

# **DEC EVALUATION OF THE CYCLONE IDAI RESPONSE IN MALAWI**

## **HUMANITARIAN ASSISTANCE AND RESILIENCE BUILDING FOR FLOOD-AFFECTED HOUSEHOLDS, CHIKWAWA DISTRICT**

**PREPARED FOR ISLAMIC RELIEF WORLDWIDE**  
February 2021



**Environmental Partnerships for Resilient Communities**

## TABLE OF CONTENTS

	<b>ACKNOWLEDGEMENTS</b>	<b>3</b>
	<b>ACRONYMS AND ABBREVIATIONS</b>	<b>4</b>
	<b>EXECUTIVE SUMMARY</b>	<b>5</b>
<b>1.</b>	<b>INTRODUCTION</b>	<b>10</b>
1.1	Background	10
1.2	This Evaluation	10
1.3	Programme Components	11
1.4	Context and Challenges	12
<b>2.</b>	<b>APPROACH AND METHODOLOGY</b>	<b>12</b>
2.1	Evaluation Team Composition	12
2.2	Methodology	13
2.3	Tools	13
2.4	Sampling	13
<b>3.</b>	<b>KEY FINDINGS</b>	<b>14</b>
3.1	Overview	14
3.2	Project Design and Achievements	15
3.3	Institutional Support	17
3.4	Disaster Management	18
3.5	Village Committees	19
3.6	Community Policing Volunteers	19
3.7	Institutional Partnerships	19
3.8	Household Survey Observations	20
3.9	Concluding Findings	37
<b>4.</b>	<b>CORRELATION OF FINDINGS WITH SELECTED OECD-DAC CRITERIA AND THE CORE HUMANITARIAN STANDARD</b>	<b>39</b>
4.1	Relevance/Appropriateness	39
4.2	Effectiveness	41
4.3	Coherence	42
4.4	Impact	42
4.5	Sustainability/Connectedness	43
<b>5.</b>	<b>SOME LESSONS LEARNED</b>	<b>45</b>
<b>6.</b>	<b>ACTIONABLE RECOMMENDATIONS</b>	<b>46</b>
6.1	Islamic Relief Malawi	46
6.2	Islamic Relief Worldwide	48
6.3	Government of Malawi	48
6.4	Disaster Emergencies Committee	48
<b>7.</b>	<b>CONCLUSIONS</b>	<b>49</b>
Annex I	Terms of Reference for this Evaluation	
Annex II	Evaluation Timeframe	
Annex III	People Consulted as Part of this Evaluation	
Annex IV	Household Survey Questionnaire	
Annex V	Guiding Questions for Local Government Services and Authorities	
Annex VI	Guiding Questions for Beneficiaries and Community Leaders	
Annex VII	Guiding Questions for other Key Informant Interviews and Focus Group Discussions	
Annex VIII	Topline Survey Questions	

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Bright Sibale  
David Stone

## ACRONYMS AND ABBREVIATIONS

ACPC	Area Civil Protection Committee
ADC	Area Development Committee
CBDRR	Community-based disaster risk reduction
CDRRP	Community-based Disaster Risk Reduction Plan
CFW	Cash for Work
CHW	Community Health Worker
CHS	Core Humanitarian Standard
CPV	Community Policing Volunteer
DC	District Commissioner
DEC	Disasters Emergency Committee
DHSS	District Health Social Service
DoDMA	Department of Disaster Management Affairs
FGD	Focus group discussion
GBP	British Pound (Sterling)
GVH	Group Village Headman
HSA	Health Surveillance Assistant
IDP	Internally Displaced Persons
IR	Islamic Relief
IRW	Islamic Relief Worldwide
KII	Key informant interview
MEAL	Monitoring, Evaluation, Accountability and Learning
MWK	Malawian Kwacha*
NFI	Non-food item
NGO	non-governmental organisation
OECD-DAC	Organisation for Economic Co-operation and Development – Development Assistance Committee
TA	Traditional Authority
VAP	Village Action Plan
VDC	Village Development Committee
VCPC	Village Civil Protection Committee
WASH	Water, Sanitation and Hygiene

\*At the time of this evaluation, MWK10,000 was the equivalent of approximately GBP9.

## **EXECUTIVE SUMMARY**

### **BACKGROUND**

Cyclone Idai made landfall in Mozambique on 14 March 2019. The strength of this event caused Malawi to experience heavy rain and strong winds, the combination of which resulted in widespread flooding in 15 districts of the southern region – Chikwawa District being one of the worst affected. Islamic Relief (IR) Malawi responded to the government’s declaration of a state of disaster, initially using its own funds for the response while adding to this later with funding secured from the UK’s Disasters Emergency Committee.

The response covered two phases, each with separate interventions and intended outcomes and outputs. Particular emphasis was given in Phase I to helping flood-affected households meet immediate food needs, access shelter materials through cash assistance and obtain agricultural inputs (seeds and fertilizers). Informed by the actions taken, Phase II subsequently focused on:

- strengthening capacities for community-based disaster risk reduction;
- addressing immediate and emerging needs through cash transfers, during the “lean season”;
- distributing non-food items;
- addressing needs in relation to water, sanitation and hygiene; and
- building more resilient livelihoods.

At the request of government, additional and specific activities were added to the above in March 2020 to address the Covid-19 pandemic.

### **THIS EVALUATION**

This independent evaluation was in response to funds provided to Islamic Relief as a means of accountability to the UK Public. The main purpose of the evaluation was three-fold, namely to:

- a) assess the extent to which planned outputs and outcomes have been achieved according to OECD-DAC criteria, specifically, Relevance, Coherence, Co-ordination, Effectiveness, Efficiency, impact and Sustainability/Connectedness;
- b) evaluate the appropriateness and extent of application of quality standards, with particular focus on the Core Humanitarian Standard; and
- c) identify lessons and good practices from this intervention to inform future responses by both IR Worldwide and IR Malawi, as well as the wider humanitarian sector.

The evaluation was conducted by Proaction Consulting, an independent UK-based organisation. The scope of this evaluation covered activities funded through Phase 1 and Phase 2, implemented primarily with communities on the East and West banks of Chikwawa District, specifically the Traditional Authorities of Ngabu and Makhwira (1,500 households). A third Traditional Authority, Mulilima, was added in response to Covid-19, bringing the total number of households that received support to 2,400.

### **METHODOLOGY**

Given the restrictions surrounding Covid-19, in particular with regards international travel, this evaluation was led by an Evaluation Manager working remotely from the UK, in close co-ordination with an Evaluation Assistant based in country.

Background documentation provided by IR Malawi allowed a detailed Inception Report to be prepared, which included a sampling methodology, field schedule and list of people to meet. Among a series of questionnaires prepared, a household survey was administered by a series of trained data enumerators, using Kobo Collect. This was in addition to specific interviews with representatives from supporting government departments, community committees and individuals, and IR management and field staff.

## KEY FINDINGS

Overall findings of the evaluation are very positive and it was clear that the response was well considered and designed to meet the priority needs of people affected by flooding and, later, at-risk to Covid-19. While closer co-ordination could perhaps have been ensured between IR Malawi and local authorities and other actors<sup>1</sup> during the start of Phase I, the main focus of attention here was in getting emergency supplies and materials to displaced people to help them in the immediate aftermath of the crisis. Islamic Relief went on to make considerable adjustments to its plans in Phase 2 and the resulting collaboration and impact of certain activities on the ground – such as community-based disaster risk management plans – have been widely applauded by communities, government services and other organisations.

Additional support through, for example, different cash assistance programmes in addition to training Lead Farmers and orchestrating a number of seed fairs helped affected farmers to be able to easily access seeds and other need inputs at a fair price.

Islamic Relief Malawi went to great efforts in terms of identifying beneficiaries to ensure that the most vulnerable households and individuals were identified and assisted. Working closely alongside community committees helped ensure that the most critical cases were included, while sharing lists of intended beneficiaries with other actors helped avoid duplication of effort.

*“The IR Malawi response items were a profound initiative. We never expected such an overwhelming gesture.”*  
Community Leader and Beneficiary

## HUMANITARIAN QUALITY STANDARDS

The main findings from the evaluation were also reviewed in connection with selected OECD-DAC Criteria, in addition to selected criteria of the Core Humanitarian Standard (CHS). Table 4 presents a summary table of OECD-DAC criteria, with individual overall scores being shown below – ranked according to 0 being “*low or no visible contribution to the criteria*” to 4 “*... contribution is strong or exceeding what was expected...*”.

### RELEVANCE/APPROPRIATENESS [Criteria Score = 4]

Two hugely topical and priority concerns were addressed through this response, despite the fact that several unplanned aspects had to be introduced – and some planned activities adjusted – in early 2020 as a result of the Covid-19 pandemic. Overall, this emergency response was completely relevant and appropriate as a means of helping people to regain some semblance of normality in their lives and to start to rebuild their livelihoods, which is in accordance with the OECD criterion as well as CHS 1, “Humanitarian Response is Appropriate and Relevant”.

### EFFECTIVENESS [Criteria Score = 3]

The thorough consultative process applied by IR Malawi helped ensure that its response support was effective, targeting the most vulnerable and in need people in all three situations. IR Malawi selected beneficiaries that were indeed affected by Cyclone Idai (and later at risk to Covid-19): to avoid possible duplication, given that there were other agencies in the same impact areas, IR Malawi shared its list of beneficiaries so that households could not benefit twice (CHS 6). When it was learned that some previously intended beneficiaries were already receiving support from another NGO and that there were still many others in need, IR Malawi quickly shifted its focus to other communities still in need. Later, to guide its interventions and ensure these were aligned with government priorities, Memorandum of Understanding were established with two key district departments including the Department of Disaster Management Authority and District Health Social Service Officer (CHS 6).

### COHERENCE [Criteria Score = 3]

Overall, this response showed a considerable degree of coherence, both internal and external. This was supported by the exchange and learning from IR Malawi activities from elsewhere in the country, in addition to the flexibility enabled through the DEC’s two-phased approach. Learning from a separate

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<sup>1</sup> This observation is not unique to Islamic Relief but was noted as a particular concern in the immediate response.

emergency flood response, for example, was instrumental in helping IR Malawi come up with a robust complaint response mechanism for beneficiaries to communicate with IR Malawi and government in Chikwawa District (CHS 5). In terms of external coherence, a deliberate move was made throughout to avoid duplication of assistance: lists of beneficiaries were shared with other actors (CHS 6). Memorandum of Understanding signed between IR Malawi and local government are additional examples of coherence where IR Malawi's support was a positive move to supporting national goals and priorities.

**IMPACT [Criteria Score = 3]**

By design, each of the activities supported had a positive impact for people's lives and livelihoods. Cash transfers, for example, enabled households that had been negatively affected by Cyclone Idai to purchase food and household materials, medicine, clothes and school books, in addition to helping cover school fees (CHS 1 and 2). At the same time, cash for work contributed to improved community protection against floods through the construction of dykes and other flood control structures. People now also have the knowledge that goes along with these structures (CHS 3). While the purchase of iron sheet or livestock may not lead to total recovery or resilience they have nonetheless contributed to some level of improvement.

**SUSTAINABILITY/CONNECTEDNESS [Criteria Score = 2.5]**

The evaluation found that IR Malawi has implemented the evaluation in a particularly adaptive way, based on discussions, feedback and experience (CHS 1, 2, 3, 4, 5, 6 and 7, in particular). Of particular note – for current and future action – has been the approach and support provided to local community committees to update the district contingency plan for Chikwawa District (2019-2020) and facilitate the development of disaster risk management plans for committees in Makhwira and Ngabu Traditional Authorities. With the completion of this programme, decentralised structures are now in a strong position to continue running project activities (CHS 3).

**CORE HUMANITARIAN STANDARD**

The table below provides a summary of a similar ranking of the nine commitments of the CHS for Islamic Relief's response to Cyclone Idai and, later, the Covid-19 pandemic in Chikwawa District. Scores are attributed based on observations and remote interpretation of findings from this evaluation evaluated and are not necessarily reflective of the compliance of Islamic Relief as a whole to these standards<sup>2</sup>.

CHS COMMITMENT	OVERALL RATING
Quality Criterion 1: Humanitarian response is appropriate and relevant.	4
Quality Criterion 2: Humanitarian response is effective and timely.	4
Quality Criterion 3: Humanitarian response strengthens local capacities and avoids negative effects.	3
Quality Criterion 4: Humanitarian response is based on communication, participation and feedback.	3
Quality Criterion 5: Complaints are welcomed and addressed.	4
Quality Criterion 6: Humanitarian response is co-ordinated and complementary.	3
Quality Criterion 7: Humanitarian actors continuously learn and improve.	3
Quality Criterion 8: Staff are supported to do their job effectively and are treated fairly and equitably.	-
Quality Criterion 9: Resources are managed and used responsibly for their intended purpose.	3

Note: Green: requirements met or exceed; Yellow: in line with intent.

<sup>2</sup> Note: this assessment does not represent a full CHS assessment of IR Malawi as that was beyond the scope of the evaluation and it was not possible to review all relevant CHS related policies and documentation of IR Malawi.

## **SOME ACTIONABLE RECOMMENDATIONS**

### **Relief/response agencies need a visible presence to enhance co-ordination (CHS 4 and 6).**

People spoken with, particularly at government and community levels, repeatedly expressed their appreciation for the support provided by IR Malawi in the district. At the same time, however, many were concerned by the lack of permanent or semi-permanent presence – including an office – in Chikwawa during the initial response. (*IR Malawi.*)

### **IR Malawi's support to government should not replace the national government's obligations (CHS 6).**

IR Malawi addressed a considerable void in this response, namely the lack of disaster preparedness at local community and government levels. In doing so – by drawing government technicians into the equation – IR Malawi came under pressure to support their presence at public meetings and training events. (*IR Malawi.*)

### **Constant reminders are needed in relation to selection criteria and complaint mechanisms (CHS 5).**

IR Malawi took careful measures in relation to beneficiary selection and the installation and explanation of complaint response mechanisms. The latter, however, should not be considered as a one off activity. (*IR Malawi.*)

### **Keep people informed, even if delays are encountered (CHS 4).**

Some people mentioned that IR Malawi did not keep people adequately informed of what was happening as part of the response, or provide feedback on time. This, reportedly, led to some distrust of Committee members as intended beneficiaries suspected they had kept the money for themselves. (*IR Malawi.*)

### **Support commitments to Localisation (CHS 3).**

Islamic Relief has committed itself to supporting localisation though there was no evidence of this in the current response, despite some national NGOs also working in the same district. At present IR Malawi is widely seen as having been the major contributor and actor in relation to DRR in Chikwawa, a credit that should rightfully sit with government and at least some national/local NGOs. (*IR Worldwide.*)

### **Invest in appropriate DRR-related capacity building for community structures and government, together (CHS 3).**

This emergency response has demonstrated the importance of providing specific direction, awareness raising and capacity support to community structures and government services. This is a win-win situation that does not necessarily require a great deal of financial assistance. IR Worldwide should keep this in mind when reviewing country/response proposals for funding. (*IR Worldwide.*)

### **Islamic Relief's Country Offices should have pre-prepared guidance on cash transfers, being adaptable to specific contexts (CHS 2).**

Given the high level of appreciation shown for cash vouchers (different sorts) by beneficiaries of this response, IR should consider how to build and support internal capacity – particularly at country level – to enable offices to be better prepared to respond to future disasters and crises. Lessons from previous responses should be taken into account. (*IR Worldwide.*)

### **District government should actively promote lessons and experience from this dual response.**

District Government officials should ensure that lessons learned from IR Malawi's (and other agencies) interventions are reviewed at DC level with a view to sharing experiences (positive and those that did not perhaps reach their intended potential) and scaling up those approaches with other communities. This in relation to both DRR and Covid-19 messaging. (*Government departments.*)

### **Encourage active learning amongst and between DEC members responding to the same emergency.**

Nine DEC members responded to the Cyclone Idai disaster in 9 of the 15 Cyclone Idai-affected districts, including Chikwawa. Given feedback received from the current evaluation, however, some key



recommendations from an independent Real Time Response Review<sup>3</sup> were not taken into account across the DEC membership. Improving co-ordination (perhaps through a simple formal mechanism) and information sharing amongst DEC supported partners might be examined in more detail by the DEC itself. (DEC.)

**The DEC should continue to allow flexibility in partner's responses.**

The DEC should be commended for its flexibility in allowing partners like IR Malawi to adapt some of its programme approach to meet unforeseen needs and address opportunities. Being able to respond to the Covid-19 pandemic was a classic example of such adaptive programming. (DEC.)

*"IR Malawi has left an indelible mark in our lives and this community."*

Community Leader and Beneficiary

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<sup>3</sup> [https://reliefweb.int/sites/reliefweb.int/files/resources/DEC%20Cyclone%20Idai%20Response%20Review\\_Malawi.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/DEC%20Cyclone%20Idai%20Response%20Review_Malawi.pdf)

## **1. INTRODUCTION**

### **1.1 BACKGROUND**

“Tropical Depression 11” started to form off the east coast of Mozambique on 4<sup>th</sup> March 2019, bringing with it high sustained winds and heavy rainfall over parts of Mozambique and Malawi, in particular. Fluctuating in strength and scale over the next 10 days, Tropical Cyclone Idai eventually made landfall on the continent at Beira (Mozambique) on 14<sup>th</sup> March. It remained a tropical cyclone for the next five days as it moved further inland, impacting primarily Mozambique, but also Malawi and Zimbabwe, particularly in the form of severe flooding. Cyclone Idai was one of the worst tropical cyclones on record to have affected Africa and the southern hemisphere.

The strength of this event caused Malawi to experience heavy rain and strong winds, the combination of which resulted in widespread flooding in 15 districts of the southern region – Chikwawa District being one of the worst affected.

Some 975,000 people were affected by the cyclone in Malawi alone, with approximately 87,000 people displaced, most of whom found temporary accommodation in evacuation camps and makeshift sites. More than 288,000 houses were partially or totally destroyed, while physical assets in the agricultural sector were washed away, further increasing the already high food insecurity levels in the country. Islamic Relief (IR) Malawi responded to the government’s declaration of a State of Disaster, initially using its own funds for the response.

On 21<sup>st</sup> March, the UK Disasters Emergency Committee (DEC)<sup>4</sup> launched an emergency appeal asking the UK public to support people affected by Cyclone Idai across the three countries impacted. A total of GBP43 million was raised, including GBP4 million from the UK Government’s Aid Match scheme. Islamic Relief was one of the UK-based international agencies to receive financial assistance to respond to the disaster.

The response covered two phases, each with separate intervention and expected outcomes and outputs. Particular emphasis was given in Phase I to helping flood-affected households meet immediate food needs, access shelter materials through cash assistance and obtain agricultural inputs (seeds and fertilizers). Informed by the actions taken, Phase II subsequently focused on:

- strengthening capacities for community-based disaster risk reduction (CBDRR);
- addressing immediate and emerging needs through cash transfers, during the “lean season”;
- distributing non-food items (NFIs);
- addressing different needs in relation to Water, Sanitation and Hygiene (WASH); and
- building more resilient livelihoods.

Added to these, in 2020 – at the request of the Government of Malawi – was a series of activities aimed at improving health mechanisms for communities directly affected by Covid-19.

Please refer to Table 1 for more details of these activities, including a comparison of the number of intended target beneficiaries and actual achievements.

### **1.2 THIS EVALUATION**

As standard practice and accountability for all DEC-funded responses, an independent evaluation was required for this emergency response. This end of project evaluation is intended to report to IR’s Monitoring, Evaluation, Accountability and Learning (MEAL) Framework in addition to the DEC’s Accountability Framework. In particular, it sought to:

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<sup>4</sup> Note the distinction with the District Executive Committee, whose meetings were periodically attended by IR Malawi.



## **1.4 CONTEXT AND CHALLENGES**

At the request of Islamic Relief Worldwide (IRW), Proaction Consulting – an independent consulting group – was asked to undertake this evaluation. Proaction’s approach to an evaluation such as this is normally highly participatory: restrictions and safety concerns surrounding Covid-19, however, meant that this was not possible to the extent normally adopted. Alternative methods were therefore considered as outlined in below, given that the safety of beneficiaries, project staff and the evaluation team members was a primary concern at all times.

The evaluation team was aware of the general and country specific guidance relating to the Covid-19 pandemic and was guided on this matter by IR Malawi staff. At no point in time was an exercise – meeting – held with programme staff, community representatives, members of a participating government agency or other organisations that could knowingly have put that person at risk. Safety measures – wearing a face covering, social distancing and use of hand sanitizer/soap, for example – were observed by team members when in the field.

## **2. APPROACH AND METHODOLOGY**

### **2.1 EVALUATION TEAM COMPOSITION**

The evaluation was carried out by the following people:

- David Stone, Director of Proaction Consulting as Team Leader and Evaluation Manager. Due to international restrictions and limitations on international travel, his role in this evaluation was conducted entirely remotely. This included discussions and interviews with selected individuals in Malawi as well IRW Head Office. Selected interviews were also conducted together with National Consultant. David was also the liaison focal person with IRW;
- Bright Sibale, Proaction’s National Consultant in Malawi, as Evaluation Assistant took the lead on local logistics and planning with IR Malawi, undertaking key informant interviews (KIIs) and focus group discussions (FGDs) with different stakeholder groups. Bright also co-ordinated and supervised a team of data enumerators in the field (see below); and
- Daniel Ouma, a Senior Associate of Proaction Consulting based in Nairobi, Kenya, was responsible for the technical aspects of establishing a safe platform for Kobo Collect, in addition to daily monitoring and feedback on data as uploaded. Dan also provided remote support to the team on the ground in Malawi.

For fieldwork, this core team was supported by 12 data enumerators trained on the administration and delivery of household surveys using a pre-prepared questionnaire on Kobo Collect. Enumerators were selected based on previous experience of similar survey work with the Evaluation Assistant. In order to have everyone at the same level of understand, enumerators participated in a two-day training event, starting with an explanation of the emergency response (combining Cyclone Idai and Covid-19) before then going through each of the household survey questions (Annex IV) in detail, in English and Chichewa, to understand how to present the questions in the first place but also to be able to explain terms or acronyms to beneficiaries they would be speaking with.

This was followed by a focused training/refresher session on Kobo, during which enumerators practiced using the survey with other team members, while being supervised by the Evaluation Assistant. A second practise session was then organised with a community outside Lilongwe (for practical reasons) to allow a field trial of the survey and the technology to be checked. Needed refinements to the survey/technology were then made, after which a standard digital survey (in English and Chichewa) was uploaded to KoBo Collect, in readiness for fieldwork.

During fieldwork, daily meetings were held between the Evaluation Assistant and data enumerators to check on progress, address any challenges and plan for the next day’s logistics. Regular communications were held between the Evaluation Assistant and Evaluation Manager to track progress and address any

logistical challenges.

## **2.2 METHODOLOGY**

To inform the elaboration of an Inception Report, a desk review was first undertaken of background materials provided by IRW. This included a number of internal reports such as Phase 2 proposals, reports to the DEC and post-distribution monitoring reports, in addition to external documents, including independent DEC response reports.

## **2.3 TOOLS**

A selection of participatory tools was used to gather primary and secondary data using a combination of quantitative and qualitative approaches. On the ground, the evaluation team followed broad, agreed lines of enquiry for field data collection, to help ensure consistency.

Focus group discussions (FGDs) were undertaken in the same communities as the household survey but with different beneficiaries (see Annex III for those people met as part of this evaluation). Separate FGDs were organised for women and men, to encourage open dialogue and exchange of information. Participants were identified with assistance from IR Malawi field staff. Basic criteria for the selection of FGD participants included people being:

- a beneficiary of one or more interventions – some specific interventions were also examined in more detail;
- of mixed age; and
- representative of different representatives from within communities, including those with a disability.

The household survey (questionnaire) is presented in Annex IV of this report. Annexes V, VI and VII present guiding questions for participating government services, community leaders and other KII/FGD meetings, respectively.

A reference list of Topline Questions used is presented in Annex VIII, structured around OECD-DAC criteria and Core Humanitarian Standard (CHS) commitments: these were considered by the evaluation team members throughout this review.

## **2.4 SAMPLING**

### **2.4.1 Overview**

This evaluation sought to cover a representative sample of participating communities. In addition to a comprehensive desk review, first-hand quantitative and qualitative data were collected from interviews with project beneficiaries (through data enumerators), government partners, and IR Malawi field staff and management. A series of contextualised questionnaires were designed to guide interviews, each tailored to a specific audience. All of the above were developed and co-ordinated by the UK-based Evaluation Manager offering remote support to the field based Evaluation Assistant. Selected high level interviews were in addition organised with key informants through Skype/Zoom.

While initial support in Phase I concentrated on providing basic life-saving assistance to people affected by Cyclone Idai, Phase 2 was intentionally directed towards supporting internally displaced persons (IDPs) who had returned to their places of origin – their original villages, if not homes. Justification for beneficiary selection was based on findings from the DEC commissioned Real Time Review together with IR Malawi's Needs Assessment, which essentially identified the following gaps and needs:

- lack of capacity to reduce the risks of future disasters;
- lack of food;
- lack of basic NFIs;
- lack of WASH facilities; and

- destroyed and disrupted livelihoods.

Among the beneficiaries, priority was given to vulnerable families, notably those that have a high number of children (0-17 years of age), elderly people, pregnant and lactating women and people living with disabilities.

Islamic Relief had originally planned to provide Phase 2 support to selected beneficiaries in six communities that had been forced to displace to temporary camps – Tusida, Mbiya, Tabwa 2, Alinafe, Mphimbi and Livunzu. Stakeholder analyses, mapping and consultations with authorities and peer agencies, however, identified the presence of other humanitarian actors in these communities, while further vulnerability analysis with the Department of Disaster Management Affairs (DoDMA) and Area Development Committees (ADCs) at the TA level identified other communities with more acute vulnerabilities than those initially targeted. To ensure that duplication of effort was avoided, and that the most vulnerable people received the intended support, IR Malawi therefore reselected the following villages for its interventions – Chagambatuka, Gangu (including Malata), Mmodzi, Mphonde, Nantusi and Nkhwazi (see Table 4).

In response to Covid-19, adapted programming was later implemented in both TA Makhwira and TA Ngabu, while later being expanded to also intervene in four communities (Bello, Medrum, Namila and Sikelo) in TA Mulilima. This was at the request of the District Health Office due to the perceived high risk of Covid-19 spreading as these villages were thought to be points of entry from other districts: the first Covid-19 case recorded in Malawi was from TA Mulilima.

#### **2.4.2 Sampling Strategy**

With a total of 2,400 beneficiary households, a precision level of  $\pm 5$  per cent, Confidence Level at 95 per cent and a probability value (P) of 0.5, an estimated sample size was calculated at 343 households. To this, however, the evaluation added a 5 per cent response rate thus raising the proposed sample size to 362 households.

The distribution of the sample was intended to be proportionate to the number of beneficiaries in each Group Village Headman (GVH). Documentation made available by IR Malawi showed that, 11 GVHs and 62 villages featured as part of this response: given this, the evaluation team set out to visit all 11 GVHs and 20 villages. Two randomly selected villages were targeted per GVH (using simple random sampling). From each of these villages, people for interviews were also randomly selected from a list of beneficiaries provided by IR Malawi. Each GVH was allocated an equal sample between the two villages selected. If the number of beneficiaries was less than the sample in one village, numbers were made up in the other one.

Household data were collected electronically on tablets using KoBo Collect. Several data quality controls/checks (skip logics, constraints and data types) were programmed into the electronic survey tool which ensured that there are no missing data, unwanted outliers or other common data entry errors. Data were securely submitted to the KoBo server on a daily basis where they were stored until the completion of fieldwork. The final dataset was downloaded as a comma-separated values file prior to data cleaning using MS Excel.

### **3. KEY FINDINGS**

#### **3.1 OVERVIEW**

Originally intended to provide emergency relief to communities affected by Cyclone Idai – in particular the impacts caused by flooding – this response was modified to an extent early 2020 to address emerging concerns in relation to Covid-19.

For those families and individuals dealing with the aftermath of Cyclone Idai, loss of possessions – household and personal – was an immediate challenge, together with widespread hunger. Even some of

those who sought safety in temporary IDP camps had their food baskets washed away by flood waters. People had no money to purchase food or basic necessities, even mats on which to sleep.

*“We had countless challenges prior to receiving assistance from IRM. These included lack of food since our bags of maize flour were washed away by flooding waters.”*

Beneficiary

Many families had no shelter since their houses had been partially or completely destroyed by the floods. People spoken with during this evaluation recall houses falling one by one and described the scene as *“a sorry sight”*. Connecting roads between villages were damaged and clean water was scarce as normal water supplies were submerged. Consequentially, some water sources were contaminated which led to widespread cases of diarrhoea and dysentery.

After Cyclone Idai had passed, in July/August 2019, the government issued a directive instructing people to return home soon after the flood waters had gone. Victims, however, went back to the same flood prone areas because they had no money to purchase land at higher altitudes. This, reportedly, has been an issue of concern for some years though a solution has yet to be found. A long-standing initiative has been discussed to move people living in these flood plains to higher ground though nothing has materialised in this regard. Even in the flood prone areas, however, there are often no safe temporary shelters for affected people as schools do not want to have to interrupt their teaching schedules by offering displaced people shelter facilities.

Islamic Relief Malawi had been working in Chikwawa District before Cyclone Idai, though it never had a permanent presence. It was, however, quick to respond to the floods: one Village Head remembered that shortly after the first floods hit on 4 March people from IR Malawi came and gave each affected family flour, cooking oil, relish and soap. A few months later, someone again came to speak with villagers who, on that occasion, raised the question of getting cash as a form of relief. This led to households receiving MWK25,400 (£24) over a period of three months. Later still, IR Malawi returned with iron sheets after it was realised that this was an outstanding priority need.

Following up with an array of additional support, which included additional materials and training and capacity building, IR Malawi – at the request of the Ministry of Health – also engaged with some emergency support in response to Covid-19, both broadly within TA Makhwira and TA Ngabu where flood relief assistance was ongoing, in addition to unforeseen support for selected families in TA Mulilima which was seen as a particularly sensitive administration where urgent assistance was needed.

*“IR Malawi responded quickly to our call for help.”*

Beneficiary

The following sections examine some of the main interventions of IR Malawi with local government authorities, other relief focused organisations operating in the same region at this time, in addition to local community structures. It is followed in Section 3.3 by findings from a detailed household survey conducted in all three TAs covered by this emergency response.

### **3.2 PROJECT DESIGN AND ACHIEVEMENTS**

Overall this would appear to have been a well-designed response that addressed immediate priority needs following the floods that accompanied Cyclone Idai. In addition, however, it (and the donor) was flexible in seeking to adapt some of its planned activities to address the Covid-19 emergency, as this unfolded. One issue that perhaps stands out from the original design, however, was that co-ordination with district authorities was not at an optimal level during Phase I of the response: when identified, IR Malawi quickly took steps to correct this, resulting in what has been by all accounts an excellent supportive role to various community committees, the District Government office and other humanitarian actors present in Chikwawa at the time.

**Table 1. Progress achieved on DEC-funded Phase I and Phase II activities** (Achievement figures in bold or italics show an over- or under-achievement, respectively)

<b>PHASE 1</b>			
<b>OUTCOME</b>	<b>RESPONSE</b>	<b>TARGET</b>	<b>ACHIEVEMENT</b>
A: Targeted vulnerable flood affected households have improved ability to meet their food security needs	Flood affected households have access to cash to meet their immediate food needs	2,000 households	<b>2,054 households – 11,981 people</b>
B: Targeted flood affected households have improved ability to meet their immediate shelter needs	Flood affected people have access to adequate and accessible shelter through cash vouchers	2,000 households	<b>10,211 Individuals</b>
C: Resilience of targeted flood affected households is increased through timely livelihoods recovery	Flood affected households are able to plant during the upcoming agricultural season	2,000 households	<b>2,050 households</b>
<b>PHASE 2</b>			
A: Strengthened local capacity to develop, support and advocate for community-based disaster risk reduction plans	Number of individuals engaged in CDRRP development	90 people	100%
	Community-based DRRPs developed and endorsed by concerned stakeholders	6 plans	100%
	Number of individuals assisted through the implementation of CDRRP priorities with the project's allocated grants	4,910 people	100%
	Number of communities with CDRRPs with priorities advocated for/shared with other actors	6 plans	100%
B: Disaster affected population has timely and increased access to emergency assistance (food and non-food items)	Number of households receiving vouchers for NFIs	1,000 households	100%
	Number of households receiving NFIs (blankets, mattresses, plastic)	1,000 households	100%
	Number of households receiving unconditional cash	1,500 households	100%
C: Disaster affected population has improved access to and utilisation of WASH services	Increased access to safe water supply facilities – water points developed or constructed	18 water points	<b>21 water points established: 6 new and 15 rehabilitated</b>
	Increased access to safe water supply facilities – number of households provided with access to a safe watering point	1,800 households	<i>1,733 households</i>
	Number of individuals receiving direct hygiene promotion	9,000 people	<i>7,576 people</i>
	Number of households with access to a functioning latrine	800 households	<i>684 households</i>
D: Disaster affected population has more access and utilisation of diversified	Number of individuals assisted through livelihood restoration activities (seeds and tools)	1,500 households – 7,000 individuals	100%



and resilient livelihood systems	Number of individuals trained to perform as Local Agriculture Extension Agents (Lead Farmers)	30 individuals	<b>65 individuals</b>
	Number of individuals employed through cash for work activities	360 households	<b>1019 households</b>
	Number of households selected and assisted to produce blocks and bricks, in TA Makhwira	120 households – 600 individuals	100%
E: Targeted at risk population groups and respective health mechanisms have enhanced preparedness, mitigation and response to Covid-19	Targeted communities have increased access to accurate and appropriate health and hygiene information and improved hand washing practices	9,000 people	<b>10,300 people</b>
	Number of households provided with hygiene kits (bucket and soap)	2,000 households	100%
	Vulnerable households are able to meet minimum needs as a result of increased access to social protection support (unconditional cash) to better manage negative social and economic impacts of Covid-19	500 households – 2,500 individuals	100%
	Number of community health workers and Health Surveillance Assistants trained in Covid-19 symptoms, prevention, contact tracing and referral	120 people	<b>276 people</b>
	Number of health facilities supported/rehabilitated through the provision of personal protective equipment	28	100%

Source: Analysis based on Phase 2 12 Month Report, Phase 2 Final Report and personal corrections from IR Malawi team.

Results presented in Table 1 show that for the very large part, most targets have been met with some even being surpassed. Where differences in household figures appear, this is perhaps explained by the fact that in its reporting IR Malawi on occasion used household number and the number of individuals, interchangeably, which is not always very helpful if a standard number of people per household is stated and not respected.

### 3.3 INSTITUTIONAL SUPPORT

The Office of the District Commissioner (DC) works through sectors and each organisation working in Chikwawa is expected to engage with and work alongside these sectors to ensure that the DC is aware of what is planned or taking place and to ensure that respective organisations are working in line with sectoral policies and guidelines. During this response, and in particular Phase 2, IR Malawi, reportedly worked very closely with the office of the DC as well as individual sectors, despite not having a permanent office in the district<sup>5</sup>. Some of the more prominent activities carried out together with government were realised through Memorandum of Understanding signed (separately) between the DHSS and DoDMA with IR Malawi, in relation to Disaster Management (Section 3.4) and Covid-19 (Section 3.7), respectively.

<sup>5</sup> IR Malawi had junior level Field Officer that operated directly from the field, but not at District headquarter's level.

### 3.4 DISASTER MANAGEMENT

While some preparedness measures had been taken prior to Cyclone Idai – existence of the 2019-2020 contingency plan and IR Malawi being part of the part of the District Civil Protection Committee – the magnitude of an event like Idai was not anticipated.

Particular appreciation was expressed for IR Malawi's assistance with developing CDRRMPs, especially on account of the process being so participatory. These plans now provide an overall framework for future interventions by government and other organisations. This was re-iterated by a representative from the Malawi Red Cross in addition to several other government representatives in different ministries. In addition to contributing directly towards a national strategy for disaster risk reduction, some of the recommendations from the plan, such as moving people out of flood-prone lowlands to higher ground is now a serious consideration of local government. This is a direct recognition of the need for disaster preparedness rather than responding each time an event happens.

To support this process, IR Malawi developed a series of guidelines for facilitators to conduct CDRRPs at the community level. These guidelines have been adopted by DoDMA in Chikwawa District and IR Malawi was in the process of translating these into the local language for future use.

Practical activities taken in line with these plans are also viewed as making both current and future contributions to disaster risk management, for example the community built check dams and swales, in addition to the tree planting that should help restore part of the damaged environment. These practical actions have both short-term food security gains, as well as long-term resilience building gains, especially at household level.

A common observation across many discussions – with institutions and individuals – was the strong sense of ownership for these plans. The engagement of community members, through Village Civil Protection Committees (VCPCs) Area Civil Protection Committees (ACPCs) was of course essential from the outset though some people were at first sceptical of getting involved without some form of remuneration. Today, however, it would seem as though there is a strong sense of ownership at this level. The DC too, appears committed to ensuring that such plans are updated and feed into anticipated village action and development plans. Combined this suggests that there is a good possibility for disaster prevention related activities continuing – and even being replicated – in the future.

Now that the government office has this, however, it can share it with others as a template, particularly to assist with decision-making and budgeting. So far, Malawi has been using annual contingency planning processes to manage disasters, but there is now a move to migrate towards multiyear contingency planning. The District Disaster Management Officer indicated that as a district they will be developing a multiyear disaster management plan and that process will adopt the model provided by IR Malawi as its starting point. In addition, the Director of Planning and Development for the district reported that some intervention included in the CBDRM plans, which have been developed by IR, will be incorporated into the village level action plans that will, in turn, contribute to an overall district development plan. This means that IR efforts will be represent in the District Development Plan and also the national budget, since district budgets are derived from this Plan.

In addition to the above, strengthening the capacity of Civil Protection Committees, Area Civil Protection Committees and VCPCs is also seen as a positive contribution towards longer term disaster prevention and management at the local level. Some of the practical interventions supported were also recognised as contributing towards risk reduction, for instance the drainage systems made along roads when community members engaged in cash for work, will help control the direction and flow of water in case of heavy rains, just as the check dams and swales. This should give people a better chance at growing crops and getting some harvest because they will be able to harvest water too while the risk of floods is also minimised.

### **3.5 VILLAGE COMMITTEES**

Village committee structures – VDCs and VCPCs – interacted with IR Malawi in a number of ways in this response, in particular through specific projects such as the construction of swales and check dams on farmland, tree planting and road construction where beneficiaries received cash for work amounting to MWK14,400 (GBP13) per two weeks for a period of three months. Some tree planting activities were initiated by village communities themselves, though IR Malawi provided some assistance, for example with plastic tubes to package seedlings.

A lack of training was a serious obstacle for committees even prior to Cyclone Idai. Recognising this, IR Malawi stepped in provide training on strategies to apply in order to mitigate the risks of both Covid-19 and weather disasters like cyclones. As a result, some committees were later able to come up with a strategic plan budgeted to the tune of MWK7.5 million (GBP6,993).

While village committees remain without many basis tools and the support they require in order to fulfil their mandates – for example bicycles to help them reach outlying community members – there is also a sense that not all committees received sufficient training and guidance to make them fully functional. Some community members felt that the training was not conclusive and that a number of the practical activities started with IR Malawi support – for example, tree planting project in flood prone areas, dyke construction, check dams and swales, have only been partially completed.

### **3.6 COMMUNITY POLICING VOLUNTEERS**

In the aftermath of Cyclone Idai, Community Policing Volunteers (CPVs) played an import role in helping ensure that no fraud took place during the relief distribution exercises, making sure that the intended assistance reached the right beneficiaries. Any time fraud was detected, or suspected, their responsibility was to send an alert message to the authorities.

In collaboration with IR Malawi, CPVs would cross check items by doing a physical count to ensure that the number of items brought matched what they were told, prior to the day of distribution. If any shortfall was identified, authorities would again be notified.

While CPVs offer their time for free, some received separate funding (MKW21,000 – GBP19 a day) from IR Malawi to work as security people during distributions in the field. In response to Covid-19, CPVs again assisted with awareness campaigns: in conjunction with IR Malawi and others such as the Health Committee, they went around the community notifying people about the Covid-19 pandemic and what actions people should take to prevent contracting and spreading the virus.

While this added level of support and vigilance by the CPVs seemed to have been a useful and supportive initiative, members of the units would have liked to have seen more of their colleagues involved in these response activities, first to have shared the work load more evenly, in addition to allowing other affected members and their families to also avail of additional support.

*“The assistance our community received from IR Malawi was exceptionally outstanding.”*

VCPC Member

### **3.7 INSTITUTIONAL PARTNERSHIPS**

Most of IR Malawi’s support was either delivered through government offices or local structures and committees: few other organisations were directly involved in delivery or implementation although considerable efforts were made to ensure that there was no – or as little as possible – overlap in beneficiaries or duplication of efforts, which is a very credible finding. Some collaboration was, however, established, or re-inforced with the Malawi Red Cross as it is a key player in the country in terms of disaster management and shelter: the Malawi Red Cross is co-lead of the Shelter Cluster and so has worked together with IR Malawi in this respect.

Apart from Shelter, IR Malawi participates in various other cluster meetings at which the Malawi Red Cross is also represented, including WASH and Disaster Management, so there is a structure in place to identify gaps that a district might have, mobilise resources and start to respond. IR Malawi, for example, provided support for the 2019 contingency plan by bringing together partners and relevant government departments to update this plan. In the case of Covid-19, the Red Cross itself was at one stage short of information education and communication materials and actually resorted to using some of those provided by IR Malawi.

While the lack of district-based staff was seen as a co-ordination weakness by IR Malawi at first during the Cyclone Response, this improved with time and was seemingly much better by the time the actors came together to address Covid-19.

### 3.8 HOUSEHOLD SURVEY OBSERVATIONS

#### 3.8.1 OVERVIEW

##### Household Engagement

A total of 410 people were contacted with a view to participating in the household survey prepared for communities in three TAs – Makhwira, Mulilima and Ngabu. All but one of these people confirmed that either they or someone in their household had received support from IR Malawi either as part of the Cyclone Idai response or Covid-19 response. Thus, for data analysis purposes, a total figure of 409 respondents has been used in the following analysis. For clarity of responses, however, respondents from Mulilima TA are only included in findings from the generic introductory questions posed (gender, age, income and so forth) in addition to a specific set of Covid-19 related questions: other questions relating to Shelter/NFIs, Cash, WASH, Livelihoods and DRR were not presented to people in TA Mulilima.

When asked whether they were willing to participate in the survey (following an explanation of its purpose and the fact that findings would be treated in confidence and anonymously) all 409 people willingly agreed to this. The actual sampling selection is shown in Table 2.

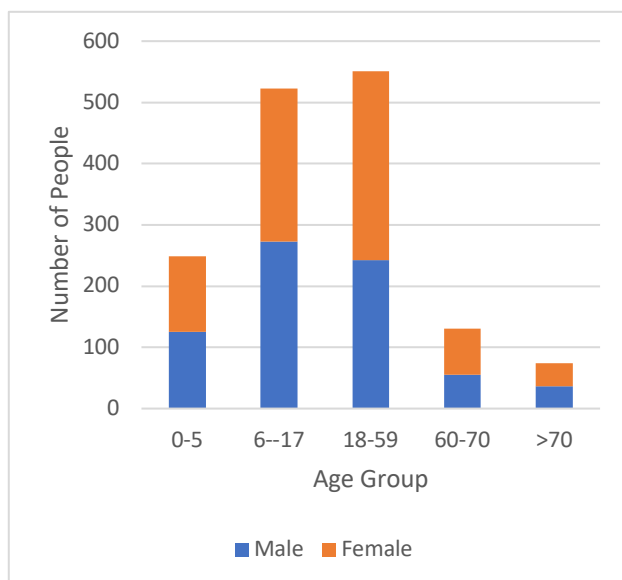
**Table 2. Number of respondents to the Household Survey**

TRADITIONAL AUTHORITY	GVH	NUMBER OF RESPONDENTS	FEMALE	MALE
Makhwira	Chagambatuka	37	22	15
	Gagnu	58	41	17
	Mmodzi	56	28	28
	Nantusi	34	17	17
Sub-total		185	108	77
Mulilima	Bello	24	15	9
	Medrum	28	18	10
	Namila	24	18	6
	Sikelo	24	17	7
Sub-total		100	68	32
Ngabu	Mphonde	61	39	22
	Nikhwazi	63	37	26
Sub-total		124	76	48
TOTAL		409	252	157

Of the respondents, 252 (61 per cent) were women and 157 men (39 per cent). A slight majority of respondents were female heads of household (57 per cent) with men filling the same role in 38 per cent of those households covered in this survey. Six people interviewed were elderly headed households, i.e. over 80 years old.

Most households consisted of families of 4-5 people (N=192 – 47 per cent) with a range from one single person (ten households) to thirteen people (one household). Age groups represented in those families who took part in the household survey are shown in Figure 1, which shows a high proportion of youth (6-17 years of age) as well as working age adults, with quite an even distribution between women and men.

**Figure 1. Age of Family Members**



When asked whether they had experienced any difficulty in receiving or accessing assistance from Islamic Relief, while the vast majority did not have any problem with this 12 respondents (3 per cent of the total) said they had, the reasons being:

- mobility challenges, such as difficulty with walking ;
- the distribution point was a long way from their home or it did not happen at the appointed time : and
- not being able to pay for transport.

In practise what this meant was that these people either had to send someone else to collect the support being provided or they had to borrow money and pay someone to go and collect it or provide transportation for them to go personally.

In order to appreciate the degree of vulnerability within these communities, selected households were asked whether they, or someone in their household, has a particular physical challenge, such as walking, hearing or understanding – as per guidance issued by the Washington Group<sup>6</sup>. The Washington Group on Disability Statistics promotes and co-ordinates international co-operation in the area of health statistics focusing on the development of disability measures suitable for census and national surveys. As shown in Table 3, while some household members stated that they had some physical difficulties, particularly in relation to vision, walking and memory, most actual respondents had no such challenges.

### Selection Criteria

Islamic Relief Malawi comprehensive guidelines for community targeting and beneficiary selection, which entailed the following main steps:

1. Approval of the District Executive Committee;
2. Meeting with the DoDMA;
3. Meetings with key stakeholders working in the targeted area;
4. Meeting and approval of the Are Development Committee; and
5. Meeting with VDCs/VCPCs.

Criteria were also established to guide the eventual selection of communities and villages, including as an example the fact that were not to have received, or be receiving support from any other NGO. Following a scored ranking of beneficiaries – to determine their level of vulnerability – beneficiary lists were openly shared within communities and with authorities and other actors.

<sup>6</sup> [https://www.washingtongroup-disability.com/fileadmin/uploads/wg/Documents/Questions/Washington\\_Group\\_Questionnaire\\_1\\_-\\_WG\\_Short\\_Set\\_on\\_Functioning.pdf](https://www.washingtongroup-disability.com/fileadmin/uploads/wg/Documents/Questions/Washington_Group_Questionnaire_1_-_WG_Short_Set_on_Functioning.pdf)

**Table 3. Household Responses to Washington Group of Disability Statistic Questions. (Figures in parenthesis are rounded percentages.)**

	NO DIFFICULTY	SOME DIFFICULTY	A LOT OF DIFFICULTY	CANNOT DO IT AT ALL
Do you have difficulty seeing, even if wearing glasses?	351 (86%)	49 (12%)	8 (2%)	1 (0.2%)
Does anyone else in your household have difficulty seeing, even if wearing glasses?	377 (92%)	25 (6%)	7 (2%)	-
Do you have difficulty hearing, even if using a hearing aid?	384 (94%)	18 (4%)	7 (2%)	-
Does anyone else in your household have difficulty hearing, even if using a hearing aid?	379 (92%)	24 (6%)	3 (1%)	3 (1%)
Do you have difficulty walking or climbing steps?	341 (83%)	54 (13%)	14 (3%)	-
Does anyone else in your household have difficulty walking or climbing steps?	369 (90%)	30 (7%)	8 (2%)	2 (0.5%)
Do you have difficulty remembering or concentrating?	354 (86%)	53 (13%)	2 (0.5%)	-
Does anyone else in your household have difficulty remembering or concentrating?	374 (91%)	30 (7%)	4 (1%)	1 (0.2%)
Do you have difficulty with self-care such as washing all over or getting dressed?	368 (90%)	34 (8%)	7 (2%)	-
Does anyone else in your household have difficulty with self-care such as washing all over or getting dressed?	362 (88%)	35 (9%)	9 (2%)	3 (1%)
Using your local language, do you have difficulty communicating, for example understanding or being understood by others?	401 (98%)	7 (2%)	1 (0.2%)	-
Using your local language, does anyone else in your household have difficulty communicating, for example understanding or being understood by others?	393 (96%)	9 (2%)	4 (1%)	3 (1%)

From the responses obtained it would appear that while a majority of people said that they had been informed of the selection criteria applied by Islamic Relief to identify beneficiaries (82 per cent) a significant number of people (72 – 18 per cent of the total) said they were not informed. Of the people who had been informed (N=337), all but four said that the criteria had been clear and were understood. Most of these people (78 per cent) also reported that they were satisfied with the way that beneficiaries had been selected.

Reasons given why people were only partly or not satisfied were that:

- it didn't address the most vulnerable people (N=9);
- the selection seemingly did not match the criteria (N=2);
- some people were thought to have been selected for personal/family reasons (N=1); and
- other (N=2).

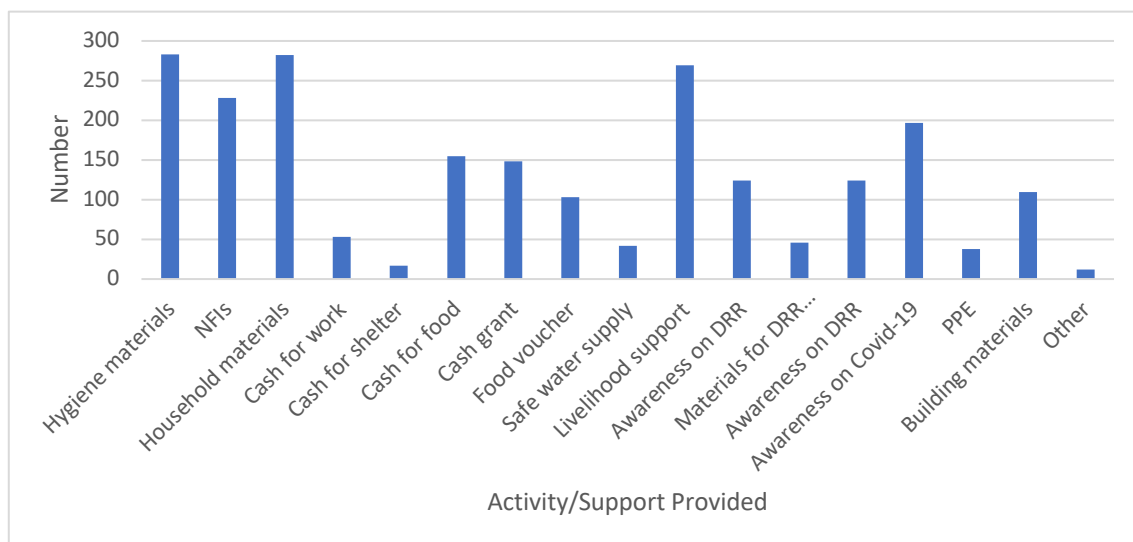
From their own understanding, however, being a poor and vulnerable family or the fact that their houses were seriously damaged as a result of Cyclone Idai were two of the main reasons why people believed they received support – 259 (63 per cent of respondents) and 203 (50 per cent of respondents), respectively. Other main reasons included the fact that people had elderly or disabled people, or orphaned children living with them, or that they had lost a great deal as a result of Cyclone Idai. Eleven people mentioned that they were not sure why they had received support.

A surprising finding in relation with the above, however, was the fact that many people (245 – 60 per cent of the total survey size) said that they had not been consulted with regards the type of support they would have appreciate receiving. IR Malawi is known to have worked closely with the respective VDCs, VCPS and communities in identifying beneficiaries most in need and this seems to have been well appreciated. This figure is perhaps emphasised by the responses from TA Mulilima (where limited assistance was provided at a later stage in relation to Covid-19). Here, 76 per cent of respondents said they had not been consulted, though people were also being offered very basic – but essential – materials. The fact that a still high number of people (40 per cent) in both TA Makhwira and TA Ngabu also stated that they had not been consulted ahead of time could also perhaps be explained by the fact that the person spoken with was not aware of this at the time.

Most people appreciated receiving support from Islamic Relief Malawi: 79 per cent of respondents noted that this helped them address some of their basic needs in terms of rebuilding their lives and livelihoods, while an additional 20 per cent of people felt that the support had helped a bit. Just two people noted that the support received did not help them. The main kinds of support received are shown on Figure 2, with hygiene materials, household materials (including mattresses) and livelihood support such as seeds and tools topping this list.

While Figure 2 shows the range of materials and other forms of assistance provided to people, what is perhaps more important as a finding is peoples’ appreciation for the different types of support provided. The two most appreciated items were unrestricted cash grants (21 per cent of respondents) and cash for food (19 per cent), followed by livelihood support materials (14 per cent) and hygiene materials (13 per cent), as mentioned above. Non-food items together with awareness on disaster risk reduction (DRR) and Covid-19 were amongst the least appreciated items/activities, despite all three featuring quite prominently in the list of support provided by IR Malawi (Figure 2). This highlights the need for more attention to be given to prior consultation and needs determination before deciding which materials/assistance to provide to people.

**Figure 2. Support Received from Islamic Relief Malawi**



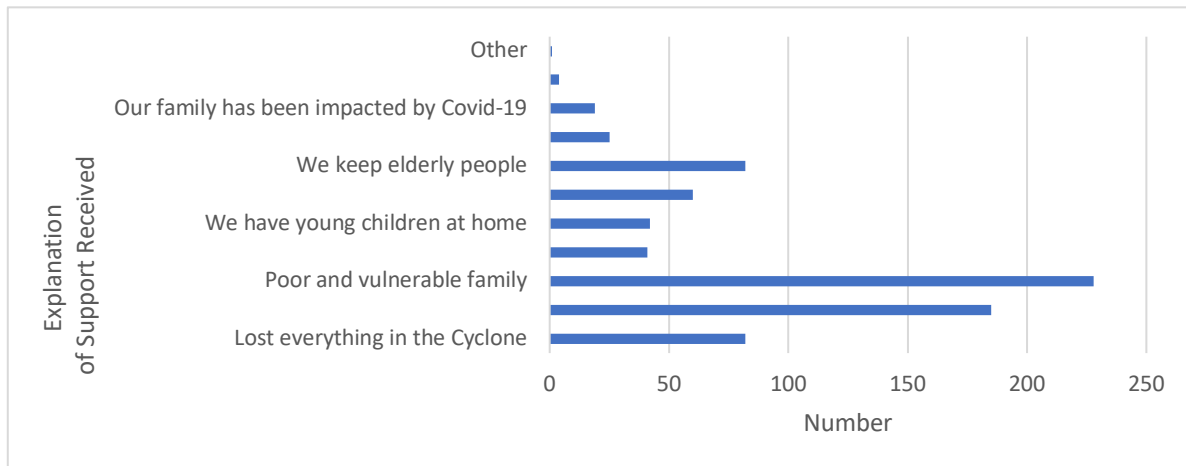
When asked why they thought they had been selected to receive assistance from IR Malawi, being a poor or vulnerable family, together with damage to their houses as a result of Cyclone Idai were two of the main reasons stated (Figure 3). Quite a few different social considerations were, however, also mentioned.

### Complaint Mechanisms

Most of the people spoken with (79 per cent) as part of this survey were aware of a mechanism or system that allowed them to make a complaint to IR Malawi should they need to. A sizeable number, however,

claimed that they were not aware of such a system/mechanism (N = 61 people; 15 per cent) were not sure about this (N = 24 people; 6 per cent. Of those people who know about this, most identified with a complaint box (246 people – 60 per cent of responses and a telephone number (225 people – 55 per cent). The possibility to contact a designated community focal point was also mentioned by around one- third of people spoken with.

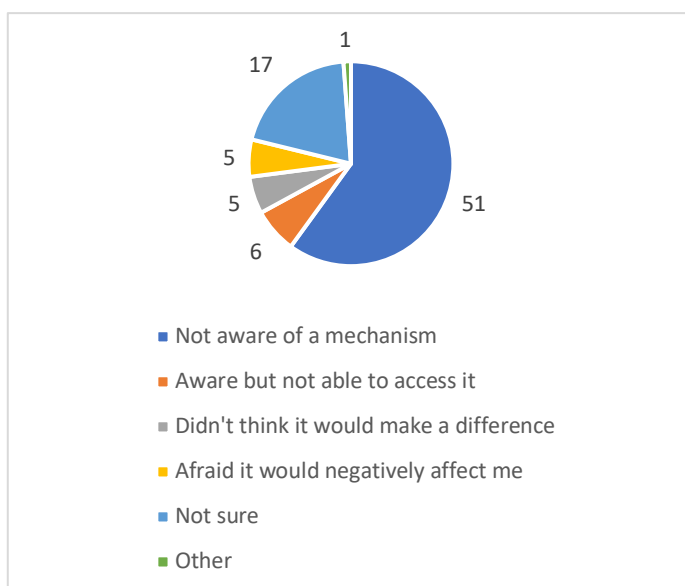
**Figure 3. People’s Understanding of why they Received Support**



Of those people who were aware of this service/facility, 43 people (10 per cent of this group) mentioned that they had actually made a complaint through one of the facilities. No response was forthcoming for more than half of these cases (N=23), while an additional 12 people mentioned that there had been immediate follow-up by IR Malawi. In other instances, action was taken within two weeks of the person submitting the complaint (N=2) while for an additional six people, action was taken within four weeks.

People who did not know (N=61) or were not sure (N=24) about there being a complaint mechanism in place provided a range of answers as to their lack of knowledge or unwillingness to use such as system, as shown in Figure 4, with the majority of people simply not being aware of a feedback mechanism (60 per cent of this group). Of the respondents to this question, 50 per cent were from TA Mulilima, 37 per cent from TA Makhwira and the remaining 13 per cent in TA Ngabu.

**Figure 4. Reasons Cited for not using a Complaint Mechanism**



When asked whether they felt well informed by IR Malawi as to what was happening and what was going to be delivered, many people (76 per cent) stated that they were. Others, however, believed this was not the case (20 per cent) or were not sure of their response (3 per cent). Overall, however, beneficiaries reported that the quality of services and support provided by IR Malawi were either excellent (59 per cent) or very Good (35 per cent). Twelve people (3 per cent) were not sure how to respond, while a similar number felt that this could have been a bit better. Just two people stated that the support needed great improvement.



### 3.8.2 SHELTER AND NON-FOOD ITEMS

When asked about the level of damage to their houses, most respondents in TA Makhwira and TA Ngabu (43 per cent – 134 respondents) mentioned that their house had been totally destroyed. Missing roofs and/or broken walls accounted for a similar figure, with just six household having experienced damage from flooding. Thirty-six households (12 per cent of the total number of people surveyed) reported no damage to their homes.

**Figure 5. Coping Mechanisms with Shelter Needs**

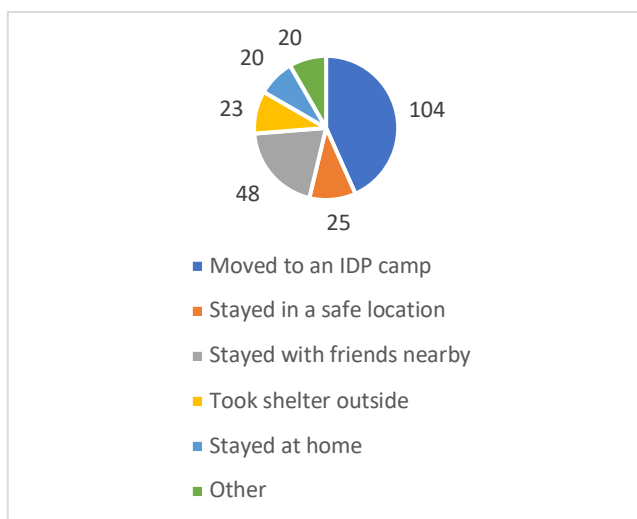
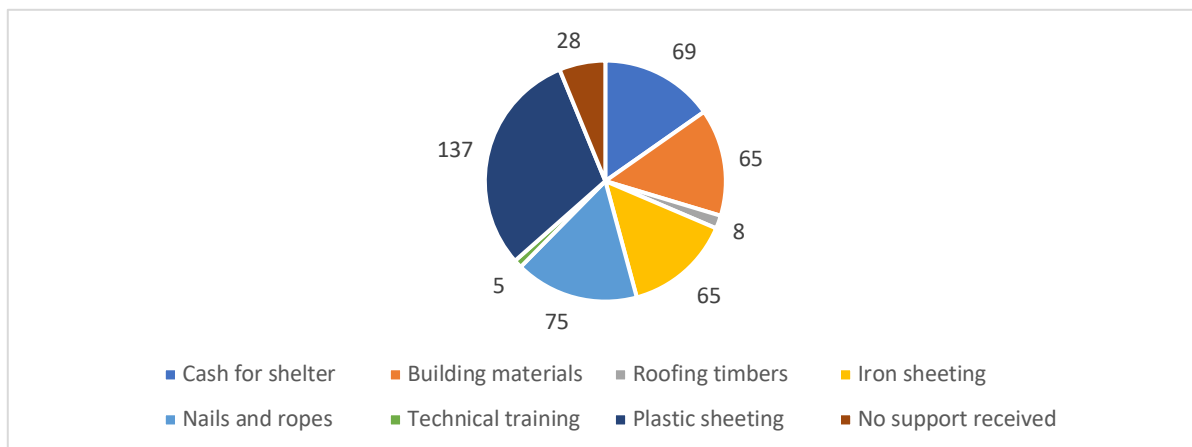


Figure 5 shows the response taken by people in terms of coping with their shelter needs following the Cyclone, with some people applying as many as three different strategies, for example, staying at home and trying to cope as best they could, staying in a mosque or renting a house before eventually moving to a IDP camp. Moving to a camp was the largest single response taken by affected people.

Plastic sheeting was the single most widely distributed shelter item, reaching just over half of the beneficiaries in this response (Figure 6). A wide range of other materials, however, were either provided or purchased with support from IR Malawi, including iron sheeting and nails.

Sixty-nine households (26 per cent or recipients) were provided with cash support for shelter. Twenty-eight people mentioned that they had not received any shelter support.

**Figure 6. Shelter Support Received from Islamic Relief**



*“I managed to build a house which I roofed with Iron sheets received from IR Malawi and there is no way I would go back to the camp in the event that another cyclone hits our area because my house will be able to stand the strong winds and even the floods.”*

*Beneficiary*

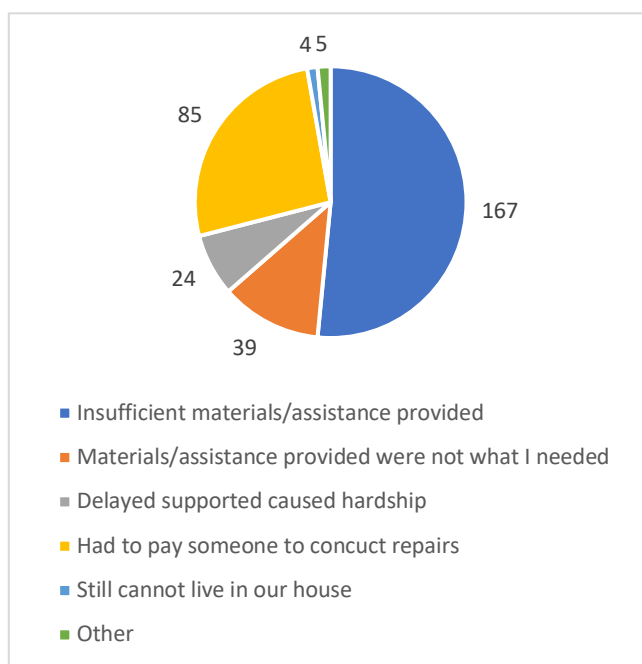
While a few households (10) received shelter assistance within a week following Cyclone Idai, the bulk of support was provided in the period of approximately 2-6 weeks later.

In their private capacity, some community members were assisted with start a cement brick making business. Training on this, however, seemed to have been incomplete as beneficiaries were simply told what to do without any practical demonstrations. As such, bricks were of poor quality and broke easily, probably on account of an incorrect mixing method. Combined, these have left some individuals and committee members less than confident in what they are supposed to be doing.

More than three-quarters (80 per cent) of the households surveyed remembered that IR Malawi had assessed their houses for damage, prior to receiving support – 83 per cent of the surveyed group in TA Makhwira and 91 per cent of those in TA Ngabu. One hundred and seventy households (64 per cent) confirmed that the support received corresponded with their actual shelter needs.

When asked whether they had experienced any challenges when repairing their houses, a considerable number (70 per cent) stated that they had indeed faced challenges. Two main issues were identified, the first being that the amount of materials provided was insufficient (63 per cent) and the fact that some people had to pay others to undertake the repairs (32 per cent) (Figure 7). With the support people received, however, 68 households (25 per cent) have been able to completely repair their homes, while a further 154 (58 per cent) have been able to do so partially while the remainder – 45 households (17 per cent) have not been able to repair or rebuild their house.

**Figure 7. Challenges Experienced with House Repairs**

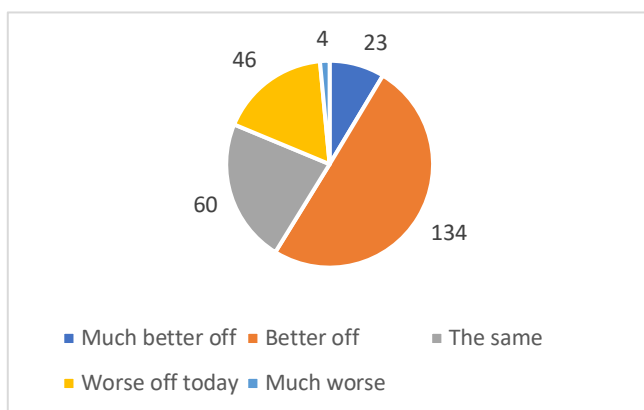


Almost three-quarters (74 per cent) of respondents said that they had to purchase additional materials in order to undertake the needed repairs. Forty-two per cent of this survey group indicated that they had had to borrow money in order to carry out repairs: some 64 per cent of this group still had, at the time of this evaluation, an outstanding debt from this activity.

When asked to broadly compare the quality of their shelter arrangement today with the situation before Cyclone Idai, 59 per cent of respondents mentioned that it was either “much better off” or better off today (Figure 8). At the same time, however, some 10 per cent of people spoken with also said that their shelter situation was either “worse” or “much worse” today.

Virtually every household surveyed reported having received non-food items from IR Malawi, these ranging from one to as many as eight different items. Among the most widely distributed NFIs were buckets, blankets, mattresses and plastic sheeting. All but 12 recipients of NFIs found that the items they received were relevant to their priority needs at the time.

**Figure 8. Comparison of Shelter Condition before Cyclone Idai and Today**



While overall there was seemingly high appreciation for the nature of the NFIs provided, it is also important to note that only five per cent of respondents (13 people) stated that they would have been able to purchase these items on their own if IR Malawi had not supported their household. Furthermore, only nine per cent of people believed they would have been able to purchase these NFIs locally, which is an important consideration in a post emergency response when materials are often in short supply and market prices tend to quickly escalate.

*“The mattress initiative was also a very outstanding support from IR Malawi.”*

Beneficiary

### 3.8.3 CASH

Different forms of cash assistance were applied in this response. One of the first was in relation to cash for work, where IR Malawi informed communities about this possibility and advised that they would be working through the VCPC and VDC to organise meetings to identify cash for work activities for specific areas. In co-ordination with the World Food Programme and Social Welfare Department, six Community Cash for Work Committees were organised and trained to supervise work. In most instances, road rehabilitation and canal maintenance were prioritised, in addition to gabion construction.

Cash for work was done for a period of three months with 12 working days in that period, allowing participants to continue to be involved in other economic activities. Each beneficiary received MWK1,200 (GBP1) per day, which is consistent with labour laws, translating to MWK14,400 (GBP13) a month.

Eighty-six people (64 in TA Makhwira and 24 in TA Ngabu) spoken with as part of this survey participated in a cash for work activity with IR Malawi. Amounts provided ranged from MKW14,000 to a reported MKW108,000 in one instance. Most commonly, amounts of MKW14,400 (N=31) or MKW43,200 (N=30) were provided to people. Cash was used in many different ways – some respondents said they used it all on a single activity while others spread it across as many as eight items/activities. Purchasing emergency food items, however, stood out as the single most widespread use of funds, following by the purchase of household items.

In addition to cash for work activities conducted with IR Malawi, 36 household members also participated in similar activities with other organisations.

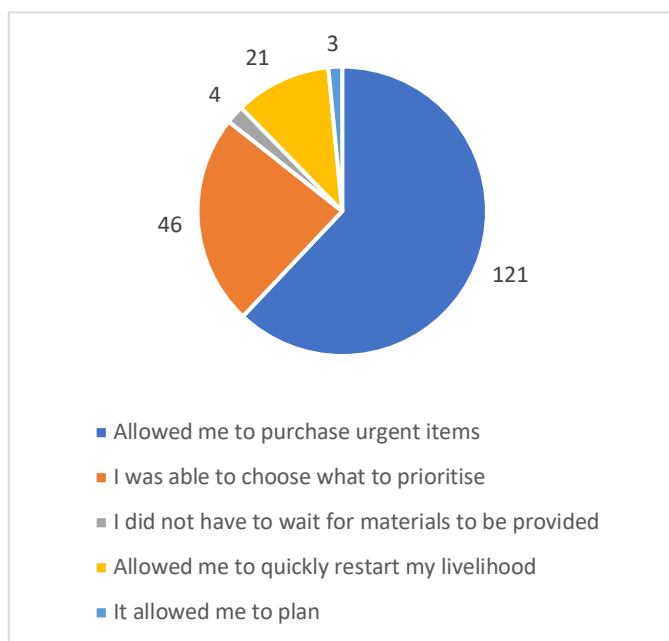
A similar approach was used to identify vulnerable beneficiaries for food vouchers: 1,500 people were identified in the two TAs who, once verified, received the sum of MWK25,000 (GBP23) per month for three months.

*“The assistance was exceedingly relevant to the beneficiaries. The MWK25,000 cash vouchers were very helpful they afforded the cyclone victims to start over. They were able to purchase food, clothes, household utensils and other household needs at a time they desperately needed a hand.”*

Beneficiary

As mentioned above, buying emergency food items was again a clear priority with this support – 88 per cent of cases<sup>7</sup>. Food, household items and materials for house repairs were all important secondary priorities according to beneficiaries spoken with. Despite peoples’ unfamiliarity with cash almost three quarters (74 per cent) of those beneficiaries said that they appreciated receiving cash instead of materials. Being able to purchase urgent items and prioritise what they could buy stood out as explanations of why people appreciated this form of support, in particular (Figure 9).

**Figure 9. Main Benefits of Cash Transfers for Beneficiaries**



Two hundred and sixty-five households spoken with also received a cash voucher. Cash vouchers were essentially in the form of agricultural inputs – seeds and implements, for example – which people could purchase from accredited dealers. Three main reasons were given as to why cash vouchers were used in this instance:

- for easy identification since beneficiaries were using their national ID when buying inputs;
- if beneficiaries were given the equivalent of MWK60,000 (GBP56) in cash, there could have been a high chance of them not buying the intended inputs; and
- it was easy to follow this up with vendors to determine how many vouchers have been exchanged for inputs

For the vast majority of these beneficiaries (93 per cent) this was their first experience of receiving a cash voucher. All but a few people (five) said that they had understood the principle of the voucher and were able to easily exchange this selected goods.

For the above, having contextualised guidelines for these processes reportedly helped staff on the ground understand how to approach this process, with potential pitfalls avoided. This was important as it was the first time cash had been used by IR Malawi. Advantages of the system – some of which are discussed below – also included a protection element as people were not at risk of having immediately identifiable NFIs taken from them following distribution.

When asked whether they had any feedback or complaints about the cash transfer system, 43 people (16 per cent of this group) said that they had. Of these, almost half (20 people) said that they had been able to report these through an established feedback or complaint mechanism, as a result of which a further 50 per cent were then satisfied with the way in which this was treated.

Overall, this component of the response would appear to have been highly appreciated and contributed to improving many peoples’ situations. Ten people mentioned that there had not been any change in their situation today compared with before Cyclone Idai, while 191 said that were “better off” or “much better off” today (191 people) as a result of this assistance. Just four people felt that they were in a worse situation today.

<sup>7</sup> A small number of households mentioned that they had also shared some of the cash they received with other families.

A possible downside of the cash for work activities noted by some of those spoken with was a potential future reluctance of people to engage in similar type of relief or development work without receiving some form of remuneration. Other people, including some government staff as well as IR Malawi staff, also mentioned that the use of cash tends to deepen dependency on donors. Yet others said that cash, if properly targeted and managed within the household, can transform lives of those who, for example, would like to have capital to join saving or income-generating groups.

While it was not a specific issue examined by the evaluation – this needing a study on its own – it is highly probable that the various cash schemes applied in this response had a positive contribution on local markets and economic recovery, particularly given the carefully guided seed fairs. This is the case because the money given to beneficiaries either in form of cash for work, cash grant or voucher translated to stronger markets because they were buying their needs within their vicinity and that translates to strong market but it's a survey on its on which can be done to find the actual contribution of IRM support to markets in the impact areas.

#### **3.8.4 WASH**

Most of the work relating to environmental health in this response was in relation to WASH activities and support provided by IR Malawi was widely appreciated in this respect. Health workers were trained by IR Malawi and, in turn, provided training to Borehole Committees in the communities and others that worked closely with the GVHs. Health workers were also on hand to assist with the distribution of relief items to the elderly.

As a general activity, Islamic Relief trained people on how to keep their homes cleaner by digging waste pits, digging latrines and constructing plate drying racks, all with the knowledge that these practical actions could help reduce the possibility of common diseases. Overall, however, the most effective activities in which the Ministry of Health participated were probably the installation of boreholes which should help control the prevalence of diseases such as diarrhoea and cholera since people could now access clean water.

Hand pumps were the main sources of drinking water for slightly more than three-quarters (77 per cent) of the beneficiaries spoken with in relation to the household survey. Other facilities used in approximately equal measures included a well, river or stream and/or a tap point or kiosk. These services were either disrupted or affected for one-quarter of the households surveyed in TA Makhwira and TA Ngabu as a result of Cyclone Idai. The main challenge reported during this time was contamination of normal water supplies (56 households affected) though some 20 other also noted that their habitual water source had either been disrupted or broken as a result of the Cyclone.

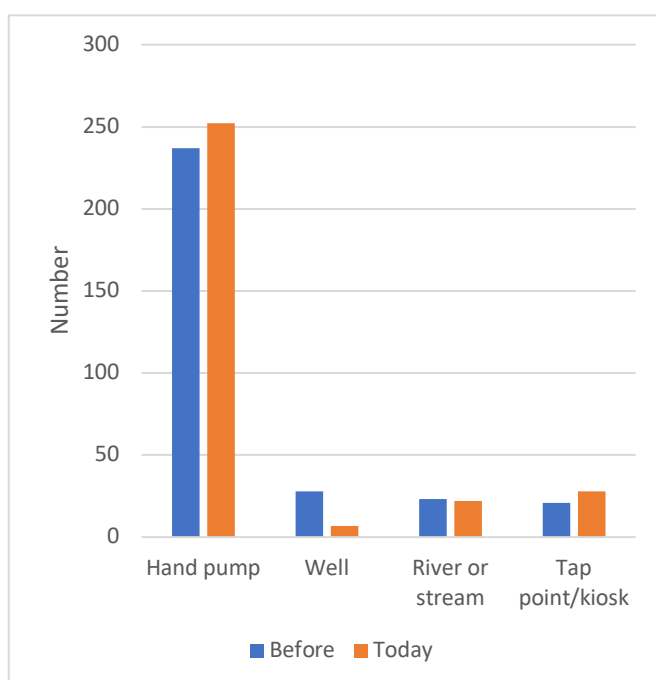
*“The water got contaminated leading to widespread cases of diarrhoea and dysentery.”*

*VDC Member*

Comparing the situation before Cyclone Idai and today (Figure 10), while there has seemingly been little change in the number of people collecting water from streams or tap points or kiosks, what is noticeable is the reduced number of people not fetching water from wells through an increased use of hand pumps, some of which were repaired or rehabilitated through IR Malawi's response.

Most people (85 per cent of respondents) believe that the water they drink is safe: 34 people (11 per cent) spoken with, however, do not, while the remainder are uncertain. Approximate quantities of water used daily for drinking, washing and bathing ranged from less than 10 litres to more than 20 litres, with the highest number of people (70 per cent) reporting that they use between 15-20 litres per day. This was deemed sufficient for 85 per cent of this survey group: it also exceeds the suggested minimum Sphere Standard of 7.5-15 litres per person per day).

**Figure 10. WASH Situation before Cyclone Idai and Today**



When asked about the quality of the water people access compared with before Cyclone Idai, almost everyone agreed that it was “much better” (N=31) or “better” (N=100) today while 100 people thought it was the same. Just seven people (2 per cent of the survey group) thought that the water quality was “worse” today. Quite similar responses were provided on the question of the amount of water people were able to access.

In terms of sanitation, all but four households had their own latrine prior to Cyclone Idai. Not all of these (14 per cent), however, had hand washing facilities at the time. A significant number of these facilities (66 per cent) were damaged as a result of the Cyclone: 30 per cent had still not been repaired at the time of this survey. Eleven households mentioned that they use a neighbour’s toilet.

*“The toilets were also washed away. When IRM and.... came to the scene, they immediately built us toilets.”*

Beneficiary

Most households now have their own latrines once again – 11 (4 per cent) did not. Quite a few households (23 per cent) acknowledged that these latrines were also share with other families (not necessarily beneficiaries of IR Malawi’s support). Handwashing facilities are, reportedly only available at 62 per cent of these latrines.

A small number of households (6 per cent) mentioned that a member of their household did have difficulty accessing a latrine and/or hand washing facilities. In most instances, another family member had to assist her/him while in one case a non-family member came in to help.

Hygiene kits were widely distributed as part of the relief package from IR Malawi, with 98 per cent of respondents acknowledging they had received one. Slightly more than half of these people (51 per cent), however, said that they had not been consulted prior to receiving their hygiene kits (though recognising that this could have been directed to another member of the household at the time). All but one recipient said that the items provided were in fact appropriate to their needs at the time – the item in this case being soap.

Ninety-three per cent of respondents said that they received some training on hygiene promotion from IR Malawi. While some people remembered just a single topic that they had learned about, a large majority (60 per cent) reported learning about:

- when to wash hands;
- how to wash hands ;
- personal hygiene practices ;
- safe disposal of sanitary items ;
- how to prepare food in a hygienic way ; and
- how to store water correctly.

As a measure of peoples’ understanding of these practices, when asked whether they – or other members of their family – would continue to use good hygiene practices after IR Malawi is no longer present, a large

number (60 per cent) said they would “certainly” continue with an additional 13 per cent added that they would “possibly” continue. Just six people said that would either not continue with these practices – one person did not understand the training, while another found it too expensive to continue with – or were not sure whether they would do so.

Finally, when asked to compare their household’s overall hygiene and sanitation conditions today, compared with before Cyclone Idai, most people said that were either “much better off today” (N=114 households) or were “better off today (N=149 households). Ten people though the situation had not changes while one person believed she/he was in a worse state today than before Cyclone Idai.

### **3.8.5 LIVELIHOODS AND FOOD SECURITY**

Agriculture is one of the main sources of livelihoods in Chikwawa. Each year, however, farmers experience the hardships of drought and flash floods that destroy crops and erode soils, impacting people’s livelihoods negatively. According to farmers and representatives from the Ministry of Agriculture spoken with during this evaluation, practical soil and water conservation technologies such as swales and check dams introduced by IR Malawi have helped address the impact of these flash floods, curbing soil erosion and gradually helping replenish soil fertility. Based on this, the Ministry of Agriculture has already started to introduce these practices with other communities that were not supported by IR Malawi.

A great many peoples’ livelihoods were negatively impact by Cyclone Idai, particularly in terms of crop losses – either completely (N = 194 cases) or partially (N = 107). Livestock losses and interrupted access to agricultural land (on account of flooding) were other major impacts noted, in addition to damage to housing.

*“I feel the swales were the most effective intervention activity because moisture was conserved in our crop fields which helped to improve our yields. As such, we harvested much more than during the previous harvesting periods.”*

Beneficiary Farmer

Various levels of support were provided by IR Malawi with some households receiving a single item, such as tools, while others claimed to have received as many as seven forms of support, including tools, seeds and plants, technical agricultural assistance, cash for work, livelihood cash grant, livelihood goods and materials, and training.

When asked whether they would have preferred to have received a cash grant or materials, 64 per cent of the recipients stated that they would have preferred cash. At the same time, however, virtually all beneficiaries (97 per cent) acknowledged that the support they had received matched their priority needs at the time. This despite the fact that slightly more than half of these households (54 per cent) said that they had not been consulted ahead of receiving this support.

Prior to this response, IR Malawi had been providing various forms of agricultural-related activities in Chikwawa, including the rehabilitation of irrigation schemes in Livuzu and capacity building for “lead farmers” in agronomic practices and fish farming. The former have been highly appreciated and farmers now know how to monitor soil moisture levels so that they know when to irrigate the crops.

One of the governments goals is to improve food security at household, district and national level, and IR Malawi’s interventions were said to have been in line with this. Following Cyclone Idai, it provided farm inputs and tools at the “right time”, following the agricultural calendar. Given the importance of agriculture for peoples’ livelihoods and food security, it is important to note that the vast majority of people were of the opinion that the support they received was well matched according to the season – 296 people (96 per cent of those surveyed). In addition, IR Malawi respected certain policies promoted by the Ministry of Agriculture, for example, by providing beneficiaries with a combination of one male goat and four females.

As part of this response, IR Malawi helped organise and co-ordinate a number of seed fairs where farmers were able to access good quality certified seeds that were recommended for, and viable in, Chikwawa. Most farmers would likely not have been able to acquire seeds of this quality. In addition to seeds, IR Malawi also provided sweet potatoes, maize shellers, fertilizer and pesticides (to control army worms).

Agro dealers responded to advertisements placed by IR Malawi and, following interviews and agreement on pricing, were invited to participate in seed fairs as individuals but with similar prices. Four seed fairs were organised at Nkhwazi, Mphonde, Nkwanthe and Vantusi. Each agro dealer had a stall and beneficiaries were able to choose where to use their vouchers. Each product had a voucher with a set price for each item. Benefits for farmers were that the inputs were sold close to where they live so they spent less since they saved on transport, while the agro dealers benefit because they sold more products at one time.

Another innovation introduced by IR Malawi was its support for Lead Farmers, individuals who were good farming practices such as making compost/manure for soil enrichment in addition to check dams to encourage groundwater infiltration. Lead Farmers are now considered as reference points of guidance and information within communities, should someone need assistance or advice. Since IR Malawi worked with existing government Lead Farmers, they reported that they will be using the knowledge gained from IR Malawi's training to implement other government and NGO projects, while also supporting IR Malawi beneficiaries. These views were also collaborated by an agricultural officer from the Ministry of Agriculture, based at Chikwawa Boma. In addition to this, the training that they received was like a refresher course to them because they have been working with different projects that are/were being implemented in their respective communities.

*"As an individual, I lost everything from my grocery store. Every item was washed away by the floods. The agricultural implements and inputs we received were relevant because it enabled us to rebuild our lives after losing our crops to the cyclone."*

Beneficiary Farmer

A good proportion of people appear to have benefitted from technical support with farming (65 per cent) – again an important contribution to household and local food security. This was appreciated by most people (95 per cent) and newly learned practices were reported to still being practised. A few people, however, said that they did not understand the training while others commented that it was not relevant to their needs at the time.

Quite a few people (63 per cent of respondents) noted that they had made some major change(s) to their main form of livelihood since Cyclone Idai. While some had abandoned farming (at least for the present), others had actually increased the area of land they now cultivated, either with the same traditional crops as before or with new and more diversified crops, the latter almost certainly being a reflection of the training people had received. Likewise, the fact that many people also started a new business is indicative of skills training being applied. However, when asked whether they had been able to regain their former level of crop production or livestock assets to those before the Cyclone, around 10 per cent of respondents believed they had, fully, while the vast majority (74 per cent) thought that they had been able to achieve this to some degree. Fifty people (16 per cent), however, felt that they had been unable to achieve this.

As mentioned by the group of people who believed they had fully recovered, this process took time: a couple of people thought that this was achieved within a month or two, but others stated that it took at least 10 months for them to achieve this level of success.

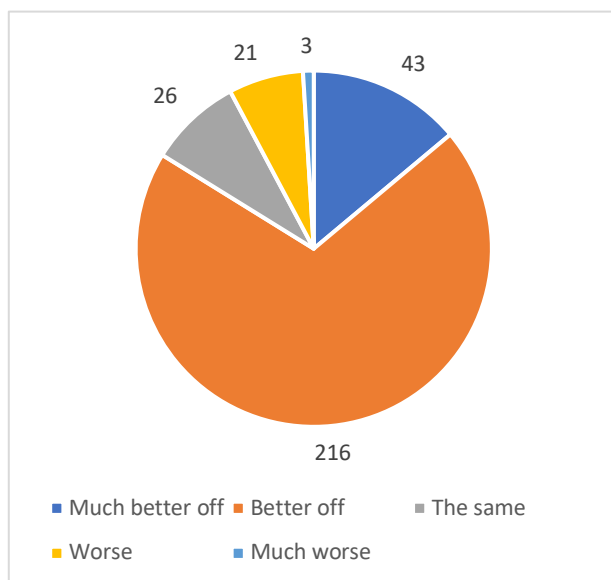
Rebuilding livelihoods clearly came with a price as almost one-third of the recipients surveyed (31 per cent) mentioned that they had had to borrow money to help them do this. Almost half of those people who had to borrow money were still carrying an outstanding debt at the time of this evaluation.



Overall, in terms of household food security, a good number of people believe that they are either “better off” (N=187) or “much better off” today, compared with before the Cyclone. A considerable number of people (N=60), however, felt that they are “worse off” today.

Adding to this, it was apparent in more cases than this that the support people received from IR Malawi made a positive contribution towards helping people rebuild their livelihoods: in this instance, a total of 216 people stated that they felt “better off” and 43 were “much better off”, with fewer people (N=21) thinking that they were now in a worse situation (Figure 11).

**Figure 11 Appreciation of Support from IR Malawi**



According to officials at the Ministry of Agriculture, IR Malawi’s relief delivery and approach was fair and transparent: when they brought an intervention they used to brief the communities on the interventions that were coming and their purpose and also they made known to the communities each of the stages that would be followed in the implementation of the interventions that they brought. The Ministry confirmed that they were involved in planning and implementing agricultural interventions, including facilitation of training programme, arrangement of seed fairs and general extension services provided by IR Malawi. The selection criteria for eventual beneficiaries was also deemed fair.

Government feedback from meetings of the District Agriculture Extension and Co-ordinating Committee – which are attended by a range of agricultural stakeholders – showed that a general consensus of people commending IR Malawi for the interventions they had implemented in the communities (though this likely went beyond support provided through this response alone).

*“If you could go to the East Bank and ask farmers about Islamic Relief, 9/10 farmers will speak well of them because the support they provided has had a positive impact on their livelihoods.”*

Government Official

While feedback on the agricultural interventions and approaches were in large very positive, at the same time it was mentioned that IR Malawi could improve on collaboration, in particular by involving stakeholders from the outset in planning and monitoring activities. Government staff did, nonetheless, point out their intention to continue to support communities on the activities introduced, even if IR Malawi is no longer present. Training that has been provided to district staff, village committees and lead farmers has been an important contributor to this.

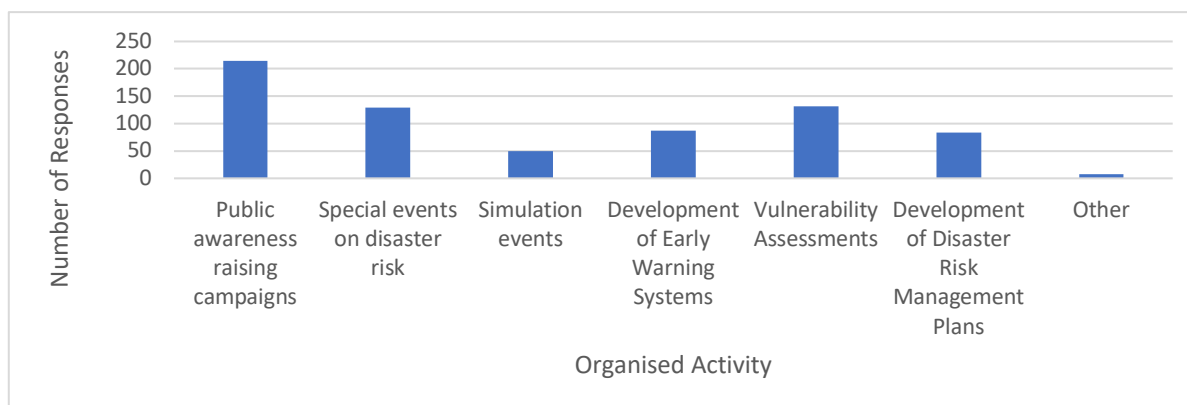
Other possible areas of improvement and for learning were noted in this specific intervention, these being:

- maize shellers provided to farmers were possibly not required. These are valued at around MWK9,500 (GBP9), which could have been used to provide more seed;
- some beneficiaries and agro dealers were not convinced that providing vouchers (worth MWK60,000 (GBP56) not a good approach because some farmers would buy a product (seed) that they could quickly resell in order to redeem the cash value of the voucher; and
- the closed or targeted value chain voucher system forced farmers to buy specific inputs that might not have matched their needs/preferences.

### 3.8.6 DISASTER RISK REDUCTION

When asked whether they were aware of any event organised in relation to DRR in their community following Cyclone Idai, more than two-thirds of respondents (77 per cent) said that they remember this (Figure 12). Public awareness campaigns stand out as being the most remembered – they were possibly also the easiest and most cost-effective means of raising what was – for many people – possibly the first opportunity they had to learn about disaster preparedness and response. This was confirmed in a subsequent question with 85 per cent of respondents saying that support provide by IR Malawi helped their understanding of DRR.

**Figure 12. Memory of a Disaster Risk Reduction Event**



A large number of respondents (N=221 – 71 per cent) claimed that they were aware of their community’s Disaster Risk Reduction Plan. Some 25 people were not aware of this, while an additional 63 were uncertain about this. Of those who knew about these plans, 136 people (62 per cent) claimed to have contributed in some way to the development of such plans.

Quite similar figures to the above were also extracted from survey findings on the question of Early Warning Systems and whether people were aware of one in their community. Of those who did (N=202), a high proportion of people (89 per cent) also claimed to know how this operates.

When asked whether people feel better prepared to now deal with the consequences of another disaster similar to Cyclone Idai, the responses were quite varied. While a large number of people felt that they a little better prepared (N=103) or much better prepared (N=29), a comparably high number of people at the same time believed that either not well prepared (N=81) or not prepared at all (N=28).

This suggests that while a good start has been made in raising peoples’ awareness of how they might prepare for a future disaster, much more needs to happen to empower and enable communities to take firmer and contextualised actions on their own. Reason given as to why people felt better prepared today included the fact that they now had greater awareness of DRR issues (N=51 responses) and that they know what actions to take (N=41), which are again positive learnings to take from the nature of support provided by IR Malawi in this situation.

### 3.8.7 SUPPORT TO THE DISTRICT LEVEL COVID-19 RESPONSE

Early 2020, at the request of the DHSS, Islamic Relief adjusted some of its programming to help address emerging needs related to Covid-19. Much of the practical work on the ground was undertaken together with Health Surveillance Assistants and members of Community Health Committees, essentially volunteers, with no or very limited resources and with no previous training.

Prior to IR Malawi’s intervention, committee members mentioned that they had faced numerous challenges, including not being able to proactively disseminate Covid-19 messages as they had no tools (for example, a public address system) or materials (buckets/soap) for this. Not being able to relay the same messages as their VCPC colleagues was an important issue at the time as people depended on them for information surrounding the Covid-19 pandemic. They, however, had inadequate information to share and were mainly dependent on updates from radio broadcasts.

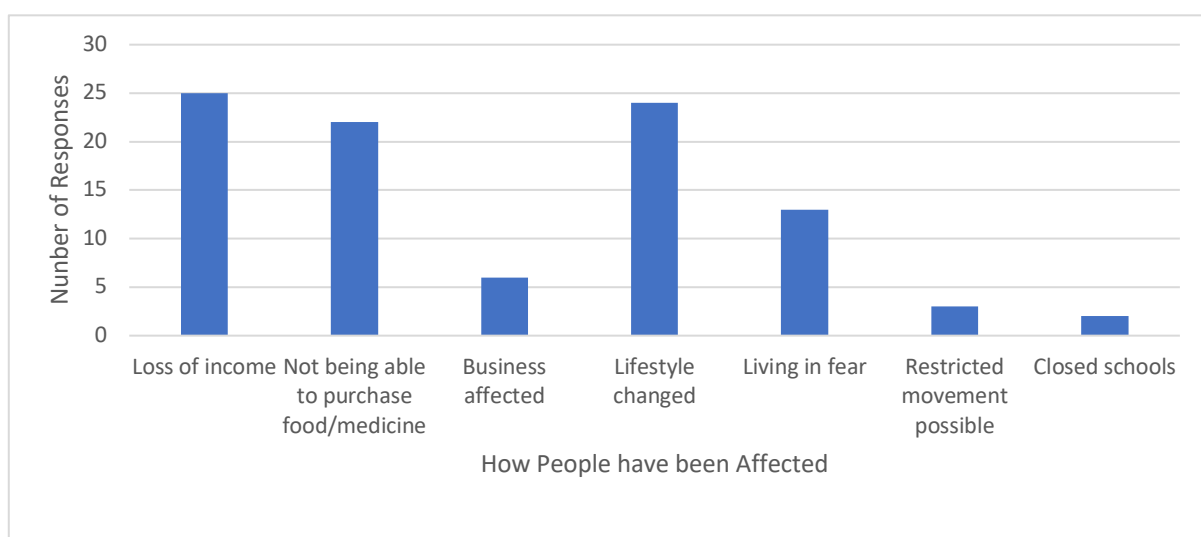
While feeling side-lined to a degree in this respect, committee members were relieved when IR Malawi started to support them. Various training events were organised although peoples’ availability in some of these activities depended on their own work schedule: since this was during the Covid-19 prevalent months, some people had at times to attend to other work. Strong partnerships were nonetheless reported between the two, with plans being discussed and altered (if needed) before implementation. Representatives from the Health Committees also noted that staff from IR Malawi were always ready and open to considering their input/ideas in the planning process.

Key activities reported were information dissemination about the virus (10,000 pictorial hygiene promotion materials were printed and distributed) and the need to practice hygiene standards such as frequent hand washing. IR Malawi also co-ordinated with the VCPC in distributing soap and buckets to 2,000 vulnerable households. In addition to materials provided, the contribution of MWK35,000 (GBP32) to selected elderly people and those with disabilities as part of the overall Covid-19 response was also seen as being extremely relevant and important as it helped them to remain at home in addition to their upkeep. One thousand items of personal protective equipment were provided to frontline health workers in 28 health centres and Covid-19 isolation wards.

Training for communities on how to control Covid-19 and the handwashing kits provided was also said to have been very helpful because it helped people to protect themselves from the disease and prevent its spread. Practices learned through such training, such as correct hand washing, can now equally be applied to help control some other diseases as well.

Findings from the household survey showed that almost one-third (30 per cent) of people spoken with – or a member of their household – had been affected by this virus. People in all three TAs were affected – TA Makhwira (N=39), TA Ngabu (N=32) and TA Mulilima (N=24). Explanations as to how this pandemic has affected people are shown in Figure 13, which shows that the three foremost reasons were loss of income, altered lifestyles and, relating to possibly both of these, not being in a position to purchase food or medicines.

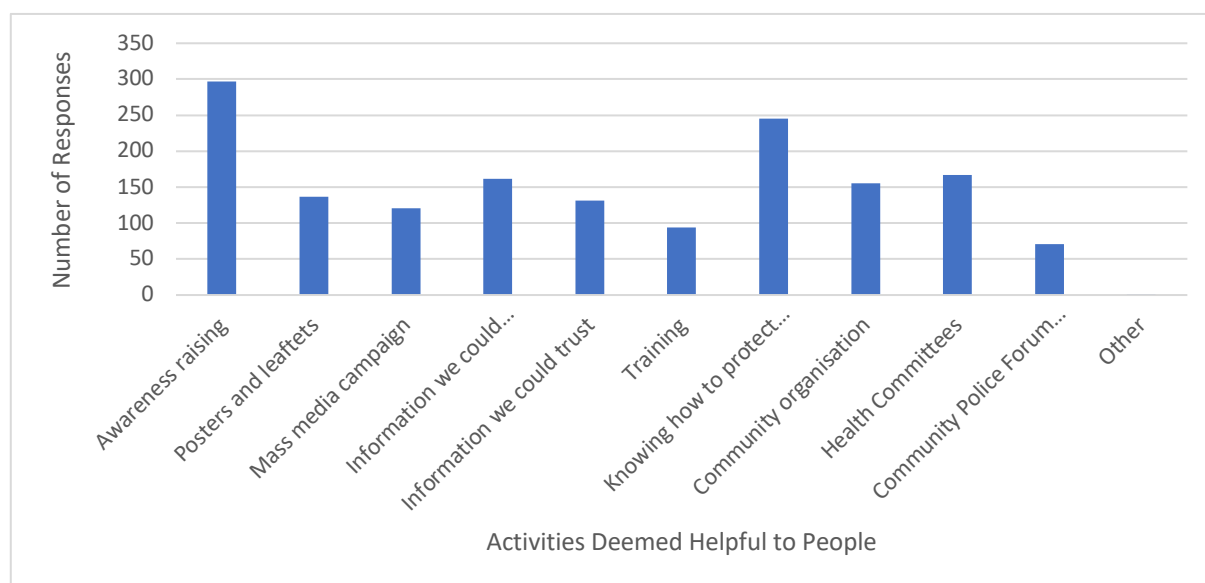
**Figure 13. How Covid-19 has Affected People**



When asked whether IR Malawi had provided any guidance around Covid-19, virtually every respondent remembered something of this nature (N=398 people – 97 per cent of responses). Just four people were not aware of any guidance or assistance being provided in this respect.

As with other forms of support or assistance provided through this response, people received different levels of information or support, or remembered things to a different degree. Some people, for example, could associate one activity such as awareness raising on Covid-19, with IR Malawi. Yet others could associate with as many as 10, as depicted in Figure 14.

**Figure 14. Helpful Activities received in Relation to Covid-19**



This shows a wide array of what are basically information messaging and organisational actions initiated and supported by IR Malawi, in conjunction with the Ministry of Health. It also acknowledges the relevance and acceptance of the wide range of measures acted upon, many of which were complementary to each other and possibly other activities being undertaken through government efforts.

In terms of practical assistance provided by IR Malawi, almost every beneficiary spoken with (98 per cent) acknowledged its relevance: nine people were not sure about this while one person was not aware of any practical assistance having been received by her/his household. Hand washing kits (buckets and soap) were unequivocally the most appreciated items received (N=330 people – 81 per cent of respondents), while others appreciated receiving a multipurpose cash transfer (N=38) or a hygiene kit (N=29). Priority purchases for people who received a cash voucher was food purchase.

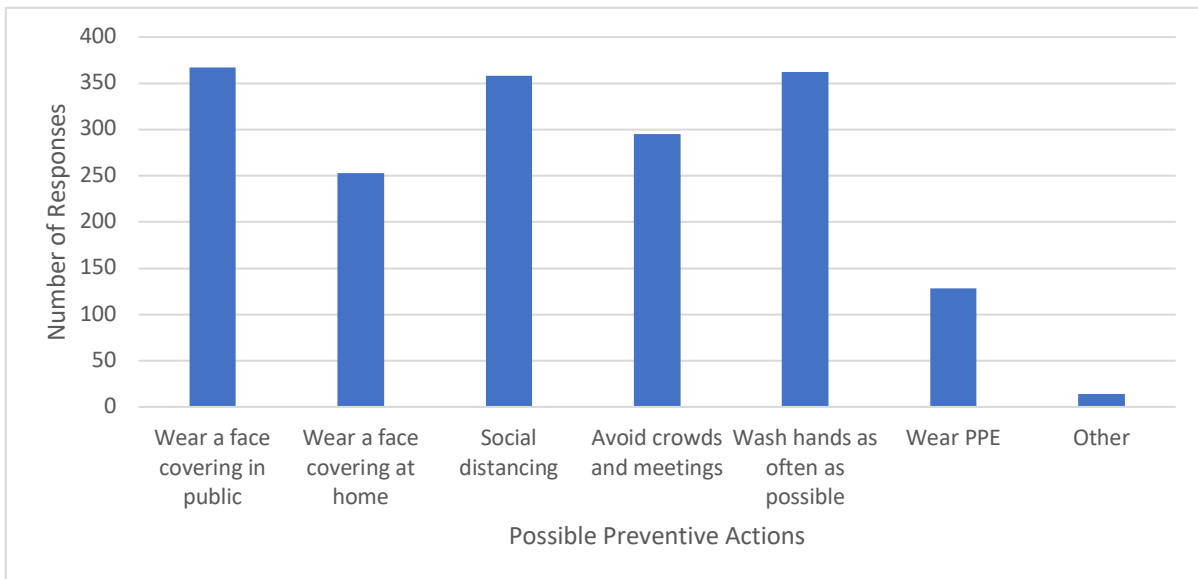
To check peoples’ understanding of what they themselves could do to help prevent the spread of Covid-19, people were asked what actions they had taken or would consider taking. Once again, while a few – very few in this case – responded to this question with a single answer, some people offered as many as seven, as shown in Figure 15.

This question alone probably evoked the most responses from any posed as part of the household survey. With the exception of PPE (which was naturally restricted to a certain group of people), in addition to “other actions”, the responses presented below show a high level of understanding of possible actions to take to help reduce the spread of Covid-19. What was interesting here as well was that within the 14 “other” possible actions, people mentioned the following which, to the Evaluation Team, again suggests that people genuinely took the guidance provided by IR Malawi and the DHSS into account:

- avoiding unnecessary travel;
- getting tested for Coronavirus for persistent coughs;

- not touching your face, nose or eyes; and
- using a recommended coughing technique.

**Figure 15. Helpful Preventive Actions Known by People**



Finally, when asked whether people actually adopt these practices when they are in meetings or public places, the majority of people (N=281 responses – 69 per cent) said “yes, all of the time”, while an additional 111 respondents (27 per cent) said that they did so “sometimes”. Just one person said that she/he did not.

While these findings are very encouraging, one challenge mentioned was that IR Malawi did not keep people adequately informed of what was happening as part of the response, or provide feedback on time. For instance, issuance of the cash coupon reportedly took two months, during which time IR Malawi provided no update to the Health Committee. This, reportedly, led to some distrust of committee members as intended beneficiaries suspected they had kept the money for themselves. At the time of this evaluation, some intended beneficiaries in TA Mulilima were also reportedly still awaiting support that has been promised them.

### 3.9 CONCLUDING FINDINGS

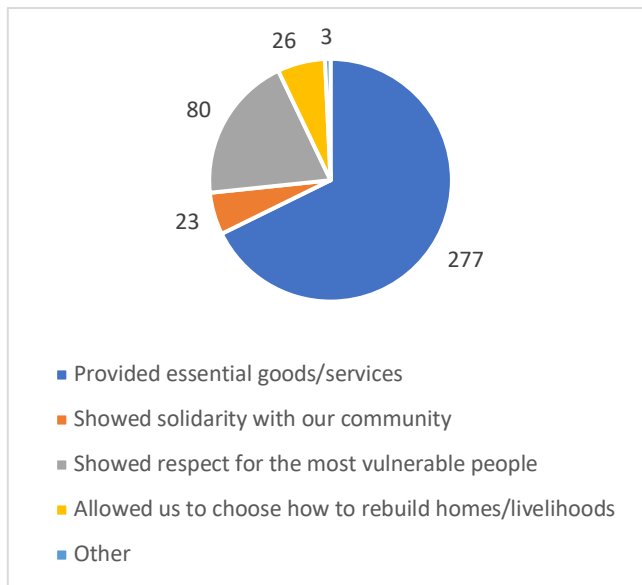
To complete the household survey, people were asked for their overall opinions on the nature and quality of support/assistance provided by IR Malawi. As shown in Figure 16, this has generally been very positive, primarily as the support provided came at a time when it was indeed needed and probably otherwise lacking or difficult to access: 94 per cent of respondents expressed their appreciation for this. Two of the main reasons given to explain why other people were not satisfied were because their household did not receive more support (N=11 people), because they did not receive other types of support (N=5) and because they were not consulted on their needs (N=4).

The overall judgement of support and guidance received from IR Malawi was either excellent (56 per cent) or very good (38 per cent). Similar levels of appreciation were expressed when people were asked about the behaviour and conduct of IR Malawi staff and volunteers: ten people thought this to be poor and needed improvement. Among the reason for the latter finding were the following:

- need to respond to peoples’ queries/complaints sooner (N=3) ;
- need a greater presence in the community (N=2) ;
- show more willingness to listen to peoples’ problems (N=2); and/or

- help represent peoples’ needs with the government.

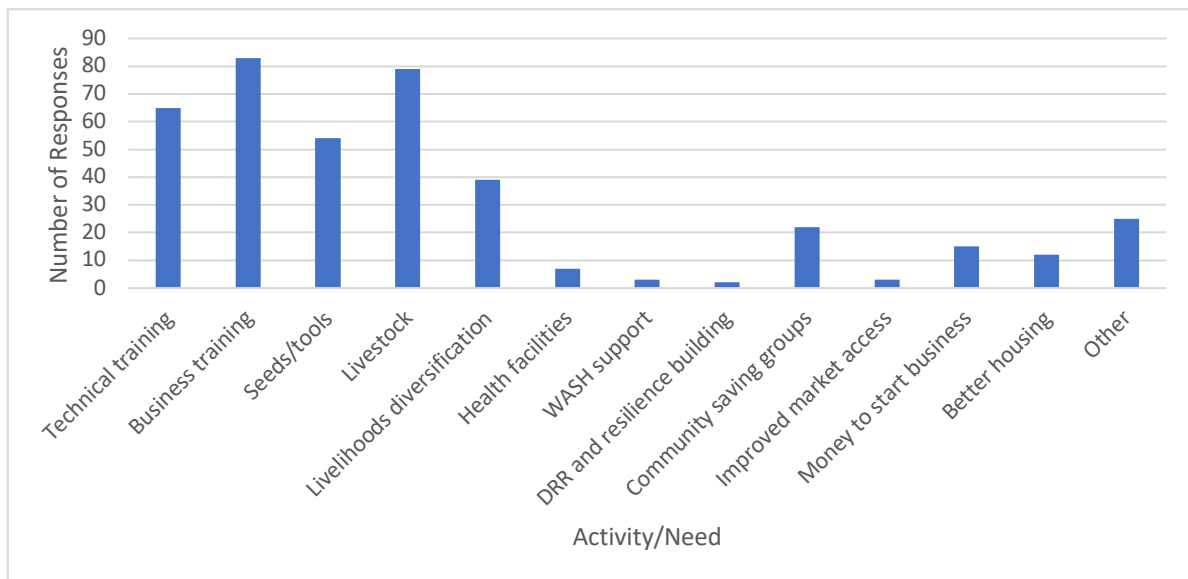
**Figure 16. Overall Opinion of Support Received**



Eighty-three per cent of the survey respondents said that they were either “much better off” or “better off” today, compared with before Cyclone Idai or Covid-19. Thirty-one people (8 per cent), however, believed they were actually in a “worse” or “much worse” situation.

When asked what, if anything, people need – as a priority – to address their current or future needs, a number of possible activities stood out, primarily training on business management and technical issues such as agriculture, in addition to livestock and WASH support (Figure 17). Assistance with building better – stronger – houses was also mentioned in personal interviews with beneficiaries, along with start-up funds for establishing small businesses.

**Figure 17. Support Appreciated by Beneficiaries**



While multiple responses were possible to a follow-on question, when asked who they thought should provide these services, Islamic Relief Malawi was clearly a preferred service provider for most people with almost twice the volume of responses for government and three times that of other NGOs.

#### 4. CORRELATION OF FINDINGS WITH SELECTED OECD-DAC CRITERIA AND THE CORE HUMANITARIAN STANDARD

This section examines some of the main findings from the evaluation in connection with selected OECD-DAC Criteria in addition to the CHS. To avoid unnecessary repetition, both are addressed together – where appropriate – in Section 4.1-4.5.

Table 4 summarises the findings of the evaluation team based against OECD-DAC criteria, which have a scale of 0-4, and defined as shown below:

- 0 “Low or no visible contribution to the criteria”;
- 1 “Some evidence of contribution to this criteria but significant improvement required;”
- 2 “Evidence of satisfactory contribution to this criteria but requirement for continued improvement”;
- 3 “Evidence of good contribution to this criteria but with some areas for improvement remaining”; and
- 4 “Evidence that the contribution is strong and/or exceeding that which was expected by the intervention”.

**Table 4. Summary of Attributed Scores to this Project (according to the above)**

CRITERIA	ATTRIBUTED EVALUATION SCORE
Relevance/Appropriateness	4
Effectiveness	3
Coherence	3
Impact	3
Sustainability	2.5

Based on the above, the evaluation acknowledges the appropriateness of this cyclone response and the support it was designed to provide, in addition to the adaptability that allowed unforeseen assistance to be provided in relation to Covid-19. Much of the support has been widely appreciated, and is a reflection of the participatory nature of many interventions, good consultations and targeted support to community structures and government offices.

##### 4.1 RELEVANCE/APPROPRIATENESS [CRITERIA SCORE 4]

Two hugely topical and priority concerns were addressed through this response, despite the fact that several unplanned aspects had to be introduced – and some planned activities adjusted – in early 2020 as a result of the Covid-19 pandemic. Chikwawa is known as a region prone to disasters – and flooding in particular – though the heavy rainfall that followed Cyclone Idai was an unprecedented experience for many, forcing a considerable number of people to flee their homes and be temporarily displaced in IDP camps or other locations. Many peoples’ livelihoods were also negatively affected or totally destroyed as a result of flooding, causing some people to have to borrow funds to purchase food and other essential basics.

*“IR Malawi has always kept their promise. When they promise to come at a particular time, they truly show up and do as promised.”*

Beneficiary

Given the above, this emergency response was of course completely relevant and appropriate as a means of helping people to regain some semblance of normality in their lives and to start to rebuild their livelihoods, which is in accordance with the OECD criterion as well as CHS 1, “Humanitarian Response is Appropriate and Relevant”. The combination of emergency shelter materials and, in particular, the three month cash transfer meant to help affected people get their livelihoods back on track, were particularly appreciated, especially given that the timing co-incided with these being the hunger prevalent months in

Malawi. Cash transfers were also cited as having helped people restore their dignity after what they had been through and losing so many personal and household possessions.

The second intention for support provided was to help restore productivity and hence the provision of quality seed through seed fairs. These were particularly helpful because farmers were able to access early maturing (hybrid) seed that were matched for suitability with local soils. An important consideration here was that farmers were able to access/acquire seeds directly in their villages: on their own, they would probably not have been able to afford the cost of transport to town to purchase seeds. In this process, thorough consultation was done with Ministry of Agriculture to determine which seeds were best for Chikwawa – a good example of co-operation with local government technical services. Early assessments of needs and availability of resources such as quality seeds were undertaken by IR Malawi, further aligning its initial response against CHS 1.

Despite the vulnerability of the region to climate-related disasters, there was little if any preparedness on the ground which only increased peoples' exposure to the hazards. Realising this, IR Malawi made a conscious decision to address DRR, again with the local government. In this, a highly participatory approach was taken, through community consultations, training for village committees and guiding them towards contingency and disaster management plans: this has been the only example known of an NGO supporting this process in Chikwawa and was widely recognised and appreciated by community members, government and others, including the Malawi Red Cross. At the same time, a series of low cost yet highly appropriate alleviation methods were introduced, including check dams and swales to divert flood waters.

Providing timely and much needed support in WASH was another critical part of the response as the floods had damaged many latrines and polluted drinking water sources. In this respect, some new boreholes were drilled – improving peoples' access to water by having more pumps – while others were repaired so that there would be enough boreholes distributed across the communities and people would have water points close to where they live and would not have to walk long distances or spend too long at the water points waiting to draw water for their households.

*"We no longer sleep on mats but on mattresses we received from IRM. We sleep well and dream good dreams because our sleeping place is comfortable due to the mattresses."*

Beneficiary

Similar to WASH, the interventions supported in relation to Covid-19 were also highly relevant, both from an inter-agency co-ordination perspective as well as in terms of the messaging it provided to people in three TAs. Provision of cash to some of the most vulnerable and elderly people was a very considerate approach as this meant that people would be able to stay in their homes and not have to go out to work or get provisions.

IR Malawi field staff were guided by the CHS – in this context in particular in relation to CHS 1, 2, 3, 4 and 5 – and sought to adhere to these standards when implementing activities. A series of measure were, for example, taken to ensure rigour around selection criteria for beneficiaries, these involving up to three committees in some stages. Particular attention was seemingly given to ensuring that the elderly and most vulnerable households were included in both the Cyclone Idai and the later Covid-19 support. Stakeholder review meetings were held and IR Malawi worked closely with other NGOs to the extent that intended beneficiary names were shared and duplication avoided (CHS 6 and 7).

A Complaints Registration Mechanism was set up and, during cash distribution, for example, IR Malawi field staff repeatedly told people that that money was only meant for the individual to whom it was given (and her/his household), no one else and that if they witnessed anything uncalled for, they should report this. Although there were a very few attempts by some people to manipulate this system, when identified, IR Malawi and local government/village heads acted quickly to check and correct these.



On occasions when materials or cash were being distributed in IDP camps, IR Malawi used the opportunity to re-inforce gender protection measures so that women should not come under undue pressure to hand over the cash to their husbands or other family members (CHS 1). Although there were a very few attempts by some people to manipulate this system, prompt action was taken to correct these.

As presented in Section 3.8.1 and Figure 4, above, there would nonetheless appear to be some sectors of the communities that were either unaware of the complaint mechanism or were not interested in using this. One reason to perhaps explain this might be that not all household members were aware of this system, in particular some of those people surveyed in response to Covid-19 support only as this was a shorter intervention with less direct contact with IR Malawi field staff. Had there been a more conscious presence of field staff on the ground, this might have been improved.

## **4.2 EFFECTIVENESS [CRITERIA SCORE 3]**

Islamic Relief intervened in this response through a range of different interventions – all very relevant as discussed above. At the outset, with respect to co-ordination in particular, several different stakeholders reported that IR Malawi’s response did not get off to a good start. This perception is likely due to initial lack in collaboration with local government, in particular. Realising this, however, and using unspent funds from Phase I, IR Malawi made a quick and conscious decision to correct this, which it seemingly did, as reported elsewhere in this report (CHS 3, 4 and 6). From that point forward, IR Malawi was considered a key and valued player in Chikwawa and lauded on many occasions in interviews as the best example of co-ordination and collaboration in the district.

As previously mentioned, the process of selecting intended beneficiaries was reported to have been effective and transparent (CHS 1) because IR Malawi selected beneficiaries that were indeed affected by Cyclone Idai (and later at risk to Covid-19). Further, and to avoid duplication, given that they were other players implementing similar projects in the same impact areas, IR Malawi shared its list of beneficiaries (using the government’s universal beneficiary register) with other partners such as the Malawi Red Cross so that beneficiaries could not benefit twice. This was especially noteworthy when IR Malawi shifted its focus from some intended communities in Phase II when it was learned that some previously intended beneficiaries were already receiving support from another NGO and that there were still many others in need. This openness to adapt was remarked upon by several stakeholders spoken with.

*“...it was not a duplication of what other NGOs do in this area. IRM intervention works were very different and unique because the kind of assistance they rendered to us is in a class of its own. It is much more than what any other organisation has ever done to this area and the lives of those that benefitted are much better than the period prior to cyclone Idai.”*

Government Official

In addition to the desire to co-operate and co-ordinate with others, IR Malawi took the initiative to establish several Memorandum of Understandings with government counterparts, such as the DHSS to support its Covid-19 response (January 2020) and the DoDMA, with a multisectoral programme in relation to DRR, WASH and provision of emergency supplies, amongst others (February 2020) – CHS 4, 6 and 9. This was important for transparency and effective implementation, helping all parties to know who was responsible for what. Facilitation of the development of CDRRPs in the five GVHs where this response took place was another effective move (though not all five were seemingly conducted to the same standard) and was hailed by the District Council as being the first of their kind, having been developed in a participatory way. The fact that these plans have now been signed by the communities, district staff and IR Malawi as a tripartite agreement has highlighted the role of the three partners (CHS 4). Equally, this was a new approach for the DC which is now planning to adopt the same *modus operandi* in other TAs. Currently, the district and the country as a whole depends on annual contingency plans for disaster risk management and not multiyear plans like those initiated IR Malawi in the five districts.

Cash distribution was also deemed effective (CHS 2) as it allowed people to make their own informed choices, in addition to having a strong complaint reporting system. In Malawi, cash transfers are often associated with corruption where local leaders demand that beneficiaries give some or all of the amount received as thanks for being included in the programme. In this instance, however, IR Malawi managed to implement a reporting system which resulted in some few leaders being caught and asked to refund what they had wrongly taken.

Private sector companies, beneficiaries and stakeholders also acknowledged that the agricultural inputs distribution system which used an commodity/input specific voucher system, was effective because beneficiaries were able to buy exactly what was important, unlike when an open voucher system is used where beneficiaries tend to buy any other commodity and sell it later, as a way of redeeming cash. The fact that IR Malawi organised seed fairs within the impact areas reduced the distance and costs associated with farmers buying those inputs (CHS 3). At the same time, the system was beneficial to the agro-dealers as they were able to sell their commodities in bulk. Unlike other NGOs, agro-dealers spoken with in this evaluation expressed their satisfaction with the fact that IR Malawi chose to invite them on a roundtable to discuss the requirements and structure of the seed fair as well as negotiating prices in a transparent manner.

#### **4.3 COHERENCE [CRITERIA SCORE 3]**

Overall, this response showed a considerable degree of coherence, both internal and external. This was supported by the exchange of knowledge and learning from IR Malawi activities taking place elsewhere in the country, in addition to the flexibility enabled through the DEC's two-phased approach.

While providing people with live-saving materials and support, Phase I, for example, contributed important lessons which allowed changes to be made to the design of Phase II (CHS 7) – improving co-ordination, improving targeting and avoiding duplication of effort. In Phase I, displaced people sought shelter and assistance in camps while in Phase II they had relocated to previous homes or other houses. It was possible that in Phase I some of those people who went to the camps had not actually been displaced, but were trying to take advantage of support being distributed. In comparison, in Phase II targeting and verification were done carefully since people had by then relocated to their houses. This enabled IR Malawi to pick the “right people”, adding coherence and value to its overall response.

Also in the context of CHS 7, important learning was drawn from a separate IR Malawi project *Building Back Better Initiative for Flood-affected Households in Blantyre Rural*, which was an emergency response to floods. It was in this project, for example, where a VCPC chairman tried to collect relief money (MWK17,000 – £16) from beneficiaries who had received MWK30,000 (£28). Steps were quickly taken to avoid this happening in Chikwawa by establishing a strong complaint response mechanism for communication with IR Malawi and the government (CHS 5).

In terms of external coherence, a deliberate move was made throughout this response to avoid duplication of assistance. Electronic lists of intended and actual beneficiaries were shared with other DEC-supported NGOs, including Eagles Relief. In this instance, in GVH Mphonde for example, different villages were chosen where each organisation would implement their interventions – support to brick-making and bee keeping for IR Malawi and Eagles Relief, respectively. Information was also openly shared with other organisations, including the Malawi Red Cross, GOAL Malawi, World Vision and Christian Aid, all also working in the East Bank and some with DEC funding (CHS 6). The Memorandum of Understanding signed between IR Malawi and the MoH and DoDMA are additional examples of coherence where IR Malawi's support was a positive move to supporting national goals and priorities.

#### **4.4 IMPACT [CRITERIA SCORE 3]**

In addition to the many impacts noted in Section 3.2, above, the following qualitative impacts were also singled out by some of the stakeholders spoken with.

**Emergency consumption impacts:** Cash transfers enabled households that had been negatively affected by Cyclone Idai to be able to buy food and household materials, medicine, clothes and school books, in addition to helping cover school fees. This was particularly important because the cash transfers were made during the lean period when both food and income were scarce for the majority of the households, particularly those that had lost their livelihoods due to the cyclone (CHS 1 and 2).

*“We are now back to our homes and our life has returned to normal and even better off because IR Malawi gave us items that we never had prior to the cyclone.”*

Beneficiary

**Improved recovery and resilience:** The field team observed that some IR Malawi interventions (such as agricultural inputs and equipment support) and the provision of iron sheets were immediate and direct contributions to long-term resilience to disasters (CHS 1 and 2). Some beneficiaries also used cash to buy certified seed to improve food security, others bought livestock to replace what had been lost during the disaster, while the provision of iron sheets and plastic sheeting helped people to repair the roofs of their houses. While these may not lead to total recovery or resilience they have nonetheless contributed to some level of improvement (CHS 9).

**Improved access to social services:** Cash for work has contributed to improved community protection against floods by the construction of dykes and other flood control structures. People now also have the knowledge that goes along with these structures. In addition, road maintenance has meant better/improved access to some communities where roads had been seasonably damaged by floods which has, in the past, prevented some communities from being able to access social services such as education, health and water.

**Mitigation impacts:** There has been a determined effort by IR Malawi to improve upon and have meaningful partnerships for co-operation with all stakeholders committees at district and community levels in addition to other NGOs and institutions (CHS 3 and 4). This has been particularly noticeable through support to district level planning and community level disaster management planning.

#### **4.5 SUSTAINABILITY/CONNECTEDNESS [CRITERIA SCORE 2.5]**

The evaluation examined sustainability in two broad categories – institutional and interventional. Particular consideration should, however, be considered when reviewing this issue given the short and limited duration of the Cyclone Idai and Covid-19 interventions. Certain limitations and restrictions needs to be kept in mind as indeed they were throughout this evaluation.

##### **Institutional Sustainability**

The evaluation found that IR Malawi has implemented the evaluation in a particularly adaptive way, based on discussions, feedback and experience (CHS 1, 2, 3, 4, 5, 6 and 7, in particular). While it started the response with limited involvement of government and other stakeholders IR Malawi quickly realised this was not effective and started to change its approach. This resulted in a seemingly very effective partnership with various government services, other NGOs, civil society structures and the private sector. Credit should also be given to the DEC in this instance for the degree of flexibility it allows under circumstances such as this.

Of particular note – for current and future action – has been the approach and support provided to the ACPC, DCPC and VCPC meetings to update the district contingency plan for Chikwawa District (2019-2020) and facilitate the development of disaster risk management plans for committees in TA Makhwira and Ngabu. IR Malawi provided material support to these committees, but also worked visibly alongside staff from DoDMA to enable them to implement their roles and mandate effectively. With the completion of this programme, decentralised structures are now in a strong position to continue running project activities.

The MoUs established between government and communities have been hailed as innovative because they encourage seriousness, accountability and ownership of interventions by government and the communities. As one district official said, *“When the community sees the date stamp of the district commissioner, they are always serious to implement the agreement”*. According to them, agreements between the government and IR Malawi are *“signed on each and every page”*, which prompts accountability and transparency and ensures that all stakeholders have the same information all of the time.

### **Interventional Sustainability**

Mixed findings were noted around the sustainability of some of the activities supported. Many of those based on the provision of life-saving relief are clearly not sustainable: others, however, such as some of those focused on recovery and mitigation can be expected to contribute to some degree of continuation and sustainability, particularly those that have contributed to learning and behavioural changes as well as those that had a deliberate focus on institutional support.

The unconditional lean season cash transfer, for example, was reported as not being sustainable unless it was invested in recovery/resilience building assets. Cash for work was not deemed sustainable for similar reasons except perhaps in the case of community projects constructed through cash for work. Such benefits include the creation of employment, improved access to assets and improved household income, all of which were mentioned by beneficiaries and IR Malawi partners.

Recovery interventions on the other hand were widely deemed as being sustainable because they were directly linked to beneficiary needs and appropriate committees were established and strengthened to oversee them and continue to do so after this DEC-support ends. For example, WASH activities such as the rehabilitation and construction of boreholes will continue to benefit people because the targeted communities were already experiencing problems in accessing clean and safe water. In this case, IR Malawi’s support was directly aligned to peoples’ water needs. Water Committees have also been strengthened to oversee operation and maintenance after IR Malawi’s support ends.

Implementation of the climate smart agricultural techniques and practices learned will also likely continue because the community appreciated them as they directly benefited from improved food production, for example due to implementation of soil and water conservation technologies.

Support towards the rehabilitation of houses was also singled out in relation to sustainability as the iron sheets, in particular (whether provided or purchased through cash issued), will contribute to peoples’ safety and security in the mid-term, at least. In future, however, consideration might be given to helping ensure families/households can completely repair the roofs of their houses: without this, people structures might still be exposed and vulnerable to the elements while it also means that people have to divert cash from other needed activities to do so.

Financial sustainability is difficult to achieve unless appropriate economic empowerment activities are in place to create employment and access to financial services. While IR Malawi implemented non-conditional and conditional cash transfers, these cannot continue to deliver cash/income benefits to the community when DEC support ends. There were suggestions from FGDs and KIIs that, potentially, IR Malawi could mobilise communities during the recovery phase into Village Saving and Loan schemes and/or income-generating groups and capacitate them into entrepreneurship and business groups to enhance financial sustainability.

Some stakeholders in the Ministry of Agriculture proposed that seed distribution activities could have been designed in a way that uses a *“seed pass on scheme”* where, when a beneficiary is provided with quality seeds, after they harvest, they then pass on some seed to others. This would not be applied universally but is appropriate for some value chains such as fruits, potato vines, beans and open pollination varieties of maize.

Again, one intervention that IR Malawi implemented that has long sustainability according to district council officials was the development of CDRRPs. According to district officials these plans will be integrated into village action plans, which are now being developed by the District Council as part of the process to develop new development plans for Chikwawa District. Once the DRM plans are integrated into the District Development Plan it will be easier for the project impact areas to access funds from the district budget to implement DRM priorities, as reflected in the village action plans.

## **5. SOME LESSONS LEARNED**

### **A strong and visible local presence is important at the start of an emergency response for effective engagement and co-ordination with district stakeholders.**

While it might not always be realistic to have a senior staff member present on the ground throughout a response, it would be prudent and advisable to have some such presence for the first phase of activities in future responses. IR Malawi should have had a senior staff presence in Chikwawa, in addition to its Field Officers: the roles and responsibilities are quite different. This would have helped ensure representation, voice and contribution to district level meetings, essential for visibility co-ordination and communication.

### **Interventions should be planned and co-ordinated with local authorities from the outset.**

Engage government and other stakeholders early and ensure continuity. IR Malawi started to implement this response without sufficient involvement of the government and key NGOs and stakeholders. Once this was realised, it adapted and engaged with all relevant stakeholders: fortunately it had donor flexibility in this case, otherwise it would not have been able to adapt so quickly. This led to almost all stakeholders being satisfied with the impact of the project and how it has been delivered.

### **Being plugged in to the bigger picture helps ensure coherence.**

Being represented at co-ordination and planning meetings and understanding what other organisations are doing or planning to do is good, because that's where people share information and take informed measures to avoid duplication. Such exposure also helps an organisation to get known within a humanitarian operation and to grow.

### **When planning a response intervention, a rapid capacity mapping of government services is essential.**

Direct support to district councils is critical but is often missed out by many NGOs/partners. IR Malawi supported district level co-ordination and planning activities and was instrumental in supporting the development of the district's disaster contingency plan. IR Malawi noted that humanitarian responders/partners do not usually budget for such activities, despite them being so important, for response and recovery. An appropriate form of support – not necessarily monetary – should be considered to allow them to adequately monitor what is being implemented and to intervene accordingly.

### **Early action on reported complaints can help reduce exploitation.**

IR Malawi experienced some breaches of intended distributions fully reaching the intended beneficiaries – in other projects it was implementing – and, together with government took quick action to address and reverse this. Knowledge of such actions and repercussions with communities – and community structures – is an important lesson to learn and gives confidence to stakeholders that their opinions are being heard and rights respected.

### **Cash is a widely favoured form of emergency response support.**

In its various forms – as long as some systems such as vouchers are well understood – receiving cash instead of NFIs is gaining more and more interest and acceptance from affected communities. Essentially it allows people to make and take informed decisions to address their priority needs.

### **Cash for Work programmes need to be carefully considered and introduced.**

A possible downside of cash for work is the potential that people may be reluctant to engage in similar type of relief or development work without receiving some form of remuneration. If carefully introduced, properly targeted and managed within the household, cash injections can transform the lives of those who,

for example, would like to have capital to join income generating or saving groups. Care needs to be taken, however, in preventing dependency on donors, which could have negative impacts on community-spirited activities, in particular.

**Leave something behind for future use.**

IR Malawi has enabled the development of community disaster risk reduction plans – and knowledge of how to do this – which are focused at the GVH level. These plans have been verified and signed by community leaders, the District Council and IR Malawi. Copies of plans and guidelines of how to develop these have been left behind with communities and the DC, which has motivated the latter to use these templates and follow the process in the seven remaining in Chikwawa District.

**Building resilience takes time: Expectations need to be managed going into an emergency response.**

This response was a short-term intervention to Cyclone Idai and, latterly, Covid-19. IR Malawi's interventions have gone some way towards helping people rebuild their lives and restore part of their livelihoods, yet there are major gaps for many people to get back to the level they were at before these events. From the outset of a response, stakeholders – government as well as community representatives and beneficiaries – need to be clearly informed that assistance will be limited and time- and resource-bound, hence the need to identify the most vulnerable and at-risk people and provide them with essential and basic needs. Raising expectations of longer term assistance should be avoided if possible.

**Promoting community ownership is key for sustainability.**

IR Malawi has delivered this response through an intensive and transparent community engagement process, repeatedly asking communities and beneficiaries about their priority needs and responding appropriately. In that way it promoted ownership of several key activities which will contribute to continuity and sustainability.

## **6. ACTIONABLE RECOMMENDATIONS**

This section provides a summary of some intended actionable recommendations, based on the evaluation's findings. While presented under separate headings, some – in particular those for IR Malawi – should also be considered by IR Worldwide for other operations similar to this response.

### **6.1 ISLAMIC RELIEF MALAWI**

**Relief/response agencies need a visible presence to enhance co-ordination (CHS 4 and 6).**

People spoken with, particularly at government and community levels, repeatedly expressed their appreciation for the support provided by IR Malawi in the district. At the same time, however, many were concerned by the lack of permanent or semi-permanent presence – including an office – in Chikwawa during the initial response. This was seen a contributing factor to poor co-ordination of some activities during Phase I which was, as noted above, corrected in due course. In future situations like this – not only in Malawi – Islamic Relief should consider a stronger presence in the field, at least for the first few months. Presence and visibility of this sort is also important for beneficiaries and others to know who to approach with regards any queries, feedback or potential complaints.

**Stakeholders need to be continuously informed of IR Malawi's role and purpose in a response (CHS 4).**

Stakeholders noted and understood that the duration of this response initiative was “short” and limited by funds available. As is often the case, however, when people receive tangible benefits and become accustomed to receiving support, the sense of dependency increases, particularly in situations like Chikwawa where people have been exposed to repeated disasters. Non-governmental organisations like IR Malawi need to continuously highlight their role and restrictions, while at the same time attempting to construct links with other local and national NGOs who might be in a better position to take on the broader mantle of supporting recovery and resilience building.

**Consistency is needed in all activities being supported (CHS 7).**

Mention was made in different meetings/interviews – various community committee meetings in addition to specific activities such as brick-making – that the training or capacity building provided by IR Malawi was not always consistent in different communities. In the case of brick-making, for example, this reportedly led to poor quality construction materials being fabricated. Future emergency responses should keep this at the forefront of planning to ensure consistency and high quality across the programme – within and between communities – even if this requires a slightly diminished scope or audience if resources are limited.

**IR Malawi's support to government should not replace the national government's obligations (CHS 6).**

IR Malawi addressed a considerable void in this response, namely the lack of disaster preparedness at local community and government levels. In doing so – by drawing government technicians into the equation – IR Malawi came under pressure to support their presence at public meetings and training events. In future similar engagements, IR Malawi should ensure that any support to local government offices is for specific training and quality control purposes and is not a de facto substitute for the government's own contribution to provide services as a duty bearer.

**Constant reminders are needed in relation to selection criteria and complaint mechanisms (CHS 5).**

IR Malawi took careful measures in relation to beneficiary selection and the installation and explanation of complaint response mechanisms. The latter, however, should not be considered as a one off activity and beneficiaries – and others – should be constantly reminded of the presence of such systems and how they are intended to be used. The readiness of some community leaders (not exclusively in this response but in other IR Malawi activities) to exploit their constituents should be a constant reminder of this need.

**Keep people informed, even if delays are encountered (CHS 4).**

Some people mentioned that IR Malawi did not keep people adequately informed of what was happening as part of the response, or provide feedback on time. For instance, issuance of the Covid-19 related cash coupon reportedly took two months, during which time IR Malawi provided no update to the Health Committee. This, reportedly, led to some distrust of Committee members as intended beneficiaries suspected they had kept the money for themselves. Some intended beneficiaries also had not yet received promised support at the time of this evaluation.

**Provision of livestock and seeds should include an obligation for recipients to pass on offspring/seeds to others (CHS 3).**

Future seed or small livestock provisioning activities should include an obligation for initial beneficiaries to pass some of the harvested seeds or livestock to other households that did not benefit from the initial distributions. While providing direct support to more families this also helps expand the overall area on which people are growing hybrid varieties of seed in addition to a wider genetic pool of quality small livestock.

**Consider community driven economic stimuli as part of response (CHS 3).**

Although this was a short-term recovery intervention, consideration should be given in future similar responses to initiating village saving and loan schemes, to encourage people to start to think about the future, beyond the response and beyond the presence of NGOs such as IR Malawi. The evaluation noted that there was limited investment in economic empowerment activities as recovery/resilience interventions, despite there being a high demand for these from communities. Future intervention should, if possible, try and make provisions for slightly longer-term activities to improve empowerment and independence, for women's groups, in particular. Linkage with other financial service providers should also be included in the proposals especially during the recovery resilience building phase. Key interventions could include village and saving schemes, income-generating activities such as *dimba* (group) gardens, livestock pass on schemes, and multi-cycle cash for work programmes.

## **6.2 ISLAMIC RELIEF WORLDWIDE**

### **Support commitments to Localisation (CHS 3).**

Islamic Relief has committed itself to supporting localisation though there was no evidence of this in the current response, despite some national NGOs also working in the same district. Potential benefits which could perhaps been realised had this happened include full time representation/presence in the district, opportunities to further strengthen the capacity of national and local entities and to ease the transition from response to development – while at the same time reducing/avoiding dependency on IR Malawi – which could be important for future response interventions. At present IR Malawi is widely seen as having been the major contributor and actor in relation to DRR in Chikwawa, a credit that should rightfully sit with government and at least some national/local NGOs.

### **Invest in appropriate DRR-related capacity building for community structures and government, together (CHS 3).**

This emergency response has demonstrated the importance of providing specific direction, awareness raising and capacity support to community structures and government services. Not only has this the opportunity for immediate and longer term local/community support but by acceptance of some of the approaches (participation) and tools (contextualised and translated training materials) it also provides an opportunity for government services to start to scale up and expand DRR-related support to other communities. This is a win-win situation that does not necessarily require a great deal of financial assistance. IR Worldwide should keep this in mind when reviewing country/response proposals for funding.

### **Islamic Relief’s Country Offices should have pre-prepared guidance on cash transfers, being adaptable to specific contexts (CHS 2).**

Given the high level of appreciation shown for cash vouchers (different sorts) by beneficiaries of this response, IR should consider how to build and support internal capacity – particularly at country level – to enable offices to be better prepared to respond to future disasters and crises. Having pre-positioned agreements with in-country finance structures to assist with timely and responsible cash and voucher assistance – according to IR’s standard operating principles – would likely save considerable time, even if a Cash Working Group is being considered as part of the overall co-ordinated response. Lessons from previous responses should be taken into account for this.

### **Further reflection is required on distributed goods – and the quantity of these (CHS 2).**

Iron roofing sheets were provided to some damaged households as part of this response. For some, however, the amount provided was insufficient to totally repair the damage, leaving people still vulnerable to the elements. Other recipients were not in a position to make the repairs themselves or could not afford to hire someone to do so. This is a clear dilemma between wanting to help as many affected households as possible while knowing that this is not the full answer to the problem. IR Worldwide should strongly encourage future field operations to stay in line with government/Cluster guidance and ensure that the reason for this is well communicated.

## **6.3 GOVERNMENT OF MALAWI**

### **District government should actively promote lessons and experience from this dual response.**

District Government officials should ensure that lessons learned from IR Malawi’s (and other agencies) interventions are reviewed at DC level with a view to sharing experiences (positive and those that did not perhaps reach their intended potential) and scaling up those approaches with other communities. This in relation to both DRR and Covid-19 messaging.

## **6.4 DISASTER EMERGENCIES COMMITTEE**

### **Encourage active learning amongst and between DEC members responding to the same emergency.**

Nine DEC members responded to the Cyclone Idai disaster in 9 of the 15 Cyclone Idai-affected districts, including Chikwawa. Given feedback received from the current evaluation, however, some key



recommendations from an independent Real Time Response Review<sup>8</sup> were not taken into account across the DEC membership, for example in terms of “joint planning and the design for Phase 2, building on longer term programmes aimed at reducing needs and future risks while building resilience”, in addition to “using the membership as an opportunity for learning”. Improving co-ordination (perhaps through a simple formal mechanism) and information sharing amongst DEC supported partners might be examined in more detail by the DEC itself.

**The DEC should continue to allow flexibility in partner’s responses.**

The DEC should be commended for its flexibility in allowing partners like IR Malawi to adapt some of its programme approach to meet unforeseen needs and address opportunities. Being able to respond to the Covid-19 pandemic was a classic example of such adaptive programming, which allowed IR Malawi to engage formally with the DHSS and, as part of this, provide much needed information and awareness raising materials, hardware, cash and training support to people in need. Complementing the work of key institutions such as the Malawi Red Cross was an additional bonus in this instance.

## **7. CONCLUSIONS**

This has been a well-planned response that has shown considerable rigour in terms of preparation and management in most aspects of implementation. High levels of appreciation of IR Malawi’s support have been registered through this evaluation, both from individual beneficiaries, households, community committee members and village leaders, in addition to government authorities, technical services and other service providers in Chikwawa District.

In addition to providing some immediate relief to affected households, the deliberate emphasis given to activities such as supporting Lead Farmers, improving access to safe water and promoting hygiene awareness are all showing positive signs of uptake and behavioural change. With a longer term view, supporting the development of community-based DRR plans that are now being integrated with government planning and financing should be seen as all very positive indicators of change, both within the district and possible in neighbouring ones. IR Malawi’s willingness to learn from this response as it advanced in addition to drawing on experiences from other projects should also be commended.

*“IRM did a tremendous job and words fail us to express the level of gratitude we have for IRM.”*

*Beneficiary*

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<sup>8</sup> [https://reliefweb.int/sites/reliefweb.int/files/resources/DEC%20Cyclone%20Idai%20Response%20Review\\_Malawi.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/DEC%20Cyclone%20Idai%20Response%20Review_Malawi.pdf)



**Tender document for the Disasters Emergency Committee (DEC) evaluation  
of the Cyclone Idai response in Malawi, September 2020**



**Islamic Relief**  
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Registered Charity No. 328158 Company No. 2365572

## ISLAMIC RELIEF WORLDWIDE

Islamic Relief is an international aid and development charity, which aims to alleviate the suffering of the world's poorest people. It is an independent Non-Governmental Organisation (NGO) founded in the UK in 1984.

As well as responding to disasters and emergencies, Islamic Relief promotes sustainable economic and social development by working with local communities - regardless of race, religion or gender.

### **Our vision:**

Inspired by our Islamic faith and guided by our values, we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.

### **Our mission:**

Exemplifying our Islamic values, we will mobilise resources, build partnerships, and develop local capacity, as we work to:

Enable communities to mitigate the effect of disasters, prepare for their occurrence and respond by providing relief, protection and recovery.

Promote integrated development and environmental custodianship with a focus on sustainable livelihoods.

Support the marginalised and vulnerable to voice their needs and address root causes of poverty.

We allocate these resources regardless of race, political affiliation, gender or belief, and without expecting anything in return.

At the international level, Islamic Relief Worldwide (IRW) has consultative status with the UN Economic and Social Council, and is a signatory to the International Red Cross and Red Crescent Code of Conduct. IRW is committed to the Sustainable Development Goals (SDGs) through raising awareness of the issues that affect poor communities and through its work on the ground. Islamic Relief are one of only 13 charities that have fulfilled the criteria and have become members of the Disasters Emergency Committee ([www.dec.org.uk](http://www.dec.org.uk))

IRW endeavours to work closely with local communities, focussing on capacity-building and empowerment to help them achieve development without dependency.

Please see our website for more information <http://www.islamic-relief.org/>

## PROJECT BACKGROUND

Cyclone Idai made landfall in a Mozambique on the 14<sup>th</sup> of March, 2019. Given the strength of the cyclone, Malawi experienced heavy rains and strong winds resulting in widespread flooding across 15 regions in Southern Malawi. Chikwawa, Nsanje, Phalombe, Machinga and Zomba districts were particularly affected. Nationally, over 20% of the population were affected in multiple ways by displacement, loss of life and/or loss of livelihoods. In

response, the Government of Malawi declared a State of Disaster and appealed for support from humanitarian actors. Islamic Relief (IR) Malawi responded to the emergency with internal funding as well as funding from the Disasters Emergency Committee. The table below outlines the objectives for both Phase 1 and 2 of IR's DEC response.

DEC Phase 1: Key Outcomes/Out puts		Planned (No. Of Beneficiaries)
<b>1</b>	<b>Outcome A: Targeted vulnerable flood affected HH's have improved ability to meet their food security needs</b>	
	Flood affected HH's have access to cash to meet their immediate food needs	10,000
<b>2</b>	<b>Outcome B: Targeted flood affected HH's have improved ability to meet their immediate shelter needs</b>	
	Flood affected people have access to adequate and accessible shelter through Cash voucher	10,000
<b>3</b>	<b>Outcome C: Resilience of targeted flood affected households is increased through timely livelihoods recovery</b>	
	Flood affected HH's are able to plant during the upcoming agricultural season	2,000

DEC Phase 2: Key Outcomes/Out puts		Planned (No. Of Beneficiaries)
<b>1</b>	<b>Outcome A: Strengthened local capacity to develop, support and advocate for Community-based Disaster Risk Reduction Plans (CDRRPs)</b>	
	Community-based Disaster Risk Reduction Plans (CDRRPs) developed and endorsed by concerned stakeholders	90
	No. of Individuals assisted through the implementation of CDRRPs' priorities with the project's allocated grants	4,910
	Immediate NFIs needs are timely addressed through unconditional restricted cash transfers (vouchers)	5,000
	Emerging food needs are timely addressed through unconditional unrestricted cash transfers	7,000
	Increased access to safe water supply facilities,	9,000
	Increased access to hygiene and sanitation promotion services	9,000
<b>2</b>	<b>Outcome B: Disaster affected population have more access and utilization of diversified and resilient livelihood systems</b>	
	No. of individuals assisted through livelihood restoration activities [seeds and tools]	7,000
	No. Individuals trained to perform as Local Agriculture Extension Agents (LAEAs)	30
	No. of individuals employed through CFW activities [30 days / 4000 MWK per day net per beneficiary]	1,800
	No. of Households selected and assisted to produce blocks and bricks [in TA Makhwira]	600
<b>3</b>	<b>Outcome C: Targeted at risk population groups and respective health mechanisms have enhanced preparedness, mitigation and response to COVID-19</b>	
	Targeted communities have increased access to accurate and appropriate health and hygiene information and improved handwashing practices	11,000

Vulnerable HHs are able to meet minimum needs as a result of increased access to social protection support to better manage negative social and economic impacts of COVID-19	2,500
No. of community health workers (CHWs) and Health Surveillance Assistants trained in [COVID-19 symptoms, prevention, contact tracing and referral]	95
No. of health facilities supported/rehabilitated [through provision of Personal protection Equipment]	28

## OBJECTIVES OF THE EVALUATION

This evaluation has been commissioned by Islamic Relief Worldwide (IRW) in line with agreed internal policies (IR MEAL framework) and external policies (Evaluation Policy in DEC Accountability framework). The purpose of this evaluation is to assess overall performance of the project with reference to the outcomes and outputs as well as draw lessons for future programme. This evaluation should take into consideration the OECD/DAC Evaluation Criteria to assess the performance of the project, as well as use the Core Humanitarian Standards (CHS) to evaluate the quality of the interventions and the aspects of accountability.

The focus is on:

1. Assessing the extent to which planned outputs and outcomes have been achieved using the OECD DEC criteria for evaluating humanitarian responses: relevance, coherence, coordination, effectiveness, efficiency, impact and sustainability/connectedness
2. Evaluating the appropriateness and extent of application of quality standards, with a particular focus on the CHS.
3. Identifying lessons and good practice from the project to inform both IRW and IR Malawi future response and the wider sector. This report will be externally published.

## THE SCOPE OF THE EVALUATION

The scope of the evaluation should cover the various activities funded through DEC Phase 1 and Phase 2 allocations. The geographical scope of the evaluation includes the west and east bank of Chikwawe.

The technical scope of the evaluation is to:

- Examine the response's relevance and appropriateness, with specific reference to the design of project and the progress in achieving the planned objectives (i.e. the outcomes and outputs)
- Uncover the gaps in provision or unintended positive or negative impacts and providing commentary on the primary and secondary effects of the intervention, along with any direct and indirect contributions
- Analyse the coherence with other actors and the extent of engagement and collaboration with stakeholders and the strategic linkages made.
- Review the effectiveness and efficiency of the mode of operation
- Examine the strategic value addition and distinctive contribution of IRW

In addition, IRW is a certified CHS agency and therefore uses the CHS standards as the foundational approach to undertake evaluations, which ensures that we focus on communities. We believe this can be integrated with the DAC criteria in the following way:

### **Relevance**

- CHS Commitment 1: Humanitarian response is appropriate and relevant.
- CHS Commitment 4: Humanitarian response is based upon communication, participation, and feedback

### **Effectiveness**

- CHS Commitment 2: Humanitarian response is effective and timely.
- CHS Commitment 3: Humanitarian response strengthens local capacities and avoids negative effects.
- CHS Commitment 5: Complaints are welcomed and addressed.
- CHS Commitment 8: Staff is supported to do their job effectively, and are treated fairly and equitably.

### **Efficiency**

- CHS Commitment 6: Humanitarian responses are coordinated and complementary.
- CHS Commitment 7: Humanitarian actors continuously learn and improve.
- CHS Commitment 9: Resources are managed and used responsibly for their intended purpose.

For more guidance on CHS evaluation questions, refer to annex 1.

## **METHODOLOGY AND APPROACH**

We are looking for an evaluation team to meet the above objectives and scope through a mixed method (quantitative and qualitative) approach of:

- Desk review of secondary data and IRW project documentation
- Household surveys of statistically representative sample
- FGD with communities – with proportionate sampling
- Key informant interviews with IR staff, peer agencies, UN and government authorities

**We would like the evaluators to outline their proposed methodology and requirements for this particular consultancy.**

## **REQUIRED COMPETENCIES**

The successful team will have the following competencies:

- Demonstrate evidence of experience in evaluating humanitarian action

- Possess sectoral experience and knowledge in evaluating DRR interventions, as well as some experience in CVA, shelter, health, food security and livelihood interventions
- Possess deep knowledge and practical experience of using quality standards such as CHS and Sphere
- Possess strong statistical/quantitative and qualitative research skills
- Have excellent written skills in English
- Have the legal right to travel to the disaster zone and able to conduct evaluations in Malawi.
- Be able to fluently communicate in English and the local languages (e.g. Chichewa). If local translators are required this should be budgeted.

The chosen evaluation team will be supported by IRW Programme Quality (PQ) team, the IRW Disaster Risk Management Department (DRMD), the IRW Regional team and IR Malawi Senior Management.

## PROJECT OUTPUTS

The consultant is expected to produce:

- A detailed work plan and inception report developed with and approved by IRW, setting out the detailed methodology and deliverables prior to commencing the desk review.
- A Covid-19 risk assessment with proposed mitigation measures related to conducting this evaluation, setting out different contingencies in case of challenges to the evaluation due to Covid-19 or other issues.
- A full report with the following sections:
  - a) Title of Report: **The Disasters Emergency Committee (DEC) Evaluation of the Cyclone Idai Response in Malawi**
  - b) Consultancy organisation and any partner names
  - c) Name of person who compiled the report including summary of role/contribution of others in the team
  - d) Period during which the review was undertaken
  - e) Acknowledgements
  - f) Abbreviations
  - g) Table of contents
  - h) Executive summary
  - i) Main report – max 40 pages – (Standard reporting structure will be shared at inception stage, but consultant is invited to propose most suitable report structure layout)
  - j) Annexes

- Terms of reference for the review
- Profile of the review team members
- Review schedule
- Documents consulted during the desk review
- Persons participating in the review
- Field data used during the review
- Additional key overview tables, graphs or charts etc. created and used to support analysis inform findings
- Bibliography

k) The consultant will be required to visit IRW international office and provide feedback on and answer questions about the findings from the desk review. This meeting can be attended remotely by the consultant via video conference (Microsoft Teams or Zoom) where the consultant is outside the UK or based on request from the consultant.

#### TIMETABLE AND REPORTING INFORMATION

The evaluation is expected to run for 30 days, starting by the 19<sup>th</sup> October 2020 and ending before the 25<sup>th</sup> of January 2021

Date	Description	Responsibility
<b>3<sup>rd</sup> September 2020</b>	Tender live date	IRW
<b>21<sup>st</sup> September 2020</b>	Final date for submission of bid proposal	Consultant
<b>21<sup>st</sup> - 23<sup>rd</sup> September 2020</b>	Proposals considered, short-listing and follow up enquiries completed	IRW
<b>24<sup>th</sup> September - 6<sup>th</sup> October 2020</b>	Consultant interview and final selection (+ signing contracts)	IRW
<b>7<sup>th</sup>- 9<sup>th</sup> October 2020</b>	Meeting with the consultant and agree on an evaluation methodology, plan of action, working schedule	IRW
<b>15<sup>th</sup>- 19<sup>th</sup> October 2020</b>	Submission of Inception Report (at least 7 days before commencing the evaluation)	Consultant
<b>21<sup>st</sup> October– 20<sup>th</sup> November 2020</b>	Evaluation/Data collection	Consultant
<b>1<sup>st</sup> December 2020</b>	Collation and analysis of evaluation data, and submission of the first draft to IR Malawi/IRW for comments	Consultant
<b>4<sup>th</sup> December</b>	Initial Presentation of Findings	Consultant
<b>20<sup>th</sup> December 2020</b>	IRW/IR Malawi responses to draft report	IR Malawi/IRW
<b>10<sup>th</sup> January 2021</b>	Final report submitted to IRW	Consultant
<b>20<sup>th</sup> January</b>	Final Presentation with IR key stakeholders	Consultant

Reporting information;

**Contract duration:**

Duration to be specified by the consultant

**Direct report:**

Programme Impact & Learning Manager



**Job Title:** Consultant; DEC Evaluation of Cyclone Idai Response in Malawi

The consultant will communicate in the first instance with and will forward deliverables to the IRW Programme Quality team.

#### PROPOSAL TO TENDER AND COSTING:

Consultants (single or teams) interested in carrying out this work must:

a) Submit a proposal/bid, including the following;

- I. Detailed cover letter/proposal outlining a methodology and approach briefing note
- II. CV or outline of relevant skills and experience possessed by the consultant who will be carrying out the tasks and any other personnel who will work on the project
- III. Example (s) of relevant work
- IV. The consultancy daily rate
- V. Expenses policy of the tendering consultant. Incurred expenses will not be included but will be agreed in advance of any contract signed
- VI. Be able to complete the project within the timeframe stated above
- VII. Be able to demonstrate experience of humanitarian review for similar work

#### PAYMENT TERMS AND CONDITIONS

Payment will be made in accordance with the deliverables and deadlines as follows:

- 40% of the total amount – submission of the inception report
- 30% of the total amount – submission of the first draft of the evaluation report
- 30% of the total amount – submission of the final report including all outputs and attachments mentioned above

We can be flexible with payment terms, invoices are normally paid on net payment terms of 28 days from the time of the invoice date.

#### ADDITIONAL INFORMATION AND CONDITIONS OF CONTRACT

During the consultancy period,

*IRW will only cover:*

- The costs and expenses associated with in-country, work-related transportation for the consultant and the assessment team
- International and local travel for the consultant and the local team
- Accommodation while in the field
- Training venues
- Consultancy fees

*IRW will not cover:*

- Tax obligations as required by the country in which he/she will file income tax
- Any pre/post assignment medical costs. These should be covered by the consultant
- Medical and travel insurance arrangements and costs. These should be covered by the consultant

## CONSULTANCY CONTRACT

This will be for an initial period that is to be specified by the consultant commencing from early October 2020 (exact date to be mutually agreed). The selected candidate is expected to work from their home/office and be reporting to the Programme Impact & Learning Manager or team member designated for this study.

The terms upon which the consultant will be engaged are as per the consultancy agreement. The invoice is to be submitted at the end of the month and will be paid on net payment terms 28 days though we can be flexible.

All potential applicants must fill in the table beneath in **Appendix 1** to help collate key data pertaining to this tender. The applicant must be clear about other expenses being claimed in relation to this consultancy and these must be specified clearly.

**For this consultancy all applicants are required to submit a covering letter with a company profile(s) and CV's of all consultants including the lead consultant(s).**

**A proposal including, planned activities, methodology, deliverables, timeline, references and cost proposal (including expenses) are expected.**

**Other relevant supporting documents should be included as the consultants sees fit.**

**All applicants must have a valid visa or a permit to work in the UK (if travel is required to the UK) and to the places where this project is required to be undertaken.**

## TENDER DATES AND CONTACT DETAILS

All proposals are required to be submitted by **Monday 21<sup>st</sup> September 2020 1.00pm UK time** pursuant to the attached guidelines for submitting a quotation and these be returned to [tendering@irworldwide.org](mailto:tendering@irworldwide.org)

For any issues relating to the tender or its contents please email directly to [tendering@irworldwide.org](mailto:tendering@irworldwide.org)

Following submission, IRW may engage in further discussion with applicants concerning tenders in order to ensure mutual understanding and an optimal agreement.

Quotations must include the following information for assessment purposes.

1. Payment terms (as mentioned above)
2. Full break down of costs including taxes, expenses and any VAT
3. References (two are preferred)
4. Technical competency for this role
5. Demonstrable experience of developing a similar project

Note: The criteria are subject to change.

**ANNEX II      FIELD WORKPLAN**

<b>GVH</b>	<b>TA</b>	<b>27 December</b>	<b>28 December</b>	<b>29 December</b>	<b>30 December</b>	<b>31 December</b>	<b>1 January</b>	<b>2 January</b>
Travel to Chikwawa								
Mphonde	Ngabu							
Nkhwazi	Ngabu							
Nantusi	Makhwira							
Gangu	Makhwira							
Mmodzi	Makhwira							
Chagambatuka	Makhwira							
Medrum	Mulilima							
Sikelo	Mulilima							
Bello	Mulilima							
Namila	Mulilima							
Travel to Lilongwe								

**ANNEX III PEOPLE CONSULTED AS PART OF THIS EVALUATION**

INTERVIEW	SEX	TA	GVH	VILLAGE
(AEDO)	M	Ngabu	Mphonde	Mphonde
(Village head Makwiza 2) standing in for GVH Mphonde)	M	Ngabu	Mphonde	Mphonde
Islamic Relief Staff	M			
VDC	Mixed	Ngabu	Mphonde	Mphonde
VDC	Mixed	Ngabu	Mphonde	Mphonde
Village Police Unit	Mixed	Ngabu	Mphonde	Mphonde
Lead Farmer	F	Ngabu	Nkhwazi	Nkhwazi
General Farmer	Mixed	Ngabu	Nkhwazi	Nkhwazi
Village Health Committee	Mixed	Ngabu	Nkhwazi	
Health Committee	Mixed	Makhwira	Nantusi	Nantusi
VDC	Mixed	Makhwira	Nantusi	Nantusi
PC	Mixed	Makhwira	Nantusi	Nantusi
Lead Farmer	M	Makhwira	Nantusi	Nantusi
Malawi Red Cross District Coordinator	F			
DC Office	M			
Assistant Environmental Officer; Makande Health Facility	M			
Community Leader GVH Chagambatuka	M	Makhwira	Chagambatuka	Chagambatuka
VDC	Mixed	Makhwira	Chagambatuka	Chagambatuka
VCPC	Mixed	Makhwira	Chagambatuka	Chagambatuka
VDC	Mixed	Makhwira	Mmodzi	Mmodzi
VCPC	Mixed	Makhwira	Mmodzi	Mmodzi
Chiyanjano Business Club	All male	Makhwira	Mmodzi	Mmodzi
Mohammad Chimanda – Community Mobiliser	M			
Village Health Committee	Mixed	Mulilima	Belo/ Medilamu	Loness
Mulilima Community FGD	Mixed	Mulilima	Mulilima	Mulilima

## ANNEX IV HOUSEHOLD SURVEY QUESTIONNAIRE

### INTRODUCTION

My name is ..... and I am doing a survey on behalf of Islamic Relief Malawi.

The purpose of the survey is to learn more about the support provided by Islamic Relief Malawi following Cyclone Idai and/or the Covid-19 pandemic.

Findings from the survey will allow Islamic Relief to determine the effectiveness of its support for future emergencies. It is also an important opportunity for you to share your feedback and comments on support or information you might have received.

The survey is entirely voluntary and your decision to participate in this survey will not affect in any way your chance to benefit from any current or future Islamic Relief activities.

Any information you might share with us will be kept secure and not be given to anyone else. Any information that could be used to identify you will be carefully deleted so your name will not be associated with any published information.

The survey should take about 50-60 minutes. If at any time after the survey you have questions or feedback, please contact the IR Malawi Country Office Feedback and Complaint Mechanism Hotline Number.

The survey should take about 50-60 minutes.

***Dzina langa ndi..... Ndipo tikupanga kafukufuku mmalo mwa bungwe la Islamic Relief lakuno ku Malawi. Colinga cha kafukufuku ameneyu ndikuti tiphuzire kuchoka kwa inu mumene bungwe limeneli lakhala likukuthandizani Kamba ka mphembo yamkuntho ya Idai yimene mudakumana nayo kwanu kunokomaso chifukwa cha matenda a corona virus. Zotsatira za kafukufuku ameneyi zithandizira bungwe la Islamic Relief kuno kwathu ku Malawi kuwapatsa mwayi kapena kulimbikitsa kupititsa patsogolo pa chithandizo chimene chimafunika pa ngozi zimenezi musogolo. Komanso ndi mwayi wofunikira kuti mugawane nawo ndemanga zanu. Kutenga nawo mbali mukafukufuku ameneyu ndikosakakamiza ndipo Kucheza kwathu kukhala kwa chinsinsi ndipo mayankho onse mutapereke adzasungidwa mwa chinsinsi. Dzina lanu silidzatchulidwa pa zotsatira za kafukufukuyi. Kucheza kwathu kutenga pafupifupi ola limodzi.***

Tikamaliza kucheza ngati mukhale ndi fuso, chonde yimabani ku nambala iyi.

CONSENT REQUEST		
1	<p>Could you please confirm that you or a member of your household received support from Islamic Relief after Cyclone Idai and/or in relation to the Covid-19 response?</p> <p><b><i>Kodi mungatsimikizire kuti inu kapena wina aliyetse wa pakhomu panu analandirako chithandizo kuchokera ku bungwe la Islamic Relief Kamba ka mphembo yamkuntho ya Idai kapena pokhudzana ndi matenda a Corona Virus?</i></b></p>	<p>1. Yes, either I or a member of my household did receive support/assistance from Islamic Relief [Thank the person and continue]</p> <p>2. No. I am not aware of anyone in this household receiving support from Islamic Relief. [Thank the person and End Survey]</p>
2	<p>Could you please confirm that you are willing to take part in the survey?</p> <p><b><i>Ndinu okoozeka kutenga nawo gawo pa kafukufuku ameneyu?</i></b></p>	<p>1. Yes I am happy to speak with you [Thank the person and continue]</p> <p>2. No. I would rather not take part [Thank the person and End Survey]</p>

BACKGROUND INFORMATION			
3	<b>TRADITIONAL AUTHORITY</b>	<b>GVH</b>	<b>VILLAGE</b>
	<b>Makhwira = 1</b>	Chagambatuka= 1	<b>Chagambatuka</b>
		Gangu =2	Gangu
		Mmodzi = 3	Mmodzi
		Nantusi = 4	Nantusi
	<b>Ngabu = 2</b>	Mphonde = 5	Mphonde
		Nkhwazi = 6	Nkhwazi
	<b>Mulima = 3</b> (Respondents here are asked a) Background Information, b) Covid-19 questions and c) Conclusions, only. All other Traditional Authority beneficiaries are asked the full set of questions (except Skips)	Bello = 7	Bamusi Bello
		Medrum =8	Medrum Mwengo Kadzitchie Chatenga
		Namila = 9	Nolowan Zagwera
Sikelo = 10		Sikelo Mtoto	
(4)	(Name of Beneficiary)  <b><i>Dzina la ocheza naye</i></b>	<b>[Refer to hard copy after sampling decided]</b>	
5	Gender of respondent  (Please don't ask – just observe)	Female = 1 Male = 2	
6	What is your position in this household?  <b><i>Muli ndi udindo wanji mu banja mwanu?</i></b>	Female head of household = 1 Male head of household = 2 Child headed household = 3 Elderly headed household (>80 years) = 4 Other = 99	
7	May I please ask you your age?  <b><i>Muli ndi zaka zingati?</i></b>	<b>[Text Field]</b> years	
8	How many people are in this household (including yourself)? <b><i>Kuphatikiza inuyo, pa banja panu mulipo anthu angati?</i></b>	<b>[Text Field]</b>	
9	What are the ages of the household members?  <b><i>Zaka zawo ndi za pakati pa chani ndi chani?</i></b>  <b><i>Multiple Response Allowed</i></b>	0-5 year male = 1 0-5 year female = 2 6-17 year male = 3 6.17 year female = 4 18-59 year male= 5 18-59 year female = 6 60-70 year male = 7 60-70 year female = 8 More than 70 year male = 9 More than 70 year female = 10	
10	Did you experience any difficulty in receiving or accessing support from Islamic Relief?	Yes = 1 No = 2 [Skip to Q 13]	

	<b>Kodi mudakumana ndi zovuta zilizonse pakulandila kapena kupeza thandizo kuchokera ku bungwe la Islamic Relief?</b>	
11	If "Yes" what barriers or constraints did you experience in receiving this assistance?  <b>Mudakumana ndi ziphinjo/zovuta zANJI?</b>  <b>Multiple Response Allowed</b>	Mobility challenge (e.g. difficult to walk) = 1 Difficult to access markets/shops = 2 Safety concerns of leaving home = 3 The distribution point was far from my home = 4 Distribution was at a time when I could not go = 5 I needed to arrange transportation but had no money = 6 I received notification of the distribution too late = 7 I needed to stay home with children/elderly = 8 Other = 99
12	If "Yes" what were the consequences of this?  <b>Ngati eya, zosatira zake zinali chani/ munapanga chani kuti thandizo likupezeni?</b>  <i>Multiple answers possible</i>	Someone else from my household had to collect the materials = 1 I had to pay someone to collect materials = 2 Islamic Relief delivered the materials to my house = 3 I was unable to collect/receive the materials = 4 Other = 99
13	Do you have difficulty seeing, even if wearing glasses?  <b>Kodi muki ndi vuto losaona olo mutate mwavala ma galasi?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
13a	Does anyone else in your household have difficulty seeing, even if wearing glasses ?  <b>Kodi alipo wa pabanja panu amene ali ndi vuto losaona olo atati atavala ma galasi?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
14	Do you have difficulty hearing, even if using a hearing aid?  <b>Kodi muki ndi vuto losavetsetsa kapena kuvala chida chothandizira kumva kumene?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
14a	Does anyone else in your household have difficulty hearing, even if using a hearing aid?  <b>Kodi alipo wna aliyetse pa banja panu amene ali ndi vuto losavetsetsa kapena kuvala chida chothandizira kumva kumene?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
15	Do you have difficulty walking or climbing steps?  <b>Kodi mumavutika kuyenda kapena kukwera masitepe?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
15a	Does anyone else in your household have difficulty walking or climbing steps?  <b>Nanga wina aliyetse wa pa banja panu?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
16	Do you have difficulty remembering or concentrating?	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3

	<b>Kodi muki ndi vuto lokumbukira kapena kulingalira?</b>	Cannot do it at all = 4
16a	Does anyone else in your household have difficulty remembering or concentrating?  <b>Nanga wina aliyetse wa pabanja panu ?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
17	Do you have difficulty with self-care such as washing all over or dressing?  <b>Kodi muki ndi vuto lodzisamalira monga kutsuka zovala kapena kuvala?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
17a	Does anyone else in your household have difficulty with self-care such as washing all over or dressing?  <b>Nanga pa banja panu alipo?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
18	Using your usual language, Do you have difficulty communicating, for example understanding or being understood by others  <b>Pogwiritsa ntchito chilankhulo cha makolo, Kodi mumavutika kulankhulana, mwachitsanzo kumvetsetsa kapena kumvedwa ndi ena ?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
18b	Using your usual language, Does anyone else in your household difficulty communicating, for example understanding or being understood by others  <b>Pogwiritsa ntchito chilankhulo cha makolo, nanga pa banja panu alipo amene amavutika kulankhulana, mwachitsanzo kumvetsetsa kapena kumvedwa ndi ena ?</b>	No, no difficulty = 1 Yes, some difficulty = 2 Yes, a lot of difficulty = 3 Cannot do it at all = 4
19	Before Cyclone Idai, what would have been your average household monthly income?  <b>Mphepo yamkuntho ya Idai isanachitike, mwapakatikati, mukuganiza kuti bwezi mukupanga ndalama zingati pamwezi ?</b>	MWK [Text Field]
20	And today, what would that be?  <b>Nanga lero, mukupanga ndalama zingati?</b>	MWK [Text Field]
21	What is the main reason for this change?  <b>Kodi chapangitsa kwenikweni kusintha kumeneku ndi chani?</b>	Change in household income = 1 Change in level of debt = 2 Change in local prices = 3 Change in household size = 4 Change in household expenditure needs = 5 Other = 99
22	Before the Covid-19 pandemic, what would have been your average household monthly income?  <b>Kodi pakhomopanu matenda a corona virus asanabwere, mukuwona ngati bwezi mukupanga ndalama zingati pa mwezi?</b>	MWK [Text Field]
23	And today, what would that be?	MWK [Text Field]



	<b><i>Nanga padakali pano mumapanga ndalama zingati pa mwezi</i></b>	
24	Before receiving support from Islamic Relief were you informed of the selection criteria for beneficiaries?  <b><i>Musanalandire chithandizo kuchokera ku bungwe la Islamic Relief kuno ku Malawi, mudadziwitsidwa za momwe asankhire anthu omwe alandire chithandizo ?</i></b>	Yes = 1 No = 2 (Skip to Q 26)
24b	What criteria did they use? <b><i>Anagwiritsa ntchito ndondomeko zANJI?</i></b>  Multiple Response Allowed	We lost everything in the cyclone = 1 Our house was seriously damaged and could not be lived in = 2 We are a poor and vulnerable family = 3 We have disabled persons in our house = 4 We have young children at home = 5 We keep orphans at home = 6 We keep elderly people = 7 We keep chronically ill people at home = 8 Our family has been impacted by Covid-19 = 9 I don't know = 10 Other = 99
25	Were the beneficiary criteria used clear to you?  <b><i>Njira/ndondomeko yomwe anagwiritsira ntchito yinali yomveka kwa inu?</i></b>	Yes = 1 No = 2 (Skip to Q28)
26	Were you satisfied with the way the selections were made?  <b><i>Munakhutilitsidwa nayo ndondomekoyi ndi mumene anthu anasankhidwira?</i></b>	Satisfied = 1 (If 1, skip to Q28) Partially satisfied = 2 Not satisfied = 3
27	If "Partially" or "Not" satisfied, why not?  <b><i>Ngati ndinu okhutilitsidwa pang'ono kapena sinu okhutilitsidwa, ndi chifukwa chani?</i></b>	It didn't address the most vulnerable people = 1 Some people were selected for personal/family reasons = 2 The selection did not match the criteria = 3 Other = 99
28	Did the support you received help address your most immediate needs when rebuilding your lives and livelihoods?  <b><i>Kodi chithandizo chomwe mudalandira chinakuthandizani kuthana ndi zosowa zanu pamene mumakhala mukubwelera mu chikale?</i></b>	Helped a lot = 1 Partially helped = 2 Did not help = 3
29	Were you consulted about the support you wanted most before you received that support?  <b><i>Kodi mudafunsidwapo za chithandizo chomwe mumafuna kwambiri musanalandire chithandizocho?</i></b>	Yes = 1 No = 2
30	What type of support did you receive from Islamic Relief?  <b><i>Kodi mudalandira zithandizo zANJI kuchokera ku bungwe la Islamic Relief?</i></b>	Non-food items = 1 Household materials, e.g. mattress = 2 Cash for work = 3 Cash for shelter = 4 Cash for food = 5 Unrestricted cash grant = 6

	<i>Multiple Options (Select all that apply)</i>	Food voucher = 7 Safe water supply = 8 Hygiene materials = 9 Livelihood support (e.g. seeds/tools) = 10 Awareness on DRR = 11 Training = 12 Awareness on Covid-19 = 13 PPE = 14 Building materials = 15 Materials support via DRR implementation = 16 Other = 99
31	Of this support what <u>single item</u> did you appreciate the most?  <b><i>Mwa zithandizo zonse zimene mudalandira, ndi chithandizo chiti chimodzi chomwe munachiyamikira kwambiri?</i></b>	Non-food items = 1 Household materials, e.g. mattress = 2 Cash for work = 3 Cash for shelter = 4 Cash for food = 5 Unrestricted cash grant = 6 Food voucher = 7 Safe water supply = 8 Hygiene materials = 9 Livelihood support (e.g. seeds/tools) = 10 Awareness on DRR = 11 Training = 12 Awareness on Covid-19 = 13 PPE = 14 Building materials = 15 Materials support via DRR implementation = 16 Other = 99
32	Why do you think you/your family was selected for this support?  <b><i>Mukuganiza ndichifukwa chiyani inu / banja lanu mudasankhidwa kuti mulandire chithandizo?</i></b>  <i>Multiple Options</i>	We lost everything in the cyclone = 1 Our house was seriously damaged and could not be lived in = 2 We are a poor and vulnerable family = 3 We have disabled persons in our house = 4 We have young children at home = 5 We keep orphans at home = 6 We keep elderly people = 7 We keep chronically ill people at home = 8 Our family has been impacted by Covid-19 = 9 I don't know = 10 Other = 99
33	Were you aware of a mechanism or system that allowed you to make a complaint to Islamic Relief?  <b><i>Kodi mumadziwa ndondomeko yomwe mungasatile popeleka madandaulo anu ku bungwe la Islamic Relief?</i></b>	Yes = 1 No = 2 (Skip to Q 37) Not sure = 3 (Skip to Q 37)
34	If "Yes to Q33" what system(s) did you know about?  <b><i>Ngati eya, ndi ndondomeko zANJI zomwe mumadziwa?</i></b>  <i>Multiple Options (Select all that apply)</i>	Telephone number = 1 Complaint box = 2 E-mail = 3 Designated community focal point = 4 Other = 99
35	If "Yes to Q33", did you ever use this system?	Yes = 1 No = 2 (Skip to Q38)

	<b>Ngati eya, munayamba mwagwiritsilapo ntchito kupeleka madandaulo anu?</b>	
36	If "Yes to Q35" what was the response?  <b>Ngati eya, munathandizidwa bwanji ndipo zinatenga nthawi yotalika bwanji?</b>	Immediate follow-up action by Islamic Relief = 1 Action happened within 2 week following my report = 2 Action happened within 4 weeks following my report = 3 Nothing happened = 4
37	If "No to Q33", why not?  <b>Ngati ayi, ndi chifukwa chani?</b>	Not aware of a feedback mechanism = 1 Aware of it but not able to access it = 2 I didn't think it would make any difference = 3 I was afraid it would negatively affect me = 4 Not sure = 5 Others (specify) = 99
38	Do you feel that the Islamic Relief kept you well informed of what was going to be delivered and what was happening?  <b>Kodi mukuwona kuti bungwe la Islamic Relief linakudziwitsani bwino za zomwe apeleke komaso zomwe zichitike?</b>	Yes = 1 Not sure = 2 No = 3
39	Overall, how would you rate the quality of services and support provided by Islamic Relief?  <b>Kodi ntchito ndi thandizo la bungwe la Islamic Relief mungaziyeke pa mlingo otani?</b>	Excellent = 1 Very Good = 2 Not sure = 3 Could have been a bit better = 4 Needed great improvement = 5
<b>2. EXPERIENCE WITH ISLAMIC RELIEF</b>		
<b>2.1 SHELTER/NON-FOOD ITEMS</b>		
40	What was the level of damage to your house?  <b>Kodi nyumba yanu idawonongeka motani ndi mphepo ya mkuntho</b>	Totally destroyed = 1 Missing roof = 2 Broken walls = 3 Missing roof and broken walls = 4 Flooding = 5 Not damaged = 6 (Skip Q59) Other = 99
41	How did your household cope with shelter needs after the cyclone?  <b>Kodi banja lanu lidathana/likuthana bwanji ndi vuto la nyumba yokhala mphepo ya mkuntho yitatha?</b>  <b>Multiple Options</b>	Moved to a IDP camp = 1 Stayed in a safe location = 2 Stayed with friends nearby = 3 Took shelter outside = 4 Stayed at home and coped as best we could = 5 Other = 99
42	What shelter support did you receive from Islamic Relief?  <b>Munalandira thandizo lotani kuti mukhale ndi malo okhala kuchokera ku bungwe la Islamic Relief?</b>  <b>Multiple choice</b>	Cash for shelter = 1 Building materials = 2 Roofing timbers = 3 Iron sheeting = 4 Nails and ropes = 5 Technical training = 6 Other = 99
43	How soon after Cyclone Idai did you receive these materials?	Within 1 week = 1 Within 2 weeks = 2 within 2-4 weeks = 3

	<b><i>Kodi panatenga nthawi yayitali bwanji kuti mulandile thandizoli?</i></b>	within 2 months = 4 After 2 months = 5 After 4 months = 6 After 6 months = 7 After 8 months = 8 After 10 months = 9 After 12 months = 10
44	Prior to you receiving these materials, was your house assessed by Islamic Relief?  <b><i>Musandalandile thandizoli, bungwe la Islamic Relief linabwera kuzawona kuti nyumba yanu yagwa ndi mphepoyi?</i></b>	Yes = 1 No = 2 Not sure/Can't remember = 3
45	Did the support you received correspond to your shelter needs?  <b><i>Kodi chithandizo chomwe mudalandira chafananira ndi zomwe zimafunika kuti mukhale ndi malo okhala?</i></b>	Yes fully = 1 Yes a bit = 2 Not at all = 3
46	Did you face any challenges with repairing your house?  <b><i>Kodi munakumana ndi mavuto kuti mukhonze nyumba yanu?</i></b>	Yes = 1 No = 2 (Skip to 48)
47	If "Yes" what challenges did you experience?  <b><i>Ngati eya, munakumana ndi mavuto anji?</i></b>  <i>Multiple options possible</i>	Materials/assistance provided were not sufficient = 1 Materials/assistance provided were not what I needed = 2 The delay in receiving support added hardship for my family = 3 We had to pay someone to repair our house = 4 Still cannot live in our house = 5 Other = 99
48	Have you been able to repair/rebuild your house with the support received?  <b><i>Kodi ndi thandizo limene mudalandira, mwakanilitsa kumanga nyumba yanu kapena kuyikhozanso?</i></b>	Yes fully = 1 Yes a bit = 2 Not at all = 3
49	Did you have to purchase materials to carry out repair work?  <b><i>Kodi mudagula zida kuti mugwire ntchito yokonzanso nyumba yanu?</i></b>	Yes = 1 No = 2
50	Did you have to borrow any money to buy additional shelter repair materials?  <b><i>Kodi mudachita kubwereka ndalama kuti mugule zipangizo zowonjezera?</i></b>	Yes = 1 No = 2 (Skip to Q 52)
51	If "Yes", do you still have an outstanding debt? <b><i>Ngati eya, kodi mudakali ndi ngongole yomwe simunabweze?</i></b>	Yes = 1 No = 2
52	Do you think your house is now better able to withstand another event like Cyclone Idai?	Yes = 1 No = 2 Not sure = 3

	<b>Kodi mukuganiza kuti nyumba yanu tsopano itha kupirira ku mphepo ya mkuntho monga ya Idai?</b>	
53	How would you describe your shelter situation today compared with before the cyclone?  <b>Kodi nyumba yanu yomwe mukukhala mungayiyelekeze bwanji pakadali pano kuyelekezera momwe yinalili Kamba ka mphepoyi?</b>	Much better off = 1 Better off = 2 The same = 3 Worse off today = 4 Much worse = 5
54	Did you/your household receive any Non Food Items from Islamic Relief  <b>Kodi banja lanu linalandira thandizo lina lililonse kupatula thandizo la chakudya kuchokera ku bungwe la Islamic Relief?</b>	Yes = 1; No = 2 (Skip to Q 56)
55	If "Yes" what did you receive? <b>Munalandira chani?</b>  <i>Multiple options</i>	Plastic sheet (for roofing) = 1 Blankets = 2 Mattress = 3 Household items = 4 Hygiene kits = 5 Bucket = 6 Clothes = 7 Other = 99
56	Were these Non Food Items relevant to your priority needs at the time?  <b>Kodi thandizoli linali yoneraleka ndi zomwe mumafuna nthawi yimeneyo?</b>	Yes = 1 No = 2
57	Would you have been able to purchase these items on your own if Islamic Relief had not supported your household?  <b>Mukuwona ngati panokha mukanakwanilitsa kugula zinthu zimenezi?</b>	Yes = 1 No = 2
58	Would you have been able to purchase these items locally if Islamic Relief had not supported your household?  <b>Kodi zipangizo zimenezi mukadakwanitsa kugula kwanu kuno zikanakhala kuti bungwe la Islamic Relief silinakuthandizeni pa bana panu?</b>	Yes = 1 No = 2
<b>2.2 CASH</b>		
59	Did you, or a member of your household, participate in a cash for work activity with Islamic Relief?  <b>Kodi inu, kapena wina aliyese wapa khomo panu, mudatenga nawo gawo pa ntchito ya mthandizi yogwira ntchito kuti mulandile ndalama yomwe amalimbikitsa a bungwe la Islamic Relief ?</b>	Yes = 1; No = 2 (Skip to Q 62)
60	If "Yes" how much did you receive in total?  <b>Munagwira ntchito ya ndalama zingati?</b>	MWK [Text Field]
61	How did this help rebuild your livelihood?	Bought materials to repair our house = 1 Bought emergency food items = 2

	<p><b><i>Ndalama zimenezi zinathandizilapo bwanji kuti mubweleleso mu chikale mphepo ya mkuntho ya Idai yisanapangike?</i></b></p> <p><i>Multiple choices</i></p>	<p>Bought medicines = 3  Bought clothes = 4  Bought household items = 5  Bought seeds/plants = 6  Bought livestock = 7  Bought goods to restart my business = 8  Paid for school related expenses = 9  Repaid my debts = 10  Other = 99</p>
62	<p>Did you, or a member of your household, participate in other cash for work activities with other organisations?</p> <p><b><i>Odi inuyo kapena wina aliyense wa pa banja panu anagwirako ntchito yina yiliyonse ya mthandiza makamaka kugwira ntchito ndi kupasidwa ndalama zomwe amalimbikitsa ma bungwe ena kupatula la Islamic Relief?</i></b></p>	<p>Yes = 1;  No = 2</p>
63	<p>Did your household benefit from a cash voucher?</p> <p><b><i>Kodi banja lanu lidapindula ndi kopini ya ndalama?</i></b></p>	<p>Yes = 1;  No =2 (Skip to Q 76)</p>
64	<p>If "Yes" how much did you receive?</p> <p><b><i>Munalandila zingati?</i></b></p>	<p>MWK [Text Field]</p>
65	<p>Was this the first time you received a cash voucher?</p> <p><b><i>Kodi kanali koyamba kulandila kopini ya ndalama?</i></b></p>	<p>Yes = 1  No = 2 (Skip to Q 67)</p>
66	<p>If "Yes" did you understand the principle and how to collect the money in exchange of the voucher?</p> <p><b><i>Ngati "Eya" mudamvetsetsa momwe mungasinthanitsire kopini ndi ndalama?</i></b></p>	<p>Yes = 1  No =2</p>
67	<p>What was the <u>first priority</u> item you purchased with this money?</p> <p><b><i>Ndi chiyani chomwe chinali choyamba pa mndandanda wanu oti mugule?</i></b></p>	<p>Bought materials to repair our house = 1  Bought emergency food items = 2  Bought medicines = 3  Bought clothes = 4  Bought household items = 5  Bought seeds/plants = 6  Bought livestock = 7  Bought goods to restart my business = 8  Paid for school related expenses = 9  Repaid my debts = 10  Other = 99</p>
68	<p>What was the <u>second priority</u> item you purchased with this money?</p> <p><b><i>Nanga chachiwiri chinali ndi chani?</i></b></p>	<p>Bought materials to repair our house = 1  Bought emergency food items = 2  Bought medicines = 3  Bought clothes = 4  Bought household items = 5  Bought seeds/plants = 6  Bought livestock = 7  Bought goods to restart my business = 8</p>

		Paid for school related expenses = 9 Repaid my debts = 10 Other = 99
69	What support did you appreciate more - cash or donation of materials?  <b><i>Kodi mudayamikira ndalamayi kuyelekeza kuti mukalandira zipangizo zosiyanasiyana?</i></b>	Cash = 1 Donated materials = 2 (Skip to Q 71)
70	What was the <u>main</u> benefit of the cash transfer for your household?  <b><i>Kodi phindu la likulu la thandizoli linali chani pa banja panu?</i></b>	Allowed me to purchase urgent items = 1 Meant I could choose what to prioritise ("flexibility") = 2 Meant I did not have to wait for materials to be provided = 3 Allowed me to quickly restart my livelihood = 4 It allowed me to plan (predictability) = 5 Other = 99
71	Did you have any feedback or complaints about the cash transfer system?  <b><i>Kodi munali ndi ndemanga kapena zodandaula zilizonse pokhuzana ndi ndondomeko yimene yimatsatilidwa polandira thandizo la ndalamayi ?</i></b>	Yes = 1 No = 2 (Skip to Q 74)
72	If "Yes" were you able to report these through an established feedback or complaint process?  <b><i>Ngati "Eya" kunalipo kwina kuli konse kumene mudanena madandaulo anu?</i></b>	Yes = 1; No = 2 (Skip to Q 74)
73	If "Yes" were you satisfied with the manner in which your feedback or complaint was treated?  <b><i>Mudakhutra ndi mmene munathandiziridwa?</i></b>	Yes = 1 No = 2
74	Did you or other household members share some of the cash you received with other families?  <b><i>Kodi inuyo kapena wina aliyense wa pabanja panu, munagawanako thandizo la ndalamayi ndi mabanja ena?</i></b>	Yes = 1 No = 2
75	Because of Cash for Work or the Cash Voucher you received, how would you describe your situation today compared with before the hurricane?  <b><i>Chifukwa cha ndalama zogwirira ntchito zomwe munalandira kapena ndalama kuchokera ku koponi ya ndalama yomwe munalandira, mungafotokoze kuti pa banja panu pasintha kwa mulingo wanji?</i></b>	Much better off = 1 Better off = 2 The same = 3 Worse = 4 Much worse = 5
<b>WASH</b>		
76	What was your <u>main</u> source of drinking water before Cyclone Idai?  <b><i>Madzi omwe munkamwa odalilika mphepo ya mkuntho ya Idai yisanachiteke amachokera kuti?</i></b>	Direct to my house = 1 Hand pump = 2 Well = 3 River/stream/pond = 4 Tap point/kiosk = 5 Rainwater = 6 Other = 99
77	Was this service disrupted/affected because of the Cyclone/flooding?	Yes = 1 No = 2

	<b>Kodi malowa anawonongeka ndi mphepoyi kapena kusefukira kwa madzi mpaka mudawasiya kugwiritsa ntchito?</b>	
78	After Cyclone Idai, did you face any challenges with accessing safe water?  <b>Mphepo ya mkuntho yitapita, munali ndi vuto lopeza madzi awukhondo okumwa?</b>	Yes = 1 No = 2 (Skip to Q80)
79	If "Yes" what challenges did you experience?  <b>Ngayi eya, mudakumana ndi mavuto anji?</b>  <i>Multiple options possible</i>	Our normal water source was disrupted/broken = 1 Our normal source was contaminated = 2 = 1 We had no vessels to collect or store water = 3 We had to purchase water for drinking = 4 Other = 99
80	What is your <u>main</u> source of drinking water <u>today</u> ?  <b>Pakadali pano, madzi omwe mumamwa, mumadalira ochoka kuti?</b>	Direct to my house = 1 Hand pump = 2 Well = 3 River/stream/pond = 4 Tap point/kiosk = 5 Rainwater = 6 Other = 99
81	Do you believe that the water you drink is safe?  <b>Mumakhulupilira kuti madzi omwe mumamwa ndi awukhondo?</b>	Yes = 1 No = 2 Not sure = 3
82	On average, how many litres of water <b>do you personally</b> use each day for drinking, washing clothes, bathing?  <b>Mwapakatikati, inuyo panokha mumagwiritsa ntchito madzi ochuluka bwanji pa tsiku lililonse kuti mumwe, kuchapa zovala, komaso kusamba?</b>	<10 litres = 1 11-15 litres = 2 15-20 litres = 3 >20 litres = 4 Not sure = 5
83	Is this sufficient for your needs?  <b>Kodi madzi amenawa amakukwanilani?</b>	Yes = 1 No = 2
84	How far do you have to travel to collect water?  <b>Mumayenda ulendo otalika bwanji kuti mukatunge madzi?</b>	Insert distance # in metres _____ (one adult step is the equivalent of one metre)
85	How would you describe the <b>quality</b> of the water for your household today compared with before Cyclone Idai?  <b>Mungasiyanitse bwanji pa ukhondo wa madzi omwe mumagwiritsa ntchito pakhomo panu ndi momwe analili mphepo ya mkuntho ya Idai yisanachitike?</b>	Much better off today = 1 Better off = 2 The same = 3 Worse now = 4 Much worse today = 5
86	How would you describe the <b>quantity</b> of water your household is able to access today compared with before Cyclone Idai?  <b>Mungasiyanitse bwanji kuchuluka kwa madzi omwe mumakwanitsa kweza panopa ndi omwe</b>	Much better off today = 1 Better off = 2 The same = 3 Worse now = 4 Much worse today = 5



	<b><i>mumakwanitsa kupeza mphepo ya mkuntho ya Idai yisanachitike?</i></b>	
87	Did your household have its own latrine before Cyclone Idai?  <b><i>Kodi pakhomo panu padali chimbudzi chanuchanu mphepo ya mkuntho ya Idai yisanachitike?</i></b>	Yes = 1 No = 2 (Skip to Q 92)
88	Were there facilities for washing your hands at this latrine?  <b><i>Kodi panali zosambira mmanja pachibuzi chimenechi isanachitike cyclone idai?</i></b>	Yes = 1 No = 2
89	What was the distance between your latrine and your nearest water point?  <b><i>Kodi pali mtunda wautali bwanji pakati pa chimbudzi chanu ndi malo omwe mumakatungako madzi?</i></b>	Insert distance # in metres _____ (one adult step is the equivalent of one metre)
90	Was this hand washing facility damaged by the cyclone/flooding?  <b><i>Kodi zosambira mmanja zinawonangeka ndi mphepo yamkuntho kapena kusefukira kwa madzi?</i></b>	Yes = 1 No = 2 (Skip to Q 92)
91	Has this been repaired or repositioned and can now be used safely?  <b><i>Kodi munazibwezeletsa mu chimake ndipo pano mukugwiritsira ntchito bwinobwino?</i></b>	Yes = 1 No = 2
92	Does your household have its own latrine now?  <b><i>Kodi pakhomopanu muli ndi chimbudzi chanuchanu pakadi pano?</i></b>	Yes = 1 No = 2 (Skip to Q 97)
93	Do you share this facility with other households?  <b><i>Kodi ma banja ena amagwiritsanso ntchito chimbuzi chanu?</i></b>	Yes = 1 No = 2
94	Are there facilities for washing your hands at this latrine?  <b><i>Kodi chimbuzi chimenechi chili ndi zosambira mmanja?</i></b>	Yes = 1 No = 2
95	Does anyone in your household have difficult accessing a latrine or hand washing facilities?  <b><i>Kodi aliyense m'banja mwanu amavutika kupeza chimbudzi kapena zosambira mmanja?</i></b>	Yes = 1 No = 2 (Skip to Q 98)
96	If "Yes" how do you cope with this?  <b><i>Ndiye mumapangapo chani?</i></b>  <i>Multiple response allowed</i>	Someone from the family always has to help him/her = 1 We get someone to come and help them = 2 We manage as best we can = 3 Other = 4
97	If your household does not have a toilet facility, where do you go to relieve yourselves?	Neighbour's toilet = 1 Public toilet = 2 Open defecation = 3

	<p><b>Ndiye mumapita kuti mukakhala kuti mukufuna kupita ku chimbudzi?</b></p> <p><i>Multiple responses possible</i></p>	Other = 99
98	<p>Did you, or a member of your household, receive hygiene kits from Islamic Relief?</p> <p><b>Kodi inu, kapena membala wa banja lanu, mudalandira zida zaikhondo kuchokera ku bungwe la Islamic Relief?</b></p>	<p>Yes = 1 No = 2 (Skip to Q 107) Not sure = 3 (Skip to Q 107)</p>
99	<p>If “Yes” were you consulted in advance of this support being given?</p> <p><b>Munafikiridwa kukufusani musanalandire zida zimenezi?</b></p>	<p>Yes = 1 No = 2 Not sure = 3</p>
100	<p>Were the items provided appropriate for your needs?</p> <p><b>Kodi zida zimene zidaperekedwa zinali zoyenera ndi zosowa zanu?</b></p>	<p>Yes = 1 (SKIP to Q 102) No = 2 Not all = 3</p>
101	<p>If “Not” which items were not appropriate?</p> <p><b>Ngati sizinali choncho, ndi zinthu ziti zomwe zinali zosafuniira ?</b></p> <p>Multiple response allowed</p>	<p>Soap = 1 Cloths = 2 Shampoo = 3 Toothpaste = 4 Toothbrush = 5 Sanitary pads = 6 Other = 99</p>
102	<p>Did you, or a member of your household, receive any training on hygiene promotion?</p> <p><b>Kodi inu, kapena membala wa banja lanu, mudalandira maphunziro ena aliwonse olimbikitsa ukhondo?</b></p>	<p>Yes = 1; No = 2 (Skip to Q 104) Not sure = 3 (Skip to Q 104)</p>
103	<p>If “Yes” what issues did the training cover?</p> <p><b>Ngati "eya" ndi nkhani ziti zomwe maphunzirowa ankanena</b></p> <p><i>Multiple options</i></p>	<p>When to wash your hands = 1 How to wash your hands = 2 Personal hygiene practices = 3 Safe disposal of sanitary items = 4 How to prepare food in a hygienic way = 5 How to store water correctly = 6 Other = 99</p>
104	<p>Will you and other members of your family continue to use good hygiene practices after this project?</p> <p><b>Kodi inu ndi banja lanu mupitiliza kutsatira njira zaikhondo pulojeketi iyi yikatha?</b></p>	<p>Yes certainly = 1 (Skip to Q 107) Yes possibly = 2 (Skip to Q 107) No = 3 Not sure = 4</p>
105	<p>If “No” or Not Sure” why not?</p> <p><b>Ngati ayi, ndi zifukwa ziti zikulepheletseni?</b></p>	<p>Not relevant to my needs = 1 Didn’t understand what we were told = 2 Too expensive to continue = 3 Family decision = 4 Other = 99</p>
106	<p>How would you describe your household’s hygiene and sanitation conditions today, compared with before this project?</p>	<p>Much better off today = 1 Better off = 2 The same = 3 Worse now = 4</p>

	<b><i>Pakadali pano pakhomo panu munganene kuti zinthu zasintha bwanji kumbali ya ukhondo kuyelekeza ndi mmene zinaliri pulojeketi iyi yisanabwele</i></b>	Much worse today = 5
<b>LIVELIHOODS AND FOOD SECURITY</b>		
107	How was your livelihood affected by Cyclone Idai?  <b><i>Kodi moyo wanu wa tsiku ndi tsiku unakhuzidwa bwanji ndi mphepo ya mkuthoyi?</i></b>  <i>Multiple choice</i>	Lost all of my crops = 1 Lost some of my crops = 2 Lost all of my livestock = 3 Lost some of my livestock = 4 Small business destroyed = 5 Lost fishing boat = 6 Lost fishing materials = 7 Lost agricultural tools = 8 Land flooded and unusable = 9 Other = 99
108	What support did you receive from Islamic Relief?  <b><i>Nanga bungwe la Islamic Relief lidakupatsani chani?</i></b>  <i>Multiple choice</i>	Tools = 1 Livestock = 2 Seeds and plants = 3 Technical agricultural assistance = 4 Cash for work = 5 Livelihood cash grant = 6 Livelihood goods and materials (e.g. cloth, block-making machines, etc) = 7 Training = 8 Other = 99
109	In a similar situation would you prefer to receive a cash grant or materials?  <b><i>Zitati zachitikaso, mutha kukonda kupatsidwa ndalama kapena katundu?</i></b>	Cash grant = 1 Materials = 2
110	Did the support you received match your priority needs at the time?  <b><i>Nanga thandizo limene mudalandira limagwirizana ndi zosowa zanu kapena zomwe munkafuna chifukwa cha mphepoyi?</i></b>	Yes = 1 No = 2
111	Were you consulted in relation to your needs before you received this support?  <b><i>Munafikilidwa ndikukufusani musanalandile thandizo limeneli?</i></b>	Yes = 1 No = 2
112	Did you receive the support at the right season?  <b><i>Kodi munalandira thandizori pa nthawi yake/yoyenera?</i></b>	Yes = 1 (Skip to Q 114) No = 2
113	If "No" was your income for the season affected?  <b><i>Nanga zimenezi zinapangitsa kuti zopeza zanu kumbari ya ndalama zisokonekele?</i></b>	Yes = 1 No = 2 Not sure = 3
114	Did you benefit from technical support with farming, for example swales?  <b><i>Kodi munalandira maphuziro kuti muzipanga migula mu munda wanu ndi pulojeketi yimeneyi</i></b>	Yes = 1 No = 2 (Skip to Q 116)
115	Was this useful and are you still applying these practices today?	Yes = 1 (Skip to Q 117) No = 2

	<b>Anali othandiza komaso mukadagwiritsa nchito mpaka pano?</b>	
116	If "No" why not?  <b>Ngati ayi, chifukwa chani?</b>	Not relevant to my needs = 1 Didn't understand it fully = 2 Didn't produce good results when I tried it = 3 More difficult to use compared with traditional practices = 4 Other = 99
117	Have you made any major changes to your main form of livelihood since Cyclone Idai?  <b>Kodi mphepo ya mkuthoyi yapangitsa kusintha kwinakulikonse mumene mumakhalira pa moyo wanu?</b>	Yes = 1 No = 2 (Skip to Q 119)
118	What is the <u>main</u> change you have made?  <b>Mwasintha chani kwenikweni chachikulu?</b>	Abandoned farming = 1 Expanded the area I now cultivate with the same crops as before = 2 Expanded the area I now cultivate but with diversified crops = 3 No longer keep livestock = 4 Increased the number of livestock kept = 5 Abandoned fishing = 6 Expanded my fishing activity = 7 Ended my former business = 8 Started a new business = 9 Other = 99
119	Have you been able to regain your former level of crop production or livestock assets to those before the Cyclone?  <b>Mwabwelera mu chikale mumene mumapangira ulimi wanu komaso kuweta ziweto zanu chipangikileni mphepo yimeneyi</b>	Yes fully = 1 Yes, partly = 2 Not at all = 3 (Skip to Q 121)
120	If "Yes", how many months did this take for you to regain your former level of crop production?  <b>Ngati zili choncho, zinakutengerani miyezi yingati kuti mubwelele mu chikale?</b>	<b>[TEXT] months</b>
121	Did you have to borrow any money to help you rebuild your livelihood to what it was before the cyclone?  <b>Zinakutengelani kubweleka ndalama kwina kulikonse kuti zikuthandizileni kubwelera mu chikale ndi mmene munkakhalira ndi moyo wanu?</b>	Yes = 1 No = 2 (Skip to Q 123)
122	If "Yes", do you still have an outstanding debt?  <b>Munamaliza kubweza ngongole?</b>	Yes = 1 No = 2
123	In terms of household food security how would you describe your household's situation today compared with before the cyclone?  <b>Kumbali ya kapezedwe ndi kukhala ndi chakudya chokwanira pakhomo panu, mungafotokoze kuti</b>	Much better off = 1 Better off = 2 The same = 3 Worse = 4 Much worse = 5

	<b><i>zili bwanji lero kuyelekeza ndi mumene mudalili mphepo ya mkuntho yisanachitike?</i></b>	
124	<p>Because of the support you received to help rebuild your livelihood, how would you describe your household's situation today compared with before the cyclone?</p> <p><b><i>Chifukwa cha thandizo limene mudalandira mungafotokoze kuti zinthu zili bwanji mukati muyekeze mumene zinaliri mphepoi yisanachitike ndi mumene zilili padakali pano?</i></b></p>	<p>Much better off = 1  Better off = 2  The same = 3  Worse = 4  Much worse = 5</p>
<b>DISASTER RISK REDUCTION</b>		
125	<p>As part of the Cyclone Idai response, was any special event organised on disaster risk reduction in your community?</p> <p><b><i>Ngati mbali yimodzi yothandizilapo chifukwa cha mphepo yamkuntho ya Idai, panachitikapo ndondomeko yinayiliyonse yokhuzana mumene tingapewe ngozi zogwa mwa dzidzidzi kudera kwanu kuno?</i></b></p>	<p>Yes = 1  No = 2 (Skip to Q 127)  Not sure = 3 (Skip to Q 127)</p>
126	<p>If "Yes" what were these?</p> <p><b><i>Kunakonzedwa chani?</i></b></p> <p><i>Multiple options</i></p>	<p>Public awareness raising campaigns = 1  Special events on disaster risk = 2  Simulation events = 3  Development of Early Warning Systems = 4  Vulnerability assessments = 5  Development of Disaster Risk Management Plans = 6  Development of family emergency plans = 7  Other = 99</p>
127	<p>Has the support provided by Islamic Relief helped your understanding of disaster risk reduction?</p> <p><b><i>Kodi thandizo lomwe munalandila kuchoka ku bungwe la Islamic Relief lokhuzana ndi ngozi zimenezi lathandizilapo kuti mukhale ozindikira bwino za ngozi zimenezi?</i></b></p>	<p>Yes = 1  No = 2  Not sure = 3</p>
128	<p>Does your community have a Disaster Risk Reduction Plan?</p> <p><b><i>Kodi kudera kwanu kuno mudakhazikitsa ndondomeko yosatilidwa kumbari ya ngozi zogwa mwa dzizizi?</i></b></p>	<p>Yes = 1  No = 2 (Skip to Q 130)  Not sure = 3 (Skip to Q 130)</p>
129	<p>If "Yes", did you have an opportunity to contribute to this plan?</p> <p><b><i>Inuyo mumatenga nawo gawo kupelekapo maganizo anu pa ndondomeko yimeneyi?</i></b></p>	<p>Yes = 1  No = 2</p>
130	<p>Does your community have an Early Warning System?</p> <p><b><i>Kodi kudera kwanu kuno kuli ndondomeko yimene yimakuchenjezani za ngozi zogwa mwa dzizizi</i></b></p>	<p>Yes = 1  No = 2 (Skip to Q 132)  Not sure = 3 (Skip to Q 132)</p>
131	<p>If "Yes", do you know how this operates?</p> <p><b><i>Mumaziwa mumene zimayendera?</i></b></p>	<p>Yes = 1  No = 2</p>

132	<p>Today, do you feel better prepared to deal with the consequences of another disaster similar to Cyclone Idai?</p> <p><b><i>Pakadali pano, mukuwona ngati ndinu okenzekera kuti mutha kuthana ndi mavuto amene angabwele Kamba ka mphepo yamkuntho monga ya Idai?</i></b></p>	<p>Yes, very much = 1  Yes, a little = 2  Not sure = 3 (Skip to Q 134)  Not very well prepared = 4 (Skip to Q 134)  Not prepared at all = 5 (Skip to Q 134)</p>
133	<p>What has been the main change that has enabled this?</p> <p><b><i>Chakupangisani kuti mukhale okenzekera ndi chani? Kapena chabweletsa kusintha kumeneku ndi chani?</i></b></p>	<p>Stronger house = 1  Preparedness awareness increased = 2  Know what actions to take = 3  Diversified livelihoods = 4  Saving = 5  Other = 99</p>
<b>COVID-19</b>		
134	<p>Have you or a member of your household been affected by Covid-19?</p> <p><b><i>Kodi inu kapena wina aliyense wa pabanja panu wakhuzidwapo ndi matenda a corona?</i></b></p>	<p>Yes = 1  Not sure = 2 (Skip to Q 136)  No = 3 (Skip to Q 136)</p>
135	<p>If "Yes" how has this affected you?</p> <p><b><i>Mwakhuzidwa bwani?</i></b></p> <p><i>Multiple response allowed</i></p>	<p>Loss of family member = 1  Sickness in the family = 2  Loss of income = 3  Not being able to purchase food or medicines = 4  Other = 99</p>
136	<p>Has Islamic Relief provided any guidance around Covid-19?</p> <p><b><i>Kodi bungwe la Islamic Relief lathandizilapo pokupatsani ndondomeko zoti musatile popewa matenda amenewa?</i></b></p>	<p>Yes = 1  Not that I know of = 2 (Skip to Q 138)  Not sure = 3 Skip to Q 138)  No = 4 Skip to Q 138)</p>
137	<p>What has been helpful to you and other household members?</p> <p><b><i>Ndi zinthu monga ziti ndi ziti zomwe zakhala zofunika kwambiri kwa inu ndi anthu apa banja panu?</i></b></p> <p><i>Multiple answers possible</i></p>	<p>Awareness raising = 1  Posters and leaflets = 2  Mass media campaign = 3  Information we can understand = 4  Information we can trust = 5  Training = 6  Knowing how we can act to help protect ourselves and others = 7  Community organisation = 8  Health Committees = 9  Community Police Forum presence = 10  Other = 99</p>
138	<p>Did Islamic Relief provide you with any practical assistance?</p> <p><b><i>Kodi bungwe la Islamic Relief linakupatsani zinthu zina zilizonse chifukwa cha matenda amenewa?</i></b></p>	<p>Yes = 1  Not sure = 2 (Skip to Q 141)  No = 3 (Skip to Q 141)</p>
139	<p>What item has been <u>most useful</u> to you and other household members?</p> <p><b><i>Ndi katundu uti omwe mudalandira omwe wakhala ofunikira kwambiri chifukwa cha mlili umenewu?</i></b></p>	<p>Multipurpose cash transfer = 1  Handwashing kits (bucket and soap) = 2  Hygiene kits = 3  Other = 99</p>

140	If you received a cash voucher what did you use this for  <b><i>Ngati mudalandira koponi ya ndalama, kodi mudayigwiritsa ntchito bwanji?</i></b>	Purchase food = 1 Purchase medicines = 2 Purchase clothes = 3 Rebuild my livelihood/business = 4 Did not receive = 5 Other = 99
141	What are some actions you could take to help prevent the spread of Covid-19?  <b><i>Kodi corona mungamupewe bwanji?</i></b>  <i>Multiple answers possible</i>	Wear a face covering in public = 1 Wear a face covering at home = 2 Social distancing = 3 Avoid crowds and meetings = 4 Wash hands as often as possible = 5 Wear PPE = 6 Other = 99
142	Do you adopt these practices when you are in meetings or public spaces?  <b><i>Kodi njira zimenezi mumazitsatira mukakhala kuti muli pa gulu la anthu?</i></b>	Yes, all of the time = 1 Yes, sometimes = 2 Not sure = 3 No = 4
<b>CONCLUSION</b>		
143	What did you/your household appreciate most about the support you received?  <b><i>Kodi inuyo kapena wina aliyense wa pa banja panu munakhutilitsidwa bwanji ndi thandizo lomwe mudalandira kuchoka ku bungwe la Islamic Relief</i></b>	It provided essential goods/services when we needed them most = 1 It showed solidarity with our community = 2 It showed respect for the most vulnerable people = 3 It allowed us to choose how we rebuilt our homes/livelihoods = 4 Other = 99
144	Was there anything related to this support that you did not appreciate?  <b><i>Chinalipo china chili chonse mwa thandizo lomwe mudalandira lomwe simunasangalitsidwe nalo?</i></b>	Yes = 1 No = 2 (Skip to Q 146)
145	What did you not appreciate?  <b><i>Ndi chani chomwe simunatsangalitsidwe nacho?</i></b>	That I/my household did not receive more support = 1 That we did not receive other types of support = 2 That support was so slow arriving = 3 We were not asked about what support we most urgently needed = 4 Not every affected household was assisted = 5 Other = 99
146	Overall, how would you rate the quality of support and guidance you received from Islamic Relief?  <b><i>Mongowomba mkota, munganene kuti thandizoli and ndondomeko zomwe munapasidwa ndi bungwe la Islamic Relief zinali bwanji?</i></b>	Excellent = 1 Very Good = 2 OK = 3 Poor = 4 No Comment = 5
147	How would you rate the behaviour and conduct of Islamic Relief staff and volunteers?  <b><i>Kodi bungwe la Islamic Relief komaso ogwira ntchito awo mungawayike pa mlingo otani ndi mumene amagwilira nchito komaso kupangira zinthu?</i></b>	Excellent = 1 (Skip to Q 149) Good = 2 (Skip to Q 149) OK = 3 (Skip to Q 149) Poor = 4 Need improvements = 5 Prefer not to say = 6 Other = 99

148	<p>If “Poor” or Need Improvement” what could be done better?</p> <p><b><i>Ngati sagwira ntchito kapena kupanga zinthu bwino, ndi chani chomwe angakonze kuti zinthu ziziyenda bwino?</i></b></p>	<p>Greater presence in the community = 1  More willingness to listen to our problems = 2  Help represent our needs with government = 3  Respond to our queries/complaints sooner = 4  Other = 5</p>
149	<p>Overall, how would you rate your/household’s situation today, compared with before the Cyclone?</p> <p><b><i>Mongowomba mkota pakhomo panu pali bwanji tikayelekezera ndi momwe zinalili mphepo ya mkuntho yisanabwele?</i></b></p>	<p>Much better off = 1  Better off = 2  The same = 3 (Skip to Q 151)  Worse = 4(Skip to Q 151)  Much worse today = 5 (Skip to Q 151)</p>
150	<p>If your situation is much better or better, how much would you say that this has been a result of the support from Islamic Relief?</p> <p><b><i>Ngati zinthu zili bwino pakadali pano, munganene kuti ndi mlingo ochuluka bwanji wapangitsa kuti zinthu zikhale bwinokamba ka thandizo lomwe mudalandira kuchokera ku bungwe la Islamic Relief?</i></b></p>	<p>All of it = 1  Three-quarters = 2  Half = 3  One-quarter = 4  None = 5</p>
151	<p>What, if anything, would you <b>prioritise</b> to address your current or future needs?</p> <p><b><i>Kodi ndi chani ngati chilipo chimene mungayambe kuchita kuti mukwanilitse zosowa zanu za panopa komaso mutsogolo?</i></b></p>	<p>Technical training, e.g. agriculture = 1  Business training = 2  Seeds/tools = 3  Livestock = 4  Livelihoods diversification = 5  Health facilities = 6  WASH support = 7  DRR and resilience building = 8  Community saving groups = 9  Improved market access = 10  Other = 99</p>
152	<p>Who, in your opinion, should provide this/these?</p> <p><b><i>Mokuwona kwanu, ndi ndani ali ndi kuthekera kuwonetsetsa kuti zimenezi zatheka?</i></b></p> <p><b><i>Multiple response allowed</i></b></p>	<p>Government = 1  Islamic Relief = 2  Other NGOs = 3  Local businesses = 4  Self = 5  Other = 99</p>

Thank you very much for your time!



## **ANNEX V GUIDING QUESTIONS FOR LOCAL GOVERNMENT SERVICES AND AUTHORITIES**

*My name is ..... and I am carrying out a survey for Islamic Relief to evaluate of its support to the Cyclone Idai (and Covid-19) response We would appreciate if you could participate in this short survey by sharing your thoughts and experience with this initiative. Your contribution, however, is both voluntary and confidential.*

*Are you happy to take part in this survey? Thank You.*

*For safety reasons I would request that we all maintain a safe distance from each other during the meeting and request that just one person speaks at a time. I shall try and keep the meeting as short as possible.*

*If you are happy with this, could you please tell me you name and which organisation (or group) you represent or a member of: Thank You.*

1. Can you please provide an overview of the response supported by Islamic Relief, including perhaps a brief description of the situation before Cyclone Idai?
2. How has your organisation/office been involved in planning and implementing this support?
3. Has the support provided by Islamic Relief Malawi been a positive contribution to the welfare and livelihoods of people affected by Cyclone Idai and/or Covid-19? Please explain how.
4. What, in your opinion, has been the most effective activity realised through this support? And the least effective?
5. Did the response address peoples' most urgent needs?
6. Do you think that Islamic Relief's approach and delivery was fair and transparent?
7. Were particular measures taken to raise awareness of the need for safety in relation to Covid-19? Have these been in support of national activities – please explain?
8. Has the project been responsive to the COVID-19 pandemic and the safety measures introduced by government? Do you think these were appropriate? Should more have been done to address these needs/concerns?
9. Did you or colleagues experience any challenges when working with Islamic Relief on this response? If "Yes" how were these resolved?
10. Has the support from Islamic Relief contributed in any way towards national goals and targets in WASH, disaster preparedness or livelihoods development? Examples.
11. Have you – or your organisation – made any changes to the way you approach WASH, disaster preparedness or livelihoods development activities as a result of learning from this response? Can you please give examples.
12. Is there any evidence of other organisations or communicates trying to replicate the experiences that communities/beneficiaries in this response have had? Examples.
13. If this response was to start again, is there any aspect or approach that you would change? Why?

14. Do you think that, as a result of this project, government authorities or services have become more accountable in delivering WASH, disaster preparedness or livelihoods development support? Can you give examples/evidence of this.
15. Do you believe that the services and facilities introduced through this response will be sustained by community members? If not, what could help ensure this?
16. What are some of the main lessons you have learned from engaging with Islamic Relief on this response?
17. What are some of the key recommendations you would make from engaging with Islamic Relief on this response?

Anything else you would like to mention or ask of us?

**Thank you for your time.**

## ANNEX VI GUIDING QUESTIONS FOR BENEFICIARIES AND COMMUNITY LEADERS

*My name is ..... and I am carrying out a survey for Islamic Relief to evaluate of its support to the Cyclone Idai (and Covid-19) response We would appreciate if you could participate in this short survey by sharing your thoughts and experience with this initiative. Your contribution, however, is both voluntary and confidential.*

*Are you happy to take part in this survey? Thank You.*

*For safety reasons I would request that we all maintain a safe distance from each other during the meeting and request that just one person speaks at a time. If you are happy with this, could you please tell me you name and role in this community?*

1. What support did you or your household receive from Islamic Relief Malawi? (Probe for Cyclone and/or Covid-19 assistance)
2. Was this support appropriate to your immediate needs? Why/Why not?
3. Was the support timely: how soon after the cyclone/Covid-19 outbreak did you actually receive the support?
4. Prior to receiving this support were you asked about your immediate needs by Islamic Relief?
5. Why do you think you were selected to receive this assistance?
6. What did you/your household appreciate most about the support you received?
7. Was there anything related to this support that you did not appreciate?
8. Why do you think you/your household was selected for this support?
9. Do you think that the beneficiary selection process was fair and transparent? Please explain.
10. How would you rate the quality of assistance you received: a) Very Good; b) OK; c) Poor or d) No Comment?
11. How would you rate your/household's livelihood today, compared with before Cyclone Idai or Covid-19? Much better off; b) Better off; c) The same; d) Worse or e) Much worse
12. Have you or your household been able to rebuild your livelihood to its previous status?
13. What, if any, challenges do you face today with continuing to rebuild your livelihood?
14. Today, do you feel better prepared to deal with the consequences of another disaster similar to Cyclone Idai or Covid-19? Please explain. What has been the main change that has enabled this?
15. Do you have any recommendations to Islamic Relief how to improve their response/supported to affected families like yours?
16. Any other issues or comments you would like to share with us?

**Thank you for your time and contribution to this survey.**

## **ANNEX VII      GUIDING QUESTIONS FOR OTHER KEY INFORMANT INTERVIEWS AND FOCUS GROUP DISCUSSIONS**

**This Questionnaire is intended for a number of FGDs/KIIS, including VCPC, Health Committees, Lead Farmers, Police and others. Please adapt the following according to the individual's/group's role(s)**

*My name is ..... and I am carrying out a survey for Islamic Relief to evaluate of its support to the Cyclone Idai (and Covid-19) response. We would appreciate if you could participate in this short survey by sharing your thoughts and experience with this initiative. Your contribution, however, is both voluntary and confidential.*

*Are you happy to take part in this survey? Thank You.*

*For safety reasons I would request that we all maintain a safe distance from each other during the meeting and request that just one person speaks at a time. If you are happy with this, could you please tell me you name and how you have engaged with this community?*

1. Can you please provide an overview of how you/your group have interacted with Islamic Relief?
2. Prior to receiving assistance/support from Islamic Relief, what were the main challenges you/your group faced?
3. What specific form of assistance has IR provided to you/your group – probe for either/or Cyclone Idai and Covid-19.
4. Has the support/assistance you received helped address the challenges you mentioned earlier? Please explain.
5. Do you think that the support provided was relevant to peoples' needs at the time? If not, why not?
6. Would you say that the support/assistance provided by Islamic Relief helped address a particular gap or need at the time, or was it duplicating the work of other NGOs? Please explain.
7. Do you think that the support provided reached some of the most vulnerable people in your community? If not, did you speak out about this or take any action to try and correct it? Please explain.
8. What, in your opinion, has been the most effective activity supported by Islamic Relief? Please explain.
9. Would you say that you/your group is today in a better – stronger – position to deal with a disaster such as Cyclone Idai? Please explain.
10. Would you attribute this to the support provided by Islamic Relief?
11. How likely are you/your group to continue using the information or technical guidance/assistance provided by Islamic Relief in the future? Are you confident enough to continue this on your own?
12. Did you or your colleagues experience any difficulty or challenge working with Islamic Relief? Please explain.
13. If we could turn back the clock (either for Idai or Covid-19) is there anything that you would like for Islamic Relief to do differently?

**Thank you for your time and contribution to this survey.**

## **ANNEX VIII TOPLINE QUESTIONS**

### **CHALLENGES AND OPPORTUNITIES**

Was the country prepared for Cyclone Idai?

Was IR Malawi prepared? If so, how? When did preparedness for Idai begin and how was it tracked?

What were the main opportunities and challenges the IRW/IRM faced in this emergency response? How were these addressed?

What measures were taken to ensure accountability to affected communities? Please describe practices and experiences.

At the time of the emergency were any major gaps identified in IRW/IRM's capacity and how were these addressed?

What are the main factors that have led to successful activity implementation?

Has this operation contributed to strengthening IR Malawi's role and capacity – if so? What potential can still be explored?

What changes have already been made to the design of this response either from a contextual reason or on account of COVID-19 measures?

### **RELEVANCE/APPROPRIATENESS**

Was the support provided relevant and in a timely manner? What has been learned from subsequent post-distribution monitoring?

Did this response give priority to addressing the protection needs of the affected communities?

Were beneficiaries consulted about their priority needs before support was provided? Could more have been done to tailor support to affected people?

Early situational and needs assessments – were they focused, detailed enough and used in the subsequent response?

To what degree did the response specifically target and reach vulnerable groups like women, the elderly, the disabled and any other marginalised people?

To what degree were participatory, accountability/complaint-feedback and cross cutting issues integrated in the various sectors of the response.

### **EFFECTIVENESS**

Was Islamic Relief prepared to effectively respond to a disaster such as Cyclone Idai? If so, how?

Were the necessary systems and procedures to deal with a large-scale emergency in place and known to everyone?

How is information shared amongst different stakeholders to avoid duplications/efficient use of resources?

What has been the single most strategic approach taken in this response and why?

What, if any, approach has been the least effective and why?

Did internal management structures ensure the effectiveness, timeliness and efficiency of the humanitarian response?

What, if any, types of modality need to be adapted to be even more appropriate and conducive in future similar interventions?

## **EFFICIENCY**

Were the response resources used as planned? Was there any major deviation from original intended approaches/activities? Explain.

Did response activities overlap and/or duplicate other similar interventions from other agencies/organisations?

Are there more efficient ways of delivering more and better results with the resources that were available?

Were the most efficient approaches used during the implementation of the activities?

What were the main factors – including implementation approach – that influenced the efficiency and non-efficiency of the response interventions?

What were the strengths, weaknesses, opportunities and threats of the implementation process followed?

## **COHERENCE**

Did the response complement/enhance or duplicate/hinder related activities carried out by other NGOs or government actors?

At any stage of this response was there a need to redesign an approach or activity to respond better to a particular need?

How effective were communication mechanisms put in place to interact with the target communities?

## **CO-ORDINATION**

Please describe the overall co-ordination between IRW and the main government agencies. Was this effective? What worked well and what could have been done better?

Please describe the overall co-ordination between IRW and other NGOs/INGOs. Was this effective? What worked well and what could have been done better?

Please describe the overall co-ordination between IRW and local structures. Was this effective? What worked well and what could have been done better?

Were appropriate complaint mechanisms put in place? Please describe? How effective would you say these have been?

Were communications between IR Malawi and IRW open, clear and constructive? Could this have been improved? Any lessons from this?

How effective were communication mechanisms put in place to interact with the target groups? Were these effective?

## **IMPACT**

What changes – positive and negative have resulted directly from this response?

What, if anything, could have been done to secure a greater impact from the resources available?

What will be the environmental impacts of this intervention in the long-term and could they have been mitigated in the design of this operation?

What are some of the best practices that have been applied in this response? Why do these stand out from others?

To what degree have activities in this response contributed to the overarching goal of the government's humanitarian programme?

To what degree have activities in this response contributed to early recovery?

What unexpected – positive or negative – results has this response resulted in?

## **SUSTAINABILITY/CONNECTEDNESS**

Was sustainability built into the design of interventions in the applied sectors? Please describe.

What training or capacity building activities did you provide? Were these based on a needs assessment? How useful have these been?

To what extent are measures (training, inputs, infrastructure...) being maintained by participating communities? Have/are measure been put in place to help ensure their sustainability beyond this response's timeframe

## **RISKS AND CHALLENGES**

Taking a snapshot of the situation in Malawi and the region, what are the most serious risks or challenges still facing the operation?

To what extent have these critical gaps already been identified and addressed in a timely way?

What gaps or bottle necks remain? Are there plans in place to address these or are these still areas that need to be addressed?

How well has IR Malawi anticipated risks and what risk mitigation strategies have been put in place?

## **FINAL TOPLINE INSTITUTIONAL QUESTIONS**

What are some of the best practices that have been applied in this response? Why do these stand out from others?

At any stage of this response was there a need to redesign an approach or activity to respond better to a particular need?

What are some of the main lessons you have learned from this response?

What recommendations might you make following your experience with this response?

Were any unexpected or unplanned impacts (+ve and/or -ve) identified? What possible factors account for this?

What best practices /lessons/ innovations/significant changes can we elicit from the programme experience for replication elsewhere?

Are there any examples of adaptive management in this response?

Has this operation contributed to strengthening IR Malawi's role and capacity – if so How? What potential can still be explored?

What are the prospects for IR Malawi to come out as a stronger and more strategic emergency responder given its experience in this response?