



# FANSEER APPRECIATION ROADSHOWS

Circus Zambia performers during main show. Photocredit: Agricomm Media.  
Copy right: GIZ FANSEER Zambia

## LESSONS LEARNED REPORT AUGUST 2024

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Implemented by

**giz** Deutsche Gesellschaft  
für Internationale  
Zusammenarbeit (GIZ) GmbH



# INTRODUCTION

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## A FESTIVE EVENT TO APPRECIATE VOLUNTEERS AND TRANSITION INTO A NEW PHASE

In collaboration with GIZ (Deutsche Gesellschaft für Internationale Zusammenarbeit), CRS (Catholic Relief Services) and the Ministry of Health of Zambia (MOH), Circus Zambia has executed a series of seventy-five (75) roadshows as part of the FANSER project.

The FANSER project will end in March 2025 after 10 years of implementation. The Appreciation Roadshows form part of the sustainability strategy to allow for continuity of impact even after the project ends.



Audience members during roadshow. Photo credit: Agricom Media. Copy right: GIZ FANSER Zambia

The main objective of these roadshows is to appreciate the work of the FANSER volunteers and to celebrate that selected health facilities will continue implementing the care group model with lesson delivery to the household on nutrition and Water, Sanitation and Hygiene (WASH). Moreover, the roadshows aimed at celebrating the progress that has been made so far.

In order to present our findings in a comprehensive manner, we will firstly share the concept as designed. We will then share details on the implementation, such changes made due to changing circumstances and Monitoring & Evaluation (M&E) findings. Thirdly we will share the lessons learned.

# PART 1: CONCEPT



Woman with baby on her back leaving a 'stamp' on mural. Photo credit: Agricom Media. Copy right: GIZ FANSER Zambia

## OBJECTIVES

The objective is to appreciate and motivate the volunteers as well as the health facility staff to continue implementing the care group model together through lesson delivery to the households.

Sub-objectives include:

1. Reiterate Content Messages on WASH & Nutrition.
2. Appreciate and motivate the health facility staff/MoH structures to continue implementing the same model.
3. Celebrate the achievements made by the volunteers.
4. Appreciate and motivate the volunteers to continue leading by example.

# THE CONCEPT

The program is developed in such a manner that the Appreciation Roadshows are delivered at minimal costs and without relying too much on staff from local GIZ or CRS offices, therefore allowing a large-scale role out.

Other factors that are taken into account while designing the roadshows are the simplification of key messages, the focus on appreciation and continuation of the lesson delivery as well as ensuring the event does not take longer than 3 hours.

## **Rationale of program**

The whole program is centred around success stories. The success stories relate to the different core messages, as to ensure that all core messages are addressed. The 5 success stories will then be linked to characters. These characters represent the different stakeholders, such as volunteers, community leaders and representatives from the Ministry of Health (MOH).

These characters will be the driving force of the event. The audience will first encounter them in the recorded success stories. They will then come back in the main show and the appreciation ceremony. Like this, different key messages can be repeated, enforced and made relatable.

## **PHASE 1: ARRIVAL & SET UP DURATION: 30 MIN**

Once the team arrives on site, they will locate the responsible officers. In conjunction with the local representatives, the site is assessed, and locations are identified where the different activities take place (success stories booth, mural and main stage). Loud music is played to attract audiences and get people interested.



# THE CONCEPT

## PHASE 2: MOBILIZATION DURATION: 30 MIN

This phase is about getting the audience engaged. This means that there are walkabout acts happening, such as acrobatics, juggling and more. At the same time, people are invited into the 'Success Stories Booths'. In these 3 booths there are 3 or 4 photos each, covering the different success stories, related to the key messages. There are a total of 5 recorded stories playing which use radio drama methods to share the success stories (related to the photos). Like this more in-depth information is given in an engaging and humorous way. Facilitators are present in the booths to support the audience and underline key messages.

### PHOTOS USED IN THE SUCCESS STORIES BOOTH

PHOTOCREDIT & COPYRIGHT: GIZ FANSER



GROWTH MONITORING



LATRINE & SANITATION



BREASTFEEDING



CHILD FEEDING



DIETARY DIVERSITY - KEYHOLE GARDEN



DIETARY DIVERSITY - COWPEAS



DIETARY DIVERSITY - FOODGROUPS



FOOD HYGIENE



FOOD PRESERVATION



FOOD IS EVERYONES BUSINESS



HANDWASHING WITH TIPPY TAP



# THE CONCEPT

## WELCOME & AUDIENCE ENGAGEMENT & MAIN SHOW DURATION: 40 MIN

Once the audience is engaged and warmed up, everyone gets together for the main event. Firstly, the audience is welcomed by Headmen or Traditional Leader. Then there is an audience engagement part in the form of a dance competition. After this the main show starts.

The main show is a drama show where the different key messages are highlighted. Thus, focus is on celebrating what has been achieved, as well as leading by example and putting knowledge into practice.

These messages are told through the perspective of the volunteers, who in this drama play are getting ready for the ceremony and reflect on their learning journey and way forward.

In the show forum theatre techniques are used to engage the audience interactively. Circus, dance and drama are used to make the show as engaging as possible.

At the end of the show all the characters are ready for the ceremony. This then leads into the ceremony.



Various photos depicting main show. Photo credit: Agricomm Media. Copy right: GIZ FANSER Zambia



# THE CONCEPT

## PHASE 4: APPRECIATION CEREMONY DURATION: 45 MIN

The appreciation ceremony consists out of the following:

- Short speech by CRS or GIZ representative
- Testimonial from volunteers
- Handing over of the certificates to volunteers. The certificates testify that the volunteers have been working with the project and have delivered important lessons on WASH and nutrition to households in their vicinity
- Closing/thanks by MOH (health facility staff) and traditional leaders

The ceremony is led by Circus Zambia staff. They will ensure that the ceremony strikes a balance between fun and respectful. The other characters will also participate in the ceremony, as audience, volunteers or by providing entertainment.

## PHASE 5: MURAL PAINTING & CLOSING DURATION: 30 MIN

To close the ceremony, Circus Zambia provides entertainment in the form of a fire show. Selected representatives (Health Facility Staff, traditional leaders and Health promoters) are invited to leave a stamp on the mural. These stamps will be different images linked to WASH and nutrition, such as a waterdrop. The stamping of the mural represents the lasting commitment of the community to improving WASH and nutrition.

The mural includes different images representing key messages of the FANSER project and the text 'It is in our hands: we are the agents of change for good nutrition' in local languages.



A completed mural. Photo credit: Agricom Media. Copy right: GIZ FANSER Zambia

# THE PLAN

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## THE ROADSHOWS WILL BE ROLLED OUT IN 75 LOCATIONS IN EASTERN AND LUAPULA PROVINCE

- Each roadshow is approximated to take 3 hours.
- 10 roadshows will be implemented per week (2 per day for 5 days a week).
- 75 Health facilities have been identified (41 in Luapula, 34 in Eastern Province)
- Implementation in Luapula takes place in Kawambwa district, Mwense district and Mwansabombe district.
- The roadshows will take place from May 27th until June 27th, 2024
- Implementation in Eastern province takes place in Katete district, Petauke district and Sinda district.
- A total of 5144 intermediaries are targeted.



Volunteer receiving certificate. Photo credit: Agricomm Media.  
Copy right: GIZ FANSER Zambia



# M&E PLAN

In order to understand whether the objectives set out in this document have been reached Circus Zambia will conduct the following M&E exercises:

## 1. Attendance records of present intermediaries (those being awarded).

Through the ceremony activities, we will be able to keep a clear attendance record of intermediaries present at the event.

## 2. Feedback from audience members

In order to understand whether the intermediaries and audience have enjoyed and understood the event we will ask up to 10 people at each event the following questions (on a scale);

- How much did you enjoy the event?
- What were your key take aways?
- How satisfied are you with the various components of the event?
- How motivated are you to continue giving lessons on nutrition and wash?
- How motivated are you to continue as a role model in your community?
- Is there anything that could have been done better regarding the event?



Circus Zambia performers showing child feeding image as part of main show. Photo credit: Agricom Media. Copy right: GIZ FANSER Zambia

# PART 2: IMPLEMENTATION

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In this part of the report we will discuss the actual implementation of the events. We will highlight changes made during implementation and the effect of the implementation



Circus Zambia performer blowing fire. Photo credit: Agricom Media. Copy right: GIZ FANSER Zambia



# CHANGING CONDITIONS

In January 2024 it became apparent that the rainy season 2023-2024 didn't yield enough rains, particularly in Eastern Province, leading to drought, failed harvest and high levels of food insecurity. This led to the declaration of a state of emergency by the Zambian Government.

In light of these unfortunate circumstances, a discussion took place about the relevance of the roadshows and whether it was appropriate to have celebratory events during such a time. It was therefore decided to make the following changes:

- It was decided to opt for parallel implementation, where two teams implement the roadshows during the same period in Eastern & Luapula. Like this the roadshows would be completed by end of June 2024 and not interfere with emergency relief programs.
- It was decided to adapt the concept for the roadshows in Eastern province. This is because Eastern province was more severely affected by the drought and it was therefore deemed appropriate to ensure the events were shorter in time span (as not food was provided) as well as of a more solemn nature. Therefore, the mobilization phase was cut out of the program.
- It was decided to incorporate messages about the drought and emergency relief programs into speeches from the relevant stakeholders, to ensure that the situation was acknowledged.

# REVISED TIMELINE

For full detailed timeline, please see attachment 1.

## Timeline parallel Eastern

- 27th May - Departure to Eastern
- 28th -31st May - 8 events & Evaluation Meeting
- 3rd - 7th June - 10 events
- 10-14th June - 10 events
- 17th - 20th June - 6 events
- 21st June - Return To Lusaka

## Timeline parallel Luapula

- 28th May - Departure to Luapula
- 29th -31st May - 6 events & Evaluation Meeting
- 3rd - 7th June - 10 events
- 10-14th June - 10 events
- 17th - 21st June - 10 events
- 24th - 26th June - 5 events
- 27th June - return to Lusaka

# AUDIENCES

## **Luapula Province**

In Luapula Province 2223 intermediaries were reached, out of those 2110 are Nutrition Volunteers and 113 Health Promoters. 763 of those were in Mwense area, 521 in Mwansabombwe and 939 in Kawambwa area. In addition, an average number of 50 community members were reached at each event.

## **Eastern Province**

In Eastern Province 2979 intermediaries were reached, out of those 2877 are Nutrition Volunteers and 102 Health Promoters. 335 of those were in Petauke, 1838 of those were in Sinda and 806 in Katete. In addition, an average number of 50 community members were reached at each event.

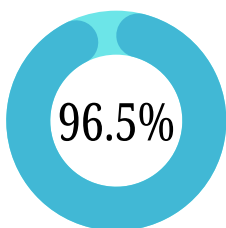
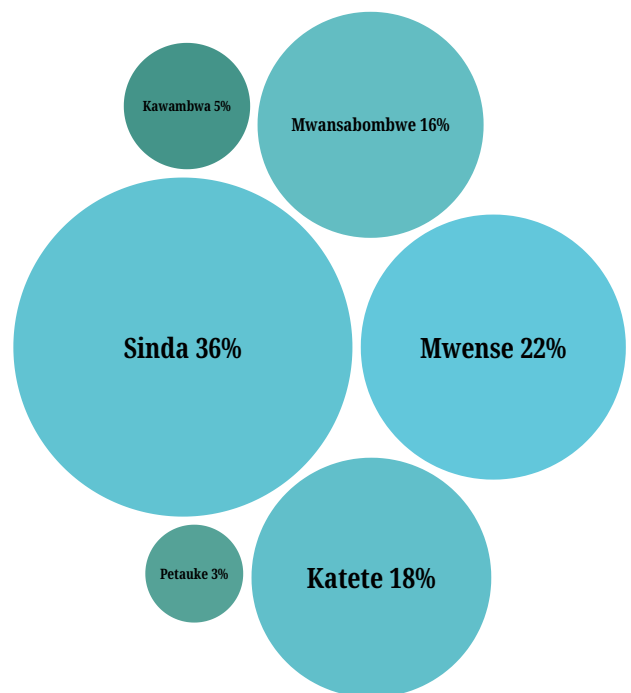


Audience members smiling while enjoying the show. Photo credit: Agricomm Media. Copy right: GIZ FANSER Zambia

# M&E DATA COLLECTED

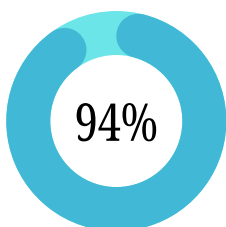
In total, data was collected from **513 participants** of which **47.5 % was female**. The breakdown per location can be seen in the circles on the right. Due to some start-up problems with the Kobo tool less data was collected in Kawambwa. However, no significant differences were found when disaggregating data per district.

## BREAKDOWN OF RESPONDENTS



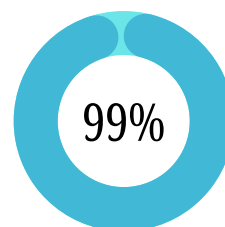
**96.5%** of respondents were very satisfied with the event

The remaining 3.5 % chose the option 'satisfied'. There was no significance different between Eastern and Luapula province. All of the program components were rated very positively, the overview of which is found on the next page.



**94%** of respondents felt excellent about their ability to continue giving WASH & nutrition lessons

The majority of respondents from Eastern province (90%) reported feeling excellent in their ability to share information on nutrition and WASH. 9% felt 'very good about this, while (1%) rated their ability as 'good'. For Luapula province, all the 216 survey participants (100%) reported that they were very confident to continue giving lessons on WASH and nutrition.

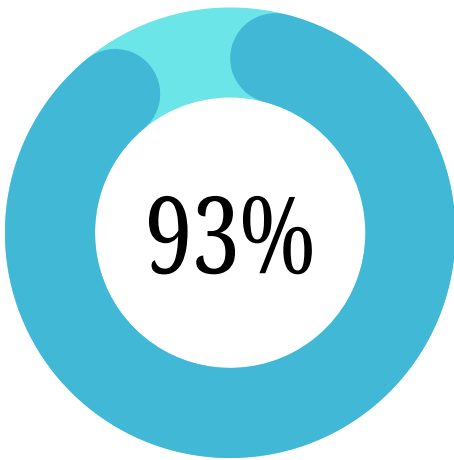


**99%** of respondents felt 'very motivated' to continue as a role model in their community

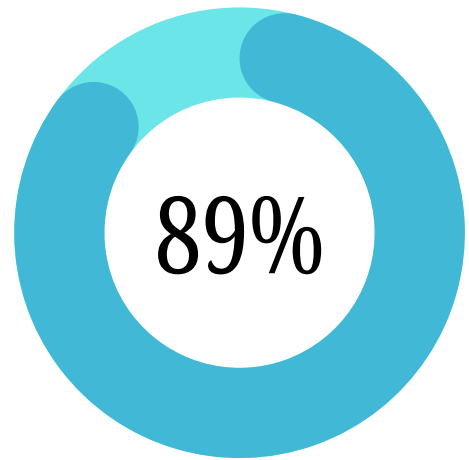
The survey results from Eastern Province indicate a high level of motivation among participants to continue as role models in their communities, with 99% of respondents expressing strong commitment. Survey results from Luapula province show all the 216 participants indicating to be very motivated to continue as role models.



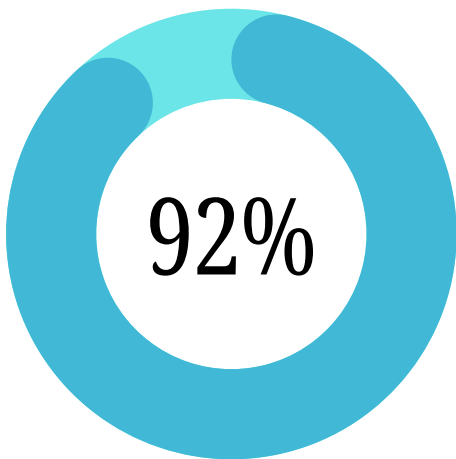
# M&E DATA - SATISFACTION WITH DIFFERENT PROGRAM ELEMENTS



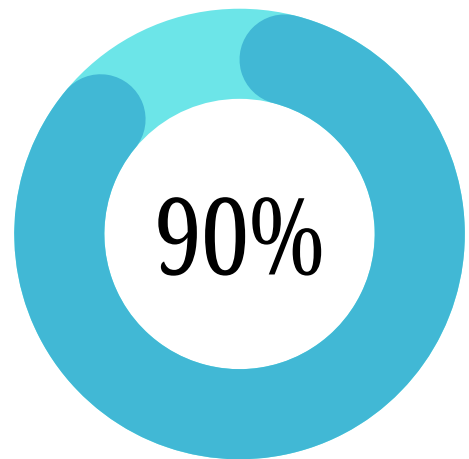
**OF RESPONDENTS WAS VERY SATISFIED WITH THE WELCOME & MOBILIZATION**



**OF RESPONDENTS WAS VERY SATISFIED WITH THE MURAL**



**OF RESPONDENTS WAS VERY SATISFIED WITH THE MAIN SHOW**



**OF RESPONDENTS WAS VERY SATISFIED WITH THE APPRECIATION CEREMONY**

# M&E DATA COLLECTED



3 female volunteers with certificates Photo credit: Agricomm Media. Copy right: GIZ FANSER Zambia



Circus Zambia performers on the ground. Photo credit: Agricomm Media. Copy right: GIZ FANSER Zambia

As a key takeaway most respondents identified one or more of the following:

- Participants emphasized the need for proper hygiene practices such as washing hands after using the toilet and building toilets instead of defecating in the open.
- Creating and maintaining clean household environments and avoiding contamination of water sources were highlighted.
- Importance of good nutrition and exclusive breastfeeding the first six months after giving birth.
- Continued education on health and nutrition is crucial for community well-being.
- Ongoing collaboration with the Ministry of Health to sustain the program is important.
- Continued community education and application of learned practices.
- Boost in morale and motivation to remain actively involved in community initiatives.

When asked for recommendations or what could have been done better during the event the following topics were mentioned

- Requests for additional resources to be given out during event such as bicycles, t-shirts, and bags to support fieldwork and visibility.
- Desire for more teaching materials, folders, and farming materials for keyhole-gardens to be given out during event.
- Improved communication and timely information about the event to allow better preparation and increased attendance.
- Requests for refreshments and longer performances at events.
- Recommendations to include more participants in future events and programs to broaden the impact and benefit.



# QUOTES



Various photos of Nutrition Volunteers, posing with certificate, bicycle and key-hole garden. Child washing hands with tippy tap. People depicted in photos are not the same as quoted volunteers. Photo credit: Agricom Media. Copy right: GIZ FANSER Zambia

'The performances from these young people today were amazing, in my whole 76 years of life I have never seen such. Please come and teach us in this way again.'

'The way the lessons have been shared today has given an opportunity to those who didn't allow us in their homes to learn about the FANSER project too. I'm sure after this they will start allowing us to teach them.'

'I will continue to work as a Nutrition Volunteer even if the project has now been given to the MOH. The benefits I've gotten from this project are far more valuable than any money that I can be given.'

'This certificate is the best part of this event for me because it will serve as a testimony of my work as a nutritional volunteer. Any Non-Governmental Organisation that will come to Kabila will give me an opportunity to work with them because I am knowledgeable and experienced in nutrition and sanitation work.'

'Please come back for the Umutomboko traditional ceremony come and teach people about hygiene and sanitation in this way that you have done today. Mwansabombwe needs it.'

# PART 3: LESSONS LEARNED



Nutrition Volunteers with bicycles. Photo credit: Agricom Media. Copy right: GIZ FANSER Zambia

## LESSONS LEARNED

1. Flexibility of the team is key. It was important to adapt the content of the main show to varying local circumstances by using local 'slang', song and dance to make the show as engaging and effective as possible.
2. Collaboration between parties is of the utmost importance. The briefing meetings in Luapula and Eastern province were successful in ensuring buy-in from various stakeholders such as the health facilities, MOH, CRS and GIZ.
3. Even though the team made an effort to ensure that the absence of refreshments is clearly communicated, this remains an often-heard complaint.
4. The workload of 10 shows per week was heavy for the performers, as the events require high levels of energy. More rest periods could be included. However parallel implementation was effective in dividing the workload over 2 teams.



# PART 3: LESSONS LEARNED

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GIZ expert Patrick Kolala in front of completed mural.  
Photo credit: Agricom Media. Copy right: GIZ FANSER  
Zambia

## LESSONS LEARNED

5. The prolonged preparation period is effective in creating ownership for the different parties. However, even with this preparation period, some volunteers still noted they were only notified about the events at the last moment. However, this is difficult to manage as invitation to the event relies on passing on of information through the care group model.

6. The pilot, which took place in 4 facilities in Eastern Province in November 2023, was effective in ironing out issues and ensuring the scale-up to 75 roadshows was successful.

7. Weather challenges such as heavy wind, were detrimental to some materials such as tents. It would be advised to invest in stronger tents.

8. The mural was done by local artists which proved effective however guidance was needed to ensure quality was consistent.

9. Certificates were very much appreciated.

10. The roadshows were an effective tool in generating continued interest on the topic and sharing the FANSER key messages and philosophy to a wider audience.

# CONCLUSION



Various photos depicting main show, as well as volunteer with certificate and MOH staff at mural. Photo credit: Agricomm Media. Copy right: GIZ FANSER Zambia

The roadshows can be deemed a success. The audience not only enjoyed the events but also felt inspired to continue implementing the program under the MOH's guidance. Key messages were effectively communicated, ensuring that participants were both informed and entertained.

The success of the project can be attributed to an extensive planning phase and preparation, bolstered by the pilot phase (which took place in November 2023) and strong support from all relevant stakeholders. Their commitment, flexibility, and enthusiasm were instrumental in achieving outstanding results.

While, of course, there are some areas for improvement, overall, the roadshows have proven to be a valuable component of the FANSER project's transfer phase.

### Annex 1: Eastern Province - Timeline for Roadshows

SN	District	Facility	Ward	Date
1	Katete	Kakula	Kapoche	Tuesday May 28 2024
2	Katete	Chindwale	Chindwale	Tuesday, May 28, 2024
3	Katete	Lupande	Lukweta	Wednesday, May 29, 2024
4	Katete	Nyembe	Chavuka	Wednesday, May 29, 2024
5	Katete	Mwandafisi	Katiula	Thursday, May 30, 2024
6	Katete	Umodzi	Kadzakalowa	Thursday, May 30, 2024
7	Katete	Kamphambe	Kamphambe	Friday, May 31, 2024
8	Katete	Kalimeta	Kamphambe	Friday, May 31, 2024
9	Katete	Kawaza	Milanzi	Monday, June 03, 2024
10	Katete	Mindola	Kasambandola	Monday, June 03, 2024
11	Sinda	Chikalawa	Matambazi	Tuesday, June 04, 2024
12	Sinda	Matambazi	Matambazi	Tuesday, June 04, 2024
13	Sinda	Chilasa	Luandazi	Wednesday, June 05, 2024
14	Sinda	Mtandaza	Nchigilizya	Wednesday, June 05, 2024
15	Sinda	Mlela	Matambazi	Thursday, June 06, 2024
16	Sinda	Chimunsi	Nyamasonkho	Thursday, June 06, 2024
17	Sinda	Nyaluwilo	Mung'omba	Friday, June 07, 2024
18	Sinda	Mung'omba	Mung'omba	Friday, June 07, 2024
19	Sinda	Kasamba	Kasangazi	Monday, June 10, 2024
20	Sinda	Seya	Kasangazi	Monday, June 10, 2024
21	Sinda	Chanjoka	Luandazi	Tuesday, June 11, 2024
22	Sinda	Chafulu	Sinda	Tuesday, June 11, 2024
23	Sinda	Kanjiwa	Matambazi	Wednesday, June 12, 2024
24	Sinda	Chimtengo	Nyamasonkho	Wednesday, June 12, 2024
25	Sinda	Katema	Kapoche	Thursday, June 13, 2024
26	Sinda	Mung'ona	Ching'ombe	Thursday, June 13, 2024
27	Sinda	Nyanje	Ching'ombe	Friday, June 14, 2024
28	Sinda	Chataika	Mwangaila	Friday, June 14, 2024
29	Sinda	Chindeza	Kasangazi	Monday, June 17, 2024
30	Sinda	Sinda Zonal	Sinda	Monday, June 17, 2024
31	Petauke	Chaka	Kaumbwe	Tuesday, June 18, 2024
32	Petauke	Mwanjabanthu	Kaumbwe	Tuesday, June 18, 2024
33	Petauke	Chisenjere	Kavyone	Wednesday, June 19, 2024
34	Petauke	Kakwiya	Mateyo Mzeka	Wednesday, June 19, 2024



## Time line Luapula Province

S/N	District	WARD	HEALTH FACILITY	DATE	TIME	PROXIMITY (KM) from CRS hub office
1	Kawambwa	Mulonda	Chama RHC	Wednesday, May 29, 2024	10:00hrs	115
2	Kawambwa	Chibote	Chibote RHC	Wednesday, May 29, 2024	14:00hrs	92
3	Kawambwa	Chibote	Mambwe HP	Thursday, May 30, 2024	10:00hrs	124
4	Kawambwa	Pambashe	Kanengo RHC	Friday, May 31, 2024	10:00hrs	47
5	Kawambwa	Pambashe	Ntembo HP	Friday, May 31, 2024	14:00hrs	42
6	Kawambwa	Mushota	Mushota RHC	Monday, June 03, 2024	10:00hrs	37
7	Kawambwa	Kabanse	Chimpempe RHC	Monday, June 03, 2024	14:00hrs	68
8	Kawambwa	Kabanse	Chitotela HP	Tuesday, June 04, 2024	14:00hrs	60
9	Kawambwa	Kabanse	Kabanda RHC	Tuesday, June 04, 2024	10:00hrs	63
10	Kawambwa	Iyanga	Muyembe RHC	Wednesday, June 05, 2024	14:00hrs	30
11	Kawambwa	Senga	Mufwaya RHC	Wednesday, June 05, 2024	10:00hrs	18
12	Kawambwa	Senga	Luatula HP	Thursday, June 06, 2024	14:00hrs	15
13	Kawambwa	Ntumbachushi	Matende HP	Thursday, June 06, 2024	10:00hrs	15
14	Kawambwa	Lushiba	Chitondo RHP	Friday, June 07, 2024	14:00hrs	37
15	Kawambwa	Filenge	Mweo HP	Friday, June 07, 2024	10:00hrs	85
16	Kawambwa	Luongo	Kota HP	Monday, June 10, 2024	10:00hrs	92
17	Kawambwa	Luongo	Musungu RHC	Monday, June 10, 2024	14:00hrs	112
18	Kawambwa	Luena	Tea estate RHC	Tuesday, June 11, 2024	10:00hrs	25
19	Kawambwa	Luena	Katungulu min hos	Tuesday, June 11, 2024	14:00hrs	26
20	Kawambwa	Fisaka	Shikalaba HP	Wednesday, June 12, 2024	10:00hrs	17
21	Kawambwa	Fisaka	Kabila RHC	Wednesday, June 12, 2024	14:00hrs	27
22	Mwansabombwe	Mununshi	Chipunka	Thursday, June 13, 2024	14:00hrs	29
23	Mwansabombwe	Mununshi	Kapesa RHP	Thursday, June 13, 2024	10:00hrs	36
24	Mwansabombwe	Mulele	Salanga	Friday, June 14, 2024	14:00hrs	24
25	Mwansabombwe	Lufubu	Lufubu RHC	Friday, June 14, 2024	10:00hrs	12
26	Mwansabombwe	Kayo	Mukamba RHC	Monday, June 17, 2024	10:00hrs	12
27	Mwansabombwe	Kakose	Kapale RHC	Monday, June 17, 2024	14:00hrs	8
28	Mwansabombwe	Mwansabombwe	Kazembe RHC	Tuesday, June 18, 2024	10:00hrs	1
29	Mwense	Kapamba	Kapamba RHC	Tuesday, June 18, 2024	14:00hrs	37
30	Mwense	Kaombe	Mununshi RHC	Wednesday, June 19, 2024	10:00hrs	46
31	Mwense	Chiwasha	Kawama RHC	Wednesday, June 19, 2024	14:00hrs	36
32	Mwense	Luche	Lukwesa RHC	Thursday, June 20, 2024	10:00hrs	28
33	Mwense	Kapela	Musangu RHC	Thursday, June 20, 2024	14:00hrs	18
34	Mwense	Chachacha	Lotto Health Post	Friday, June 21, 2024	10:00hrs	17
35	Mwense	Katiti	Mubende RHC	Friday, June 21, 2024	14:00hrs	6
36	Mwense	Katiti	Lubunda RHC	Monday, June 24, 2024	10:00hrs	10
37	Mwense	Kalanga	Mwense stage 2 Main Clinic	Monday, June 24, 2024	14:00hrs	3
38	Mwense	Nsomfi	Kashiba RHC	Tuesday, June 25, 2024	10:00hrs	10
39	Mwense	Mambilima	Mambilima Mission Hospital	Tuesday, June 25, 2024	14:00hrs	18
40	Mwense	Musonda	Kabila RHC	Wednesday, June 26, 2024	10:00hrs	25
41	Mwense	Musonda	Musonda RHC	Wednesday, June 26, 2024	14:00hrs	50
<b>Total</b>						