked with the pipe water system, addressing the access to water challenges in the Zambezi Valley. Two (2) school boreholes and two community boreholes were rehabilitated in Chiendambuya LRP reaching out to over 600 school children and 110 households as beneficiaries. The

boreholes are assisting in provision of water for household use as well as agricultural production through watering of gardens. The gardens are alternatives to reduce drought effects when agricultural production relying on rain water is affected.

The ZRBF programme saw the construction of 52 latrines at schools in Mbire, Kariba and Binga to promote sanitation and hygiene at the schools. A total of 38 schools covering Saunyama and Chiendambuya LRPs (20 500 children beneficiaries) received WASH materials (brooms and water buckets) as a measure to reduce the risk of diarrhoeal disease outbreaks thereby promoting health and sanitation in schools. Under the rural handwashing project implemented in the two districts of Bikita and Zaka in Masvingo Province, 17 435 rural learners and 5 400 caregivers were reached through capacity building on handwashing with soap at critical times. ActionAid in partnership with other consortia partners took a leading role in the development of a document, the handwashing manual. The document was developed to guide handwashing practices in the country.



*Weir Dam under construction at Matete Village, Kabuba ward 17, Binga under the ZRBF programme.*

The ZRBF programme has facilitated the setting up of ICT market systems using mobile phones to augment traditional market systems. ICT to increase efficiency and effectiveness of farmers' value chains and remove market distortions as smallholder farmers access market information. This system links agro-merchants (suppliers of fertilizers, chemicals, seed and agro-equipment) to farmers online (for advertising). Rural produce is also listed on this platform for marketing to national and global markets. Informal market prices (such as Mbare Musika in Harare are listed on the ICT marketing platform also for comparisons and market best price searches. Buyers of farm produce and merchant products can search for these on the ICT platform while buyers can make orders with possible online payments after product inspection. The ICT marketing technology is being used but however needs extensive marketing.

The ZRBF programme has facilitated the establishment of 54 ward resilience committees spread across the three Zambezi Valley Districts of Mbire, Kariba and Binga. A total of 3 District Civil Protection Committees have also been established. Following the support by the ZRBF, communities have designed ward and district resilience plans which are currently being implemented. Coming up with community resilience plans enables communities to increase their preparedness and their ability to respond to any potential emergencies and hazards.

To enhance the early warning, information and knowledge management system ZVA is supporting communities in the use of ICT in disaster risk management. The ZVA has operationalized a real-time mobile phone based two-way communication system (including a basic GSM phone) for supporting the community based environmental and natural resource monitors and village resilience committee members. Using the database of RDC households, this facility enables the District Civil Protection Unit (CPU)/RDC to send alert or other messages through bulk SMS to specific demographics. Using information KIOSK equipment and the installed messaging portal, the approved messages are sent out for quick action or alerting to villagers by the CPU. The system being used however needs more user ownership by CPU, Met Department, EMA and Parks & Wild Life departments.

All nine LRP supported by AAZ have developed emergency preparedness response plans developed in partnership with their RDCs. All the 9 LRPs have also allocated 20% of their annual budgets towards emergencies.

To respond to the effects of droughts in the country, AAZ in partnership with the World Food Programme implemented a Lean Season Assistance (LSA) programme in the form of mobile money transfers and porridge distribution in local clinics in Nyanga and Makoni both in Manicaland Province. This addressed food security challenges and malnutrition affecting to children under five years during the year under review. The project aimed to improve the food security and nutrition situation, while strengthening the social protection and livelihoods to drought-stricken communities in the two districts. The first part of the year January to March 2017 saw AAZ continuing an already running LSA programme which was running from October 2016 and ending in March 2017. From January to March 2017, AAZ implemented cash transfers in the form of mobile money on Ecocash. ActionAid implemented the mobile money transfer and reached 525 000 people from 105 000 food insecure households in Manicaland. This comprised 64 427 and 42 105 households from Makoni and Nyanga districts respectively. The programme ran for six months, stretching from October 2016 to March 2017. Ecocash is a mobile phone money transfer system. Electronic cash is sent via a code in a text message to the recipients' mobile phones. They then take the code to a local money agent to redeem the cash and buy food items.



*LSA staff after a hard day's work registering the people to be assisted under the programme in October 2017 in Makoni.*

ActionAid Zimbabwe in partnership with WFP and the Ministry of Health and Child Care introduced the Management of Acute Malnutrition programme (MAM). The programme entailed the provision of porridge known as super cereal blend porridge to young children between 6 months and 59 months. The MAM programme reached out to all 27 health centres in Nyanga District

with a case load of 1086 children. It ran for a period of 4 months from December 2016 until March 2017.

The later part of the year under review saw AAZ going into partnership with WFP in the implementation of another LSA programme where they were piloting a new digital technology called SCOPE in Makoni between October 2017 to March 2018. A total of 13 979 people facing food insecurity were assisted by the LSA programme in the 13

wards of Makoni between October 2017 to March 2018. Each person in a registered household received U\$10 per month. In a bid to promote fast, efficient and timely responses the programme used the digital SCOPE technology where beneficiaries were registered using a scope registration mobile phone application and recipients of the cash are provided with what are called SCOPE cards which are like swipe cards. AAZ staff members registered the communities using the SCOPE technology while the people assisted by the programme procured food items using the SCOPE cards at selected retail operators within the communities.



*The phone with the SCOPE digital system used to register people assisted under the LSA programme*



*Ester Mugodhi (42) from Shabuka Village, Ward 29 of Nyazura, Makoni District, showing the SCOPE Card she used to redeem food items under the LSA programme.*

In another response to curb the effects of droughts in the country, 10 primary schools, six in Buhera and four in Makoni districts of Manicaland were provided with the corn soya blend porridge in a bid to improve nutrition levels for children and improve school attendance. A total of 5105 pupils, 3182 in Buhera and 1923 in Makoni from the 10 schools were assisted. The school feeding programme commenced in September 2017 and was to last until the first term of 2018 which ended in April for both Makoni and Buhera districts.



*Registration of people assisted under the LSA in Makoni.*

### 3.2 Strategic Objective 1: Challenges and Lessons for 2017

Resource constraints facing AAZ have forced AAZ to implement limited Climate Resilience Sustainable Agriculture programmes. This has also meant more software programmes such as capacity building being prioritised at the expense of hardware programmes like weir dam constructions and borehole drilling which were implemented to a lesser extent. Recurring droughts and floods in Zimbabwe have posed a threat to communities which are mainly dependent on rainfed agriculture, where AAZ is implementing programmes. This may result in reversal of some of the gains made over the years especially in the LRPs. AAZ has learnt that it is therefore critical to prioritise resilience building programmes in the LRPs and in areas prone to disasters such as the Zambezi Valley, to ensure that communities are able to cope well when emergencies and disasters strike.

### 3.3 Strategic Objective 1: Stories of Change

#### 3.3.1 Organic “junk” feeds communities in rural Zimbabwe

They call him Mr. Mangwenjengwenje or Mr. Junk. This is a nickname, Ntokozo Ndlovu (35) a rural farmer from Komayanga Ward 16 in Nkayi District, Matabeleland North Province of Zimbabwe, has acquired over the years. Mangwenjengwenje, has done a first for his community by pioneering ecological farming, which involves growing crops and livestock rearing using climate resilient sustainable agriculture methods which emphasise on conserving the environment. While promoting food and income security for farmers, ecological farming also preserves the environment.

Mangwenjengwenje, a married man and a father of seven children, is using locally obtainable plant material to produce fodder for cattle fattening in rural Nkayi which is a dry area situated in agro- region 5 which is a low rainfall area where farmers struggle to find food and water for their livestock.

*"There is a time when cattle fail to find food during dry seasons, the farmers bring their cattle to me for fattening using the fodder I will have produced during the seasons when there is plenty of grass. The fodder is a combination of grass called sun hemp, banner and bean crops such as velvet, cowpeas, legumes and sunflowers, which are very nutritious for cattle. The plant materials are dried and then stored for cattle to eat when there is no grass to eat on land.*

*"As we talk right now, there are a total of 25 cattle belonging to eight farmers from the community which I am currently feeding in the cattle pens my family and I built. Each farmer who brings their cattle for fattening pays US\$5 for a hay bale. I keep the cattle for between 45 and 60 days. One head requires 15-20 hay bales a month if it is being treated for an illness. If the purpose is to provide nutrition, one head requires 60 bales per month."*

While some farmers take their cattle to Mangwenjengwenje for fattening before they sell them, others bring their cattle for feeding and preparing them for use for draught power:

*"Realising that my cow would not be able to provide me with draught power because it was very thin and frail, I took it to Mangwenjengwenje for feeding. I can assure you that I will use my cow now for draught power because it is now healthy,"* said Spiwe Ndlovu, one of the rural farmers who has been assisted by Mr Junk.



*"I have become a little animal doctor as farmers also bring their cattle for advice when they are sick. I either tell them that the cattle may be requiring a medical solution or feeding, a skill which I have attained from the Health Education and Food Organisation (HEFO), an ActionAid partner,"* said Mangwenjengwenje

*"We used to lose a lot of our cattle because we did not know how to look after them. Mr. Mangwenjengwenje is assisting us now,"* said one woman from Nkayi during an exchange visit in Nkayi by a team of ActionAiders from Senegal and Gambia who are implementing similar activities in the two countries under an Agro-ecology and Resilience Project (AER) project.

Mr. Mangwenjengwenje and wife Virginia have increased their family cattle head from 4 to 12 in the past five years. Mr. Mangwenjengwenje said the community cattle were fetching about US\$150 per head prior to fattening but now they were being sold for between US\$350 and US\$450, which has increased the income for the community Mr. Junk is supporting.

Asked why they called him “Mr, Junk,” Mangwenjengwenje said: *“I am a Jack of all trades. I use locally available plant material, which they call junk. I am into cattle and crop farming and I use organic material which can be considered junk by those that do not know how this can be useful to farming initiatives in an area like Nkayi which faces acute water shortages during its driest seasons.*

*“In some of my fields, I irrigate my crops using plant species which have lots of water such as water melon and tomatoes during the peak of the dry season, to reduce some moisture stress to plant species such as maize. These plants with lots of water provide moisture, manure and other nutrients to the crops when they dry as they turn into organic matter.”*

Mr. Junk has also become an employer within the community, working mostly with female headed households, mainly elderly women struggling to make ends meet.

*“When I have difficulty getting petty cash, I come to Mr. Junk and work in his garden and fields and I know at the end of the day I get something for my grandchildren. I have helped him in his galley reclamation projects where we plant sugarcane and aloe vera plants at the mouth of an advancing galley threatening Mangwenjengwenje’s fields. The galley is also threatening human lives, animals and roads in the community. I have helped Mr. Mangwenjengwenje fetch water for the cattle that are being treated in the cattle pens,”* said one woman from Nkayi.

Mangwenjengwenje’s wife Virginia works with her husband mostly in the garden where organic farming is also practised as well as in the fields where they practise climate resilient sustainable agriculture methods such as basin farming, popularly known in Nkayi as Gachombo. Mangwenjengwenje and wife are mentoring 10 women farmers from the community who are being trained on livestock and crop management using organic agricultural methods.

ActionAid Zimbabwe has been supporting communities to implement climate resilient sustainable agriculture initiatives in its operational districts as it seeks to promote improved food security and livelihoods in Zimbabwe.



*Mangwenjengwenje and his wife Virginia at the pens where they keep the cattle for feeding and fattening.*



One of the water sources established in ward 30, Museve Village, Buhera in a bid to provide support to vulnerable children and communities under the Danish Television project.



## Strategic Objective 2



Support people living in poverty being 153,000 adult women, young women men and children to engage the government and corporates for improved social service delivery.

### **Key Change Promise (Impact Objective) 2**

By 2018, through holding central government, local governments and corporates to account, AAZ and its partners will facilitate improvements in the quality, equity and gender responsiveness of public services for 340,000 adult women and young women and men, children and other people living in poverty in selected rural, peri-urban and urban communities in Zimbabwe.

### **4.1 Strategic Objective 2: Achievements for 2017**

The steps taken by local authorities include policy and service delivery measures done to improve service delivery in a gender responsive manner after engagement with communities supported by AAZ. As part of its billing system the City of Harare (COH) has been using estimates to come up with water consumption rates for the city of Harare in some high-density areas, Mabvuku included. The billing system uses fixed water charges regardless of the amount that has been used. This has short-changed most households in these areas as they are required to pay monthly for water which they did not use. The COH had then started taking legal action targeting these households by way of summons as these residents were regarded as debtors and had already attached property to recover the amounts owed for the past 4 years when residents did not have water at all. Combined Harare Residents Association (CHRA) through its structures at ward level collected the information on all the households that had been served with summons. The same ward structures then engaged the Zimbabwe Lawyers for Human Rights (ZLHR) to process litigation against the COH for failing to implement the 2014 Full Council Resolution, which stipulates that fixed water charges for the suburb must

be removed from their water bills as most of the residents in that area have not received water supplies for more than four years. In response, the COH withdrew court summons for approximately 120 households in the Manresa and New Mabvuku areas (which have been the most affected by water shortages). COH also opted for an out of court settlement where the fixed water charges were removed and bills reviewed for residents in wards 46 and 19 of Mabvuku. About 700 households benefited. These community initiatives were supported by the different capacity development initiatives that included among others, social and economic rights, gender budgeting and legal clinics with residents (which included duty bearers, ward development committees and COH officials) and use of social media in advocacy and lobbying supported by AAZ and partners. The Harare City Council has now rolled out a decentralisation programme and increased the ward retention funds to 25% after engagement with CHRA, an AAZ partner.

Residents in Highfields, Harare were facing challenges of payments being demanded by a debt collection agency called Well Cash, which was contracted by the Harare City Council to collect debts on behalf of the local authority. Three (3) young women and three (3) young men from Highfields met with the Highfields District Administrator to advocate against Well Cash collecting debts on behalf of the council after residents had been served notices for debt collection by Well Cash. The DA confirmed that the district was not allowed to use debt collectors and citizens should come to pay debts owed to council at the Highfields District council or at Rowan Martin council offices in Harare CBD. The young women have since been raising awareness amongst residents about this. In Highfield, 2500 households with an average of 6 occupants benefitted from the council's initiative of installations of pipes and water meters for residents to be able to access water from homes. In Chitungwiza, the local council has considered construction of a dam in response to the water problems experienced by communities. Household water is received once weekly in Chitungwiza which is not adequate.



*Some of the Mabvuku Residents showing the letters they had received from Well Cash Debt Collectors. From left to right Joseline Manyeruke, Marcia Antonio, Felistas Tizola and Spiwe Guwa.*

In Bulawayo, the council revised down fees for servicing stands in Cowdray Park from USD50 to USD15 following engagement by women supported by ActionAid partners. In Bindura, the rural district council has demonstrated their responsiveness to young women’s motions on maternal homes by making budgetary allocations for the construction of maternity homes at local clinics. The Bindura RDC in a motion on providing a local clinic at a farm was adopted and the council has proposed to convert the farm house into a clinic. The RDC has managed to complete Chiveso, Glamorgan and Muonwe Clinics. A total of 13219 (9373 females & 3846 males) are benefitting from these clinics. The Bindura Municipality has reduced clinic fees for Chipadze and Chiwaridzo Clinics from \$3 to \$2. This move has benefitted 15505 Females and 6122 Males. The Bindura Municipality facilitated the renovation of the outpatient ward of Bindura General Hospital benefitting total of 124 119 (79 436 females; 44 683 males). The Bindura RDC temporarily renovated huts at Rusungunuko clinic to be used as waiting mother’s shelters. In Shamva four clinics in Chevakadzi, Mutiti and Kamupare and Mupfure have been fully furnished and scheduled to open in 2018 benefitting 37 654 people.



*Women from Bindura here scoring using what are called community score cards to monitor the service delivery provided by local authorities as part of the support provided to women in Bindura by AAZ partner IYWD. This is done to ensure quality gender responsive public services are provided.*



In Murewa, women from Mawana Village engaged the council over the long distance of 7.8 km their children were walking to school. Murewa Council is currently constructing a primary school within 1,5 - 2 km access. With regards to access to sanitation the increase in revenue collection resulted in an increase in Ward Development plough back which was used for the construction of two toilets and a community kitchen at Murewa ward 5 community hall requested by the young women during Community Based Planning. Approximately 100 people benefit from these per week when they attend meetings at the Community Hall. In Murewa, there has been increased levels of participation, improved levels of confidence and positive change in attitudes of young

women as more young women attend and speak in ward and village level meetings. The increase in young women's voice and agency contributed to improved engagement with policy makers during key decision-making processes such as budget consultations. This has also resulted in more young men joining the young women in participating in these key decision-making processes. A total of 14 young men joined in June 2017. Community engagement and young women cluster dialogues with the councillor, the ward development committee and village heads led to the construction of Nyamakambe Bridge. A total 12 of young women and 14 young men participated in these meetings.

In Binga, after suspecting poor financial management systems in schools resulting in strained relations amongst parents, School Development Committee (SDC) members and school administration staff, Binga RDC using District Education Officers introduced a system of spot checks in schools in the year 2016 which also recorded a total number of three schools being visited again in 2017. This follows suggestions from the Junior School Development Committee (SDC). A total of nine Junior SDCs were established in nine schools. The Junior SDCs are now attending SDC meetings and representing other children. A total of 2500 children (1300 girls and 1200 boys) benefitted on the Junior SDC initiatives.



*Junior SDC members from School in Nyamaropa LRP in Nyanga.*

In Binga, the community members were successful in lobbying for the deployment of Tonga speaking teachers in schools in Tyunga, to introduce and teach Tonga as a language and improve learning among pupils as they are taught in their local language and they grasp what they are taught faster, particularly among the lower grades who are only conversant in Tonga. Three (3) teachers were deployed in 2 schools, with a total of 830 children (432 girls and 398 boys) benefitting from the teaching.

Community members from Sinamsanga in Binga successfully lobbied for auditing and spot checks at Sinamusanga Secondary School especially on their financial management. The school was then audited for three days by Binga RDC Internal Audit department; however, audit results were yet to be released at the end of the period under review. Community members who include adult men (31+), adult women (31+), young women (15-30), and young men (15-30) engaged local authorities and local leadership in local structures such as, village and ward development committees on improved service delivery. These had received capacity building on social accountability and gender responsive budgeting.

In Nyanga, the Rural District Council reduced their development levy from \$5 to \$3 per household, established flea markets in two wards and rehabilitated 11 boreholes in 2 wards following the engagement of the RDC by community members supported ActionAid partners. In Nyanga, Saunyama Primary School Junior SDC requested the school administration and the senior SDC to purchase small water tanks to improve sanitation and hygiene for pupils in 2016. The school went further to allocate some funds in 2017 to support the school water, hygiene and sanitation system. In 2017, the school erected a 5000 litre solar powered water tank because of lobbying from the Junior SDC. The water tank is benefitting 349 pupils (164 boys and 185 girls), students can now enjoy a safe and healthy environment, where they can easily access water for washing hands before eating and after visiting the toilets.



*One of the water sources established in ward 30, Museve Village, Buhera in a bid to provide support to vulnerable children and communities under the Danish Television project.*

Communities in Mutoko, with support from AAZ partner, ZYWNPB engaged and influenced Mutoko Rural District Council to assess issues affecting their revenue collection and find ways of increasing their revenue collection for improved service delivery. The RDC established that the low revenue collection was a result of communities not having cash to pay for rates and licences. The council provided an alternative for revenue collection.



*Mangwenjengwenje show the fodder he makes and sells to other smallholder farmers in his community.*

# KEY ACHIEVEMENTS BY ACTIONAID IN 2018

ABOUT  
 **99%**  
of **PUPILS** enrolled in primary  
education **COMPLETE THAT**  
**LEVEL.**

ABOUT  
 **76%**  
of **HOUSEHOLD** members use  
**IMPROVED** sources of **DRINKING**  
**WATER.**

 **35%**  
of **HOUSEHOLD** members use  
**IMPROVED** and **UNSHARED**  
**SANITATION FACILITIES.**

**52**   
**LATRINES CONSTRUCTED** at **SCHOOLS**  
in Mbire, Kariba and Binga to promote  
**SANITATION** and **HYGIENE.**

 **105 000**  
(**64 427 MAKONI** and **42**  
**105 NYANGA**) food insecure  
households in **MANICALAND**  
benefited from the **LSA**  
**PROGRAMME.**

**349**   
**PUPILS (164 BOYS and 185**  
**GIRLS) BENEFITTING** from  
the erected **5000 LITRE** solar  
powered **WATER TANK** in Nyanga,  
Saunyama Primary **SCHOOL.**

 **1086**  
children aged **6 - 59 MONTHS**  
**BENEFITED** from the **MALNUTRITION**  
**PROGRAMME** of porridge  
known as super **CEREAL BLEND**  
**PORRIDGE.** 

**525 000**   
people reached by **ACTIONAID**  
**MOBILE MONEY TRANSFERS**  
implemented through the **LSA**  
programme run in partnership with the  
**WORLD FOOD PROGRAMME.**

**Infant**   
**mortality**

rate declined to **55** deaths  
per **1000** live births  
**2010-2014.**

As a pilot, the RDC introduced an alternative system for paying the equivalent of \$5 for rates and fees which was one bucket of maize or one chicken bird in Mutoko Musanhi ward 9. The RDC sold the maize to Mutoko Grain Marketing Board. The chickens were sold to locals. Development levy paid by villagers from Ward 9 increased from \$985 paid by December 2016 to \$3 033.50 paid by June 2017 i.e. (\$1 660 paid as maize, \$5 paid (chicken) and \$1 273.5 paid as cash with \$95 paid as outstanding development levies for 2016). The RDC was to collect the remaining development levies in August 2017 six (6) young women from Ward 9 Mutoko realised the disadvantages of not participating in decision making processes at local level after AAZ and partners provided capacity building on social accountability and gender responsive budgeting. The young women from Ward 9 thereafter attended three Ward Development meetings in which they presented their challenge of walking 8 to 9 km to the nearest clinic. In response, the Ward Development Committee prioritised construction of Musanhi Clinic as one of the three 2017 Ward priorities (others being roofing of the ECD and maintenance of boreholes).

## **4.2 Strategic Objective 2: Challenges and Lessons for 2017**

Zimbabwe, like most African countries, is still a young democracy and is yet to open spaces for critical reflection on key deliverables of those in decision making positions. This has weakened any policy dialogue platforms and led to politicization in a partisan way any position that CSOs, movements and organized groups might put on the table. In some cases, ordinary citizens that have been in the lead in protests and other processes meant to demonstrate displeasure have been victimized. This has been done to weaken any planned protests, movement building efforts as well as other platforms for dialogue on governance related issues.

There has also been shrinking political space in the country for CSOs and CBOs to effectively implement activities because of repressive legislation such as the Public Order and Security Act (POSA) which limits rights such as freedom of association and the Access to Information and Protection of Privacy Act (AIPPA) which restricts access to information. This was exacerbated by 2017 being a pre-election year where different political parties were preparing for the 2018 harmonised elections.

As a country programme, we have embarked on several initiatives meant to open political space for most of our work incorporating key issues under the Human Rights Based Approach (HRBA). We have championed and developed the capacity of our partners and AAZ staff members on implementing a HRBA in a shrinking political space. We collaborated with the Training Centre for Development Cooperation (TCDC) in Arusha Tanzania in terms of curriculum development as well as participating in the week-long training. Other capacity development initiatives that we exposed our partners and youths at TCDC include the use of non-violent protests, use of social media in advocacy and lobbying.

## 4.2 Strategic Objective 2: Stories of Change

### 4.2.1 Mabvuku residents mobilize against debt collectors

By Edgar Gweshe for CHRA

For nearly 20 years, residents of Wards 19 and 20 in Harare's Mabvuku high density suburb were not receiving tap water from the Harare City Council. The residents had to resort to wells, boreholes and unprotected sources of water.

Despite this, the Harare City Council continued to charge residents monthly fixed water charges which were pegged at \$4.00 per month. Early this year, the Harare City Council despite having failed to provide water to the residents for close to two decades, engaged Well Cash Debt Collectors to collect money owed by the residents.

Considering the challenge, the Combined Harare Residents Association (CHRA) launched a campaign aimed at mobilizing residents to resist the debt collectors. The campaign was driven by the fact that some areas in Mabvuku had gone for years without water yet the residents were being charged fixed water charges while in some areas that were receiving water (on rare occasions) the debts council was claiming were largely questionable as they were based on estimates.

The CHRA campaign also involved community meetings during which legal experts explained the illegality of Well Cash Debt Collectors while council officials urged residents to approach them directly and make payment plans.

Following the #wellcashmustfall campaign, resistance against Well Cash Debt Collectors grew. Ward 19 resident, Joseline Manyeruke said: *"When they first came here, the debt collectors were riding on residents' ignorance about the law and their constitutional rights. So many residents fell victim and lost their hard-earned money and in some instances, the residents lost property to the debt collectors.*

*"As the debt collectors continued with their reign of terror, we were left with no option but to engage the Combined Harare Residents Association who were swift to come to our rescue. We were educated on the illegality of the debt collectors and on the constitutional provisions relating to the operations of debt collectors. Residents were lucky that council officials would address them during the community meetings by CHRA and tell them to come directly to their offices and make payments."*

It came out during the community meetings that some residents had paid their debts to Well Cash Debt Collectors but the amounts were not credited to their accounts.

This prompted another campaign that saw residents visiting their district offices to educate rate payers on the need to disregard the debt collectors and pay to council directly. The debt collectors had set up offices at the district offices in Mabvuku.

As pressure mounted, Harare Mayor, Bernard Manyenyeni in May 2017 instructed Harare Acting Town Clerk, Josephine Ncube to cancel the debt collectors' contract. However, council in September 2017 re-engaged the debt collectors, a move which Mayor Manyenyeni said he was not aware of as he never signed the debt collectors' contracts.

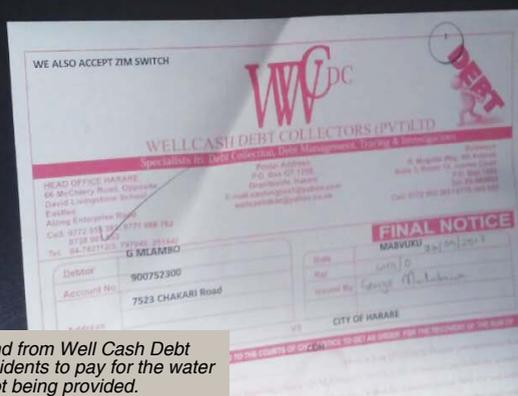
The move prompted another intensive campaign from residents who had benefited from CHRA's campaign against the debt collectors.

*"We have gone to an extent of engaging our councillor and the city officials telling them that we will not tolerate the debt collectors. We are even distributing messages on social media and making use of fliers to ensure that the message against the debt collectors spreads to all residents.*

*"Residents are even refusing to accept the letters of final demand from the debt collectors and are instead approaching council directly. We also have an issue of the council using estimates to charge us for water consumption and we will be pushing for a debt audit,"* said Manyeruke.

Residents of Mabvuku agreed that the operations of the debt collectors, who charge an extra 10 percent on top of what the residents owe to council, amount to daylight robbery and extortion.

Members of Parliament have also questioned the operations of Well Cash Debt Collectors with calls being made to ensure they are stopped.



The letter of demand from Well Cash Debt Collectors given to residents to pay for the water which was not being provided.



*Polite (13) with her grandmother Margaret Birnbo from Nyanga after receiving chicken to support Polite's education needs under the Empowering Girls to overcome the barriers to education programme.*



## Strategic Objective 3



Ensure that 300,000 women and girls can break the cycle of poverty and violence, build economic alternatives and claim control over their bodies.

### **Key Change Promise (Impact objective) 3**

By 2018, 300,000 Women and Girls living in poverty have control over their bodies and sexuality, through challenging and rejecting Gender Based Violence and securing access to comprehensive care and quality support services including Sexual and Reproductive Health and Rights and other socio-economic as well as legal rights.

### **5.1 Strategic Objective 3: Achievements for 2017**

Although there is a decrease in child marriages in the areas where programmes were implemented, it was noted that the other corners of the areas which were not reached still have alarming rates e.g Tsatse area in Nyanga District where 15 girls were married in 2017.

Through community refresher trainings and community meetings on child marriages and Laws that govern against child marriages, there is increased commitment by traditional leaders to end GBV and child marriages. Some leaders have enforced by-laws against child marriages and appeasement of avenging spirits by girls. This has resulted in reduction of child marriages. Communities are now using livestock to appease avenging spirits in Nyanga District and in Ward 27 of that district for instance, two spirits were appeased with cattle instead of girls. Communities including school children gained knowledge on International, Regional and National frameworks and Laws against child marriages. This has also influenced them to report cases of GBV and child abuse. For example, Rural Women Assembly members of ward 15 in Nyanga sensitised a family on laws which protect children. The family was about to marry their child off due to lack of school fees.

The family understood and stopped marrying the child off. They later got assistance from another project which enabled them to send the girl back to school.

The AAZ partners together with RWA members assisted in reporting cases of Violence Against Women and Girls (VAWG). Survivors who could not afford to attend court due to lack of bus fares were assisted and managed to attend court. The cases of violence reported were mainly physical and sexual. Some cases which were about to be withdrawn as survivors were failing to attend court were finalized as the survivors received transport allowances to enable them to attend court sessions. Evidence was made available as survivors were assisted to get their psychiatric tests done in Harare because of financial assistance. Age estimations were also done to give evidence and influence justice as there were minors who were also survivors of rape. Assisting survivors with funds for medical and legal services gives hope to survivors for justice as well as encourage communities to report cases as they are concluded and not dropped. This will decrease cases of VAWG as perpetrators are being punished for their crimes. In one of the areas, 15 cases were reported in 2016 and only one case reported in 2017.

A total of 2905 young people; 1987 females and 918 males received training on SRHR. Men are now accompanying their partners to access health facilities in some wards of Nyanga District; more than 19 males were recorded in the month of October at a clinic. The community is now taking violation of women's rights to be a community issue. There are now less complications in accessing reproductive health care by both young people and women. In Nyamaropa LRP, Nyanga District, young people have a special day for SRHR updates, when they access information and other services. A youth corner was established, with the help of ActionAid, at a clinic in Hwedza LRP where ActionAid is implementing directly. The youth corner is benefiting youths in the ward who meet every Friday to discuss SRHR issues among other issues.

Video screenings and dialogue sessions influence behaviour change in adolescents. Clubs in schools which were no longer functional were revived and the mentors/ facilitators made commitments to make the clubs functional as they appreciated the importance of sexual education to reduce teenage and child marriages. Some schools have started reporting cases of child marriages and inviting partners to conduct campaigns and sensitizations in their schools. Sports have also been used to mobilize young people into groups and those platforms are utilized to discuss SRHR. Cases of teenage pregnancies are decreasing where there are AAZ interventions. In one of the wards in Nyanga, an average of 5 teenage pregnancies annually were reported, but in 2017 only two were reported. In another ward in Makoni District where the partner is not operating, 28 cases of teenage pregnancies were reported.

A total of 253 young people were trained in SRHR in Nyazura and Hwedza LRPs. The youths have since started utilizing the local clinics to be tested for STIs. A total of 10 STI cases are treated monthly. One girl who had fistula was assisted to access the government

health centre in another town for treatment. Most poor families cannot afford to provide decent sanitary wear for their girls. Girls are forced to use rags from old T-shirts which make them vulnerable to infections. The rags are not soft and comfortable hence girls miss school when they are having their menstrual cycle. This affects girls' performance in school and violates their right to education. About 294 vulnerable girls received sanitary wear from AAZ. The girls' attendance in school has improved as a result.

LRP partners in Nyanga and Makoni districts, organized the RWA watchdog committees which continue to fight VAWG, monitoring situations in their communities and intervening wherever VAWG occurs. They provide counselling services to families or report cases of violence to police and accompany the survivor to court. They also continue to raise awareness in the wards especially during international commemorations such as the 16 Days of activism against GBV. Women become aware of their rights during these celebrations and build up their ability to stand and fight GBV. It is also becoming clear that, GBV cases cannot be fully addressed by women networks like RWAs only, but there should be a deliberate move to involve men to ensure their full participation in addressing GBV issues.

Dialogues were conducted where girls demanded their rights from the communities. They requested to be protected from violence and child marriages in Nyanga LRP. Community dialogues have opened a free and open space for vulnerable groups in communities like girls to openly engage community leaders and make their demands for safety and other concerns. Some religious groups who are notorious for encouraging child marriages are also beginning to attend these community dialogues.

Refresher training courses on Laws which protect women from GBV and children from child marriages were conducted in Nyanga LRP for women, men and youths. More cases of GBV are now being reported. Makoni district now has a district Gender Forum, a multi-sectorial platform to fight GBV from village to district level. AAZ and partners contribute to that forum. RWA members hold meetings to assess, among other issues, the GBV situation and women and girls SRHR. It was in one of the meetings that the RWA reported to have rescued four girls from child marriages. The girls are now back to school.

Many initiatives to protect women and girls from violence have been introduced in communities in the LRPs. These include RWAs, Watchdog Committees, Gender forum meeting, Child Protection Committees, RWA Coordination meetings, Dialogue platforms, livelihood projects. Through community based dialogues between communities and duty bearers on GBV and child marriages, young girls managed to speak out freely during dialogues and demanded adults and community leaders to ensure child protection and stop child marriages and spirit appeasement of girls. There was reduced GBV in some areas. For example, in Ward 4 Kanyimo area in Nyanga District in 2016 there were 15 cases of GBV and in 2017 only one case was reported. This shows a change in behaviour

and of attitudes. There has been an increase in the willingness by community members and members of the Apostolic sect to share their experiences and practices regarding child marriages making dialogues participative and engaging.

In Nyamaropa area, out of school Child Protection Committees (CPCs) are now meeting on monthly basis and generate a report that is being submitted to the department of social services. The CPCs are now reporting cases of child abuse that are happening within their locality for example in Ward 12 of Nyanga district, the CPC committee reported a case where the local traditional leader sexually abused a woman who visited the community that very day. The police at Nyamaropa police station dragged the perpetrator and apprehended him. The case is now being handled by the courts.

Poverty is one of the key drivers for GBV and child marriages across the district of Nyanga. The bulk of young girls are not going to school and they find themselves being married at a young age but the Girls Not Brides campaign brought some girls back in school. The livelihood project under Girls Not Brides campaign seeks to reduce poverty through livelihoods support where vulnerable girls receive indigenous chickens, broilers, piggery and goat projects as a start-up for their income generating projects. Guardians are tasked with the responsibility of taking care of the small livestock projects and use the profits realized for the girl child's rights, especially the right to education thereby reducing chances of getting married.



*Munashe (left) with hat and her friend Nyasha both from Nyanga LRP enjoying their right to education as part of support provided by AAZ partner FACT.*

Local schools were also capacitated to venture into interventions necessary to prevent child marriages, in the form of CPCs and income generating projects. RWA Watchdog Committees are present in Hwedza, Nyanga, Nyamaropa and Makoni LRPs. These committees are active on the ground, monitoring the GBV situation and reporting to responsible authorities or providing counselling services to the parties in conflict. RWA take issues from the ground to the district level meetings they sit in. An example is the Gender Forum at district level in Nyanga LRP where RWA members complained of inadequate police in their ward and the lack of privacy as GBV issues were discussed by VFU who were in an open police office called charge office. The VFU were then given a private office far

away from the reception at that police post for confidentiality as survivors of violence narrate their tales.

RWA members are also making use of community gatherings to sensitise communities on effects of child marriages through dramas and poems during international days such as the 16 Days of Activism against GBV. Traditional leaders at such commemorations make commitments to end child marriages. Nyanga LRP, engaged local leaders through Reflect Action processes and facilitated for the establishment of a satellite secondary school in the area to lessen the burden of travelling long distances to the nearest secondary school which put girls in danger of being abused. They also influenced the construction of a clinic in their area.

The Nyanga RWA district leader attended and participated in the Manicaland Provincial gender forum. She managed to represent RWA so well that the provincial team encouraged other districts to introduce RWA structures and to give them skills so that they are confident to sit and participate in advocacy platforms even at provincial and national levels. The Provincial Gender Forum team conducted a monitoring visit during a District forum meeting to help improve the forum and ensure that the forum is proactive in providing gender responsive services. This shows that duty bearers are taking positive steps in ensuring improvement in provision of gender responsive services. The Nyanga District RWA leader in collaboration with Ward 15 coordinator from Ministry of Women Affairs engaged their local leaders to initiate a ward based gender forum. Other wards have also adopted the idea and have started ward based gender forums.

The Empowering girls to overcome barriers to education project in Nyanga has seen viable and useful community structures being created to prevent violence against young women, boys and girls. Among them there are 18 Community CPCs and 72 school child protection committees which are addressing violence against children in their respective wards and schools. In a bid to strengthen the CPCs work, 73 suggestion boxes were purchased and placed in 72 schools in Nyanga as a strategic way of reporting cases of violence against boys and girls. The CPCs will meet and discuss issues raised through the suggestion boxes placed in all the 18 wards in which the project is being implemented. These structures enabled the community to report all forms of violence against children.

Under the Safe Cities Campaign awareness of women and girls' rights has been raised in Chitungwiza and Harare and they are now able to engage and demand for Gender Responsive Public Services (GRPS) from duty bearers. To date since project inception, a total of 9 750 women and girls, men and boys have been trained on women's rights and are actively participating in demanding safe cities. The referral pathway for reporting cases of VAWG has been disseminated and women and girls are now confident to refer and report cases of sexual harassment and VAWG to authorities. According to an ActionAid Street Survey done in Harare in 2017, data from the 200 women who participated



*Polite (13) with her grandmother Margret Bimbo from Nyanga after receiving chicken to support Polite's education needs under the Empowering Girls to overcome the barriers to education programme.*

showed that 91,9% now know where to refer a survivor of violence, 89,5% now know where to refer a victim for medical assistance and 58,1% now know where to refer a victim for legal aid. Men and boys have been empowered as change agents as they now have positive attitudes towards women and girls' rights to freedom and safety in public spaces. Duty bearers have improved attitudes and increased knowledge when it comes to the rights of women and girls to be protected against violence in public spaces. Gender Responsive Public

Service delivery has generally improved in project areas due to engagement of authorities by project beneficiaries. There is a reported decline in general harassment of women in public spaces and thus women can move about with more ease. About 38.85% of the women who participated in the Street Survey reported a decline in harassment of women in public spaces.

A total of 208 duty bearers and service providers were trained and were sensitised on the need for women's rights and gender responsive policy and practice and notable achievements have been recorded during the period under review. Cooperation with the Police Victim Friendly Unit has led to improved responses to cases of VAWG and the patrol of police officers particularly in Zengeza 2 (public spaces) has intensified. The Councillors have facilitated the rehabilitation of street lights, public toilets and roads in Chitungwiza and as such even wards which were not covered by the Safe Cities Programme have been positively impacted upon. The campaign has increased access to justice at community level and has seen the establishment of VAWG reporting mechanisms and these provide legal support to GBV survivors. At least seven reporting mechanisms have been established including a Help Desk at Chitungwiza Magistrates Court and a Toll-Free line which have both been operationalized to improve the reporting of cases of sexual harassment and VAWG.

### **5.2 Strategic Objective 3: Challenges and Lessons for 2017**

Team work for community facilitators and community leaders enables sharing of ideas, support and persuades difficult communities to listen and respond to issues affecting young girls within the LRP's despite some cultural practices which could be strongly rooted in communities and may be potential barriers. A multi-sectoral approach that brings in government line ministries, local NGOs that also focuses on girl's access to education

and protection and other stakeholders to programme implementation is effective as it provides synergy, effective use of scarce resources and promotes collaboration in helping communities. Such an approach brings different organizations with a common interest together enabling them to share skills and resources.

### 5.3 Strategic Objective 3: Stories of Change

#### 5.3.1 Pregnant Woman takes lead in fight for maternal health

By Happymore Chibvura, a Volunteer with Family AIDS Caring Trust Nyanga

She cannot just sit and watch while others do the donkey work. She is not comfortable with being a bystander of change. Regardless of her condition, she works hard, moulding bricks, fetching water, and digging pit and river sand for the construction of a clinic in her community. Doing this has become a lifestyle for an eight months pregnant woman as she fights for the accessibility of maternal health services in her area. Agatha Munaka (39) is carrying her 5th pregnancy. She is from Kanyimo Ward 4, Nyanga District, Manicaland Province, east of the country.

As she recalls a woman who almost lost her life while giving birth on her way to Elim Mission Hospital at Ruwangwe in Kanyimo Ward, the nearest health centre, she cannot rest until there is a clinic. Agatha knows other women from her area who gave birth along the road while travelling on foot, in a wheel barrow or a scorch cart going to the nearest hospital which is 14 km away. Many women do not have access to maternal health services within their communities resulting in them experiencing complications during delivery or even death of the child leading to a high mortality rate recorded in the country each year. Out of every 100 000 women who give birth in Zimbabwe, 651 die while giving birth according to the Zimbabwe Demographic and Health Survey for 2015.

Narrating her story, Agatha told of the many challenges she personally faced when she was carrying her fourth pregnancy. As she waited for the date of her delivery at Elim Mission Hospital, she did not have anyone to help her fetch water and firewood, even someone to cook for her. She was lucky that she only waited for three days. Others stay at the hospital for a month before they deliver. Agatha stays with her children who are still school going ages. Her husband lives in Harare where he works as a caretaker at a school, but according to her, he has not meaningfully supported the family.

Reminiscing on her experience in delivering her fourth child, Agatha cannot stand watching other women suffer like she did. Her experiences inspire her and are

enough motivation for her to bring about change with regards to women's access to maternal health services. She said: *"This fifth pregnancy is my last. I am working to ensure there is a clinic to benefit those that matter to me who are my relatives, friends, the community at large, and specifically all those women who still want to give birth."*

Agatha, a Rural Women Assembly (RWA) member, together with other RWA women, engaged their village head, the councillor and mobilized the community to push for the construction of the clinic in their area. The Nyanga Rural District Council (NRDC) has pegged the clinic just next to Kanyimo Primary School which is near Agatha's home and construction of the clinic is at window level. The process is being spearheaded by a Clinic Development Committee set up by the community. The committee is constituted of four (4) men and three (3) women. The three women are RWA members.

The RWA is a rural woman grouping supported by ActionAid and partners in empowering communities on various aspects of development with focus on women and girl emancipation. The clinic was the brain child of RWA STAR Circle meetings. STAR Circle is an ActionAid community development participatory methodology which stands for Societies Tackling AIDS through Rights. Through this initiative, women groups hold regular meetings in which they discuss rights based issues which affect them and plan on how they will influence change with regards to these problems. FACT Nyanga cascaded the STAR Circle methodology to its operational areas in Nyanga since 2012. The RWA members are some of the groups that have received the STAR Circle capacity building.

Agatha is one of the members of the Kanyimo RWA group. Over and above Agatha's contribution of physically providing labour, such as moulding bricks for the construction of the clinic, she has made a monetary commitment of US\$25-00 from her meagre earnings towards the purchase of cement for the construction of the clinic. Other households in the community and RWA members are also contributing financially towards the clinic. Agatha is a farmer and supplements her income from her hairdressing ventures, a skill she learnt from the RWA economic empowerment initiatives.

It was not an easy walk to reach the agreement to have the clinic site located where it is as there were some conflicts between Kanyimo and Sanhani villages, the extreme end of Kanyimo Ward. People from Sanhani area also want the clinic to be in their own village. The conflict is arising as the ward ideally requires more than one clinic due to the distances travelled by the community members.

Agatha's community does not have the resources for buying roofing material and are making an appeal to well-wishers for assistance.

*Agatha at the clinic site.  
She has been actively  
involved in the construction  
of this clinic.*





# Human Resources and Organisational Development Report (HROD) 2017



The year 2017 saw the CP implementing various changes especially under HROD. During the year 2016 the exchange rate for GBP to US\$ was inconsistent which affected the staff salaries as the money from donors was in GBP while staff receive their salaries in US\$. To increase staff morale the organisation initiated two-year contract (2017 to 2018) to enable members of staff to have access to loans from various banks and credit facilities from other organisations. In previous years, staff were provided with one-year contracts only as per the resources available. In line with most organisations, 2017 was a challenging year in terms of Human Resource Management as staff struggled to come to terms with rapid decreasing disposable income versus the cost of living and constrained cash availability in banks. Management rolled out staff welfare practices understanding the challenges being experienced by staff, e.g. a daily shuttle bus from the office to the bank was put in place.

In terms of staff turnover AAZ started the year with a staff compliment of 64 and closed the year with a headcount of 56. Three core staff namely the Country Director, IT and Transport Coordinator and the Head of Finance exited the organisation during 2017. The end of the rural handwashing and the She Can Projects meant that a further four staff left the organisation. In 2017 the organization benefited from succession planning which speaks largely to the success of AAZ's volunteer programme and four volunteers were promoted to substantive positions in the organisation as and when opportunities arose during the year under review.

The introduction of the second phase of the LSA project supported by WFP from October 2017 to March 2018 in the two districts of Makoni and Nyanga after the first phase ended on 31 March 2017, saw more staff members joining the team. The new Makoni Resilience Project supported by the Italian Cooperation and the African Governance Architecture (AGA) programme also meant more resources to the organisation and increasing the levels for staff during year 2017.

The CP did not conduct a team building exercise during 2017 due to budget constraints and the impact of Brexit at global level. However, the CP brought staff together for all staff meetings and discussed various issues surrounding the operations of the CP. AAZ participated in the 2017 NGO Games which were held in October as part of staff motivation and sharing of experiences with colleagues from civic society. As the year came to an end we had an end of year get together lunch at the head office before shutting down for the festival session.

In 2017 staff were highly engaged around processes feeding into the global strategy paper 2018-2028. The culmination of these processes resulted in staff embracing the new global vision (Action for Global Justice). AAI global strategy outlines a bold and ambitious journey to achieve social justice and gender equality and ending poverty. The strategy provides for exciting new ways of working and embracing of new partnerships.

## 6.1 HROD Story of Change 2017

### 6.1.1 Being an intern at ActionAid

By Sermon Mazheve, ActionAid Finance Volunteer

Life is a journey. At different stages of your life, many people with various influences both negative and positive come and go. For me, the ActionAid Zimbabwe team has left a permanent mark in my life which will not be very easy to erase.

Although on one hand it is sad to bid farewell to the ActionAid family, on the other hand I return to university in March 2017 armed with many workplace skills. It has been a wonderful year and I have worked with great men and women who helped me fine tune the goals that I have set for my personal career aspirations. When you are raised in an airbase, you grow up thinking that being the highest ranked officer is the best thing you can achieve but ActionAid has changed this view for me. I now believe I can do better than a high ranked officer.

I have been taught on how to treat women better and what we as men need to do to ensure that society values our women as precious human beings. Prior to joining ActionAid, I thought men and women were affected the same by lack of access to clean water. I have grown to understand that lack of access to water affects a

young woman more than it can affect a young man like me. I can go for days without bathing, but my sister needs water more than I do to remain hygienic during her menstruation cycle. Hence the need to push for gender responsive public services. I was introduced to gender responsive service delivery programming by ActionAid and have learnt to appreciate issues of women's rights better.

Taking a case of my sister and myself, if our parents give us US\$100 each in a month, my sister is going to be deprived of up to US\$3 on her monthly budget used for sanitary wear while my budget will not include it. This clearly shows how disadvantaged my sister is for just being female. Fellow students who have not been attached to organizations such as ActionAid may not understand me and may belittle such issues. As I go back to school, I urge fellow students to rally behind the campaign for free sanitary wear for female students at our various school institutions. I have had female friends who failed to write examinations as they struggle buying sanitary wear because they cannot afford them.

This has been a special year as I turned 21. The year I became a man and graduated from being someone else's responsibility to being responsible for my own actions. I will forever cherish the advice I got from both the men and the women of this organization. They all took me as their son/brother and I appreciate the roles they all played in my transformation.

I am not leaving ActionAid empty handed, but rather I am going with a wealth of knowledge which I will always treasure. This was my first job, the one I got from my first ever interview. I must say working at ActionAid has been a fantastic learning experience and I am very thankful for the skills I've acquired. I feel as if being at ActionAid each day has made me a more complete and well-rounded person.

I've learnt how to take direction, criticism, and compliments. These are three things I wasn't so great at handling before, and now I feel as though I can handle such feedback positively. I've also learnt to be open-minded, to value other people's opinions, consider other ideas along with mine to ensure better decision making as I process tasks.

Being part of the ActionAid team has taught me skills that I can apply to various areas of my life both professional and personal. For example, I have developed better interpersonal skills and as a result my relationships at work and home have improved. My relationships on a personal level are in a better place than they were before. I've come to realize that being a part of a team is a lot more than just sharing credit. Successful team work requires compromise. When you are part of a team you must

learn the art of leading, following and compromising at different times.

My wish for everyone at ActionAid is that they all continue to experience success and to feel fulfilled in all they do. It's been a pleasure working at ActionAid and I will truly miss it. I take with me fond memories, valuable skills, and I hope to one day leave an impression on others in the way ActionAiders have positively influenced me.

I pray that our paths cross again. I thank ActionAid and May God repay it with blessings for the change it brings about in people's lives.

### **GOD BLESS ACTIONAID**

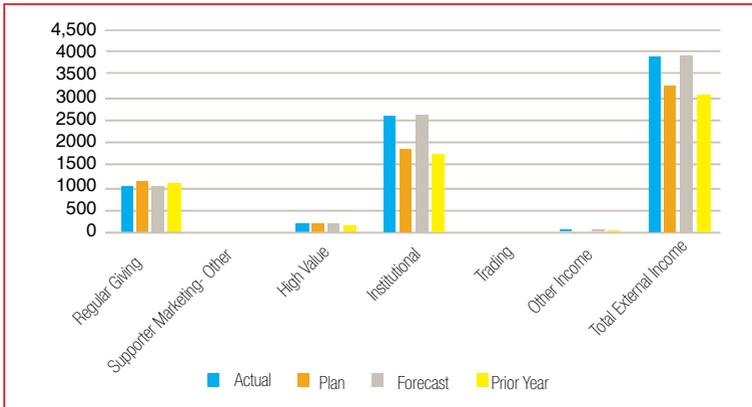


*Sermon Mazheve, in a cap during a team building exercise with other ActionAiders.*



# Finance Report 2017

## Income performance for the year versus Prior Year, Forecast and Plan.

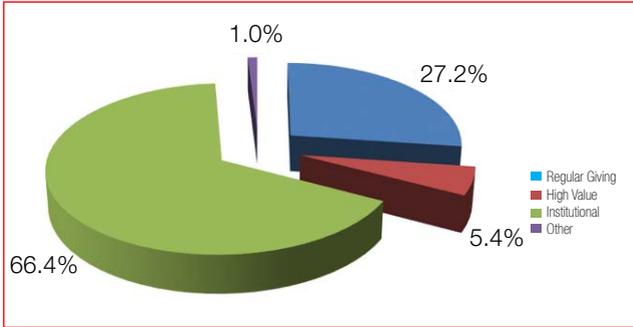


During the year 2017, the CP received GBP3,898k against plan of GBP3,258k which was 20% more than plan and almost the same as full year forecast. Actual income for 2017 was also 27% more than prior year income which was GBP3 06k. The increase in income against plan and prior year was mainly because of institutional income received which was more than what was initially projected and new projects namely Binga Schools, Empowering Girls to Overcome Barriers to Education and LSA.

Regular Giving income received was GBP1 059k against plan of GBP1174k representing 10% less income than plan and 6% less than prior year income of GBP1124k. The RG income trend was consistent with plans, forecasts and prior year RG income and the small variance can be attributed to human planning gap.

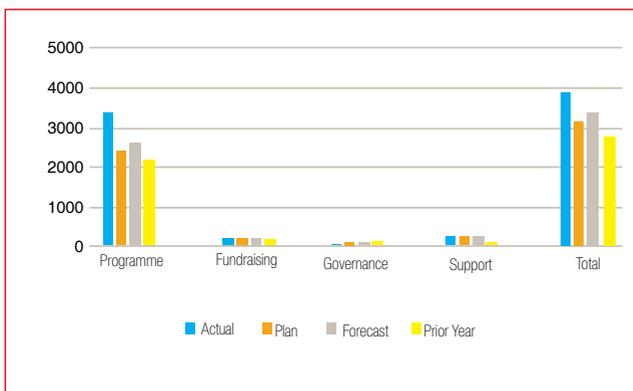
High value income received was GBP212k against plan of GBP210k which is 1% more than plan and 23% more than prior year actual income. The increase in high value was attributable to the new Binga Schools (TX Foundation) grant for construction of 2 schools in Binga and the Girls Empowerment Project received in 2017 as well as LSA income received.

Institutional income received was GBP2 588k against plan of GBP1 875k representing 38% more than plan and 48% more than prior year actual income of GBP1744k. This increase was attributable to the increased funding that was received from UNDP for the ZRBF Project in 2017 which was more than what we had initially projected to receive.



In terms of Income by category, Institutional Income accounts 66% of CP Income for 2017 with Regular Giving accounting for 27% and High Value contributing 5% of total income received.

*Expenditure for the year versus Prior Year, Forecast and Plan.*



During the year of 2017, the CP utilized GBP3 843k which was 22% more than plan and 37% more than prior year expenditure. The increase was because of the accelerated implementation of the ZRBF project which constitute a significant portion of the budget. New projects Tax Foundation and Girls empowerment also contributed to the increase in expenditure.

In 2017 programme costs are 27% more than plan and 36% as compared to prior year. The increase in costs as compared to plan is because of the accelerated implementation of the ZRBF project, and new projects namely TX Foundation and Girls Empowerment project that came on board. Expenditure utilization also increased by 36% as compared to 2016 because of the increased size of the ZRBF and Hand Washing Campaign budgets for 2017 as well as the new projects.

Fundraising costs for 2017 are almost the same as plan and full year forecast figures but 69% more as compared to prior year. The variance in fundraising costs as compared to 2016 was because of the fundraising manager who resigned in May 2016 and only replaced in April 2017.

Governance costs decreased by 27% as compared to plan. The costs decreased by 8% as compared to prior year. The decrease in costs Governance costs was because of reduced audit costs.

Support costs increased by 6% as compared to plan and almost the same as the forecasted figure and by 49% as compared to prior year. The increase in support costs was because of new projects and set up costs for the same new projects.



# AZ funding sources, donors and partners 2017

## **SPONSORSHIP INCOME**

Child sponsorship contributed 22.3% of the total income for the Country programme. Sponsorship funds are raised through linking children in Irps with sponsors in the northern countries. The cp funding affiliates under sponsorship income are as follows:

- Actionaid UK
- Actionaid Greece
- Actionaid Sweden
- Actionaid Italy
- Actionaid Brazil

## **DONORS**

About 72.8% Of aaz resources are derived from institutional and high value donors, individuals, trustees and foundations as follows:

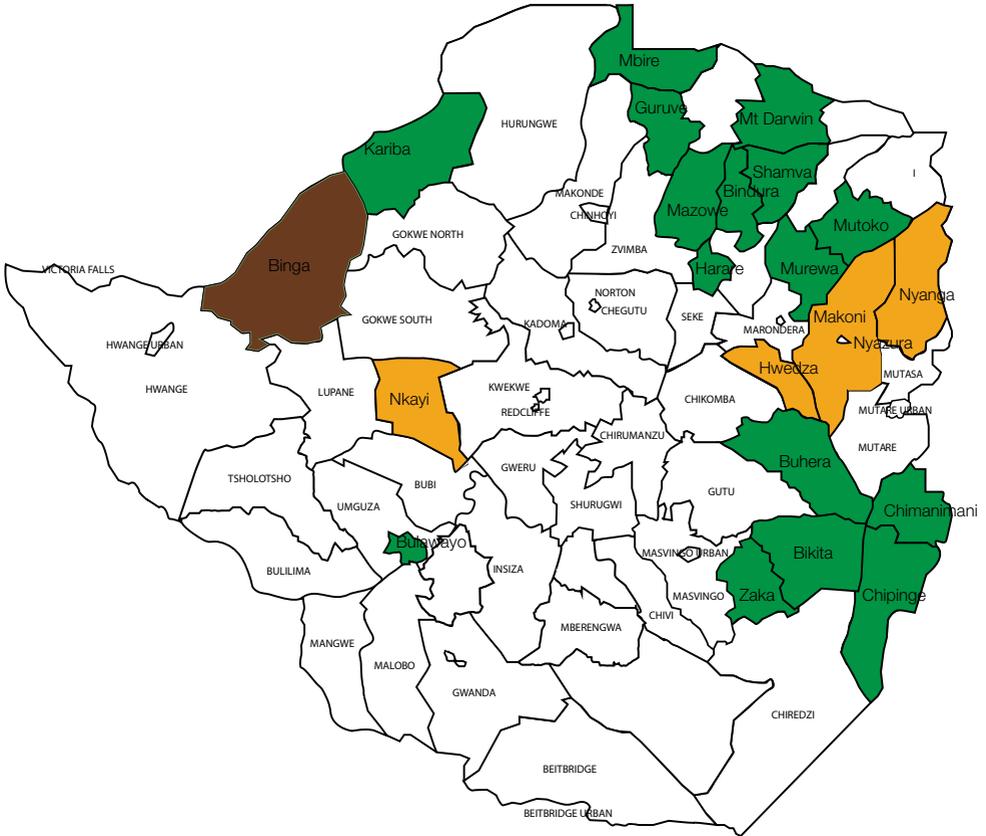
- Danish International Development Agency (DANIDA)
- ActionAid Netherlands
- Department For International Development (DFID)
- Swiss Agency For Development & Cooperation (SDC)
- United Nations Development Fund (UNDP)
- United Nations World Food Programme (WFP)

## **AAZ PARTNERS**

- African Breeders Services Total Cattle Management (Abs Tcm) Private Limited
- Afrosoft Holdings
- Basilwizi Trust
- Combined Harare Residents Association (CHRA)
- Diocese Of Mutare Community Care Project (DOMCCP))
- Face Zimbabwe (Fact Rusape)
- Fact Nyanga
- Farm Community Trust Of Zimbabwe (FCTZ)
- Health And Food Organisation (HEFO)
- Institute For Young Women's Development (IYWD)
- Students And Youths Working On Reproductive Health Action Team (SayWhat)
- Simukai Child Protection
- United Methodist Committee On Relief (UMCOR)
- Women In Leadership Development (WILD)
- Youth Agenda Trust (YAT)
- Zimbabwe Environmental Law Association (ZELA)
- Zimbabwe Women Lawyers Association(ZWLA)
- Zimbabwe Young Women's Network For Peace Building (ZYWNP)



# Geographical Spread of AAZ activities



- Project Partners Operational Areas
- AAZ LRP Partners Operational Areas
- Project Partners Operational Areas & AAZ LRP Partners Operational Areas

**Activista Provincial Chapters**  
All Provinces of Zimbabwe



## AAZ Staff 2017

NAME	POSITION
Adele Manuel	Head of HROD
Adliade Makandigona	Field Monitor- Rusape
Barnabas Halimani	M and E Assistant
Beauty Jonga	Internal Auditor
Betty Sithole	Program & Policy Manager – WR
Blessing Muyambo	Project Officer – WR (She Can Project)
Chipiwa Chifamba	Program & Policy Manager – Governance
Chipo Maruza	Child Sponsorship Officer
Daniel Maroso	Driver
David Kamonera	Caretaker
Eben Tombo	PQE Manager
Edson Nyashanu	WASH and Drr Officer-Kariba
Elen Mukonde	LRP Assistant
Elvis Augustin	LRP Assistant
Enock Muzaka	Driver/External Liaison
Esau Mushunje	Office Orderly
Evans Gomera	Accountant
Farirayi Gumbu	Child Sponsorship Officer
George Matonhodze	District Coordinator
Godfrey Mandinde	Head of Finance
Gracious Madyira	People for Change (P4C) Facilitator
Jesca Mpofu	Livestock Officer - Kariba
Joseph Munsaka	wash &DRR Officer
Joyce Mapfumo	Office Orderly
Kasina Hodzi	Field Monitor- Rusape
Leonard Magachika	Field Monitor- Rusape
Mary Makuku	Admin. Assistant
Mumbire Madhuku	WASH and Drr Officer-Mbire
Paddington Makovere	Finance Officer

NAME	POSITION
Peter Matimati	LRP Manager
Precious Gombera	Program & Policy Officer – governance
Promise Mashanda	District Coordinator- Mbire
Ramnoso MbayiMbayi	Livestock Officer- Mbire
Ronnie Murungu	Country Director
Stephanie Lux	Fundraising Officer
Succeed Chakanetsa	District Coordinator - Rusape
Tanatswa Chinenerere	Admin Assistant
Takaitei Bote	Communications Focal Persons
Tawanda Mapanda	Livestock Officer- Binga
Tinasho Chidawaya	Finance & Admin Assistant (RDA &LRP)
Toendepi Kamusewu	Head of programs
Tsaurai Kambunda	DTV Project Officer
Tsuro Bore	Child Sponsorship Manager
Wadzana Mudzongo	CRSA Officer
Xanthe Chikarara	HR Assistant
Kudzai Muswe	Volunteer -Finance
Faith Muperi	Volunteer- Communications/Data capture
Garisai Nharingo	Volunteer - IT
Nyasha Chiza	Volunteer-Finance
Pardon Chabata	Volunteer-LRP Chiendambuya
Kundai Chikoko	Volunteer- Governance
Tariro Matengu	Volunteer-CRSA
Tanyaradzwa Mandimutsira	Volunteer- PQE
Leonel Pedzisai	Volunteer- Finance
Linda Dzirakumunda	Volunteer- LRP Nyazura
Lazarus Chipere	Volunteer- WR
<b>People for change</b>	
Beatrice Mugambe	Advisor (ActionAid)
Joan Otengo	Inspirator (YAT)
Bridget Mbacham	Inspirator(WILD)
Fatuma Namkose	Inspirator (ActionAid)
<b>GS Host</b>	
Christina kwagwari	





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**Main Cover Picture:**

Ester Mugodhi (42) from Shabuka Village, Ward 29 of Nyazura, Makoni District, showing the SCOPE Card she used to redeem food items under the LSA programme