



LifeLine ChildLine Namibia Progress Report

June -September 2021

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List Of Acronyms

AIDS	Acquired Immune Deficiency Syndrome
BFTW	Bread for the World
CAFO	Church Alliance for Orphans
CBC	Community-Based Counsellors
CRC	Convention of the rights of the child
COVID 19	Corona Virus
CSE	Comprehensive Sexuality Education
DREAMS	Determined Resilient Empowering Aids-free, Mentored and Safe
ECD	Early Childhood Development
FLON	First Ladies Office of Namibia
GBV	Gender-based violence
GRN	Government of the Republic of Namibia
HIV	Human Immunity Virus
HTC	HIV Testing & Counselling
IECD	Integrated Early Childhood Development
KAP	Knowledge, Awareness and Perception
LLCL	Lifeline Childline
LSF	Lisolette Stiftung
M&E	Monitoring & Evaluation
MGEPSW	Ministry of Gender Equality, Poverty Eradication and Social Welfare
MIS	Management Information System
MoEAC	Ministry of Education Arts and Culture
MOHSS	Ministry of Health and Social Services
MSS	Ministry of Safety and Security
NDP	National Development Plan

NPC	National Planning Commission
PHN	Project Hope Namibia
PV	Positive Vibes
RFF	Roger Feder Foundation
SRH	Sexual and Reproductive Health (SRH)
SRI	School Readiness Initiative
USAID	United States Agency for International Development
VAC	Violence Against Children
WAD	Women's Action for Development

1. Background

LifeLine/ChildLine (LLCL) Namibia is a well-known Namibian welfare organization (WO 150), registered with the Ministry of Health and Social Services (MoHSS) for more than 40 years. The sole purpose of this organisation is to providing quality counselling services; social behavioural change interventions; protective, quality mental health and gender responsive services; encourage HIV/AIDS prevention; capacity building in systemic preventative and responsive ways for improved well-being of boys and girls, young adults, women, men, parents, families, caregivers, and communities in Namibia. Through LLCL initiatives problems identified by communities engaged related to Gender Based Violence (GBV), and Violence Against Children (VAC) are addressed, with a focus on mental wellbeing.

Vision

Pledging for Safer, More Resilient Children, Families and Communities

Mission

Providing quality counselling, Social behavioural change interventions; Protective, quality mental health and gender responsive services; HIV prevention; and Capacity building in systemic preventative and responsive ways for improved well-being of children, families and communities in Namibia.

Values

Accessibility - Fostering meaningful connections in our engagements

Caring – Acting with consideration and concern

Confidentiality – Ensuring confidentiality for stakeholders

Equity – Conducting fair and non-discriminatory business

Integrity – Endorsing honesty, trust and accountability

Partnerships – Making a difference in communities

Professionalism – Conducting business ethically, proficiently and responsibly

2. Departments

LLCL is made up of five (5) key departments:

- Counselling and Child Protection Department
- Gender Department
- Education Department
- Finance Management, IT, Administration and Resource Mobilisation Department
- Research and Development; & Monitoring and Evaluation Department

The Board governs LLCL Namibia

2.1. Counselling and Child Protection Department

LLCL Namibia operates as a National Counselling Centre in Windhoek Offering telephone, sms, online and face-to-face counselling services for Namibia with three regional settings. The HelpLines expanded into the 116 Child HelpLine (on which sms counselling is also provided since 2010, and the 106 Gender-Based Violence (GBV) HelpLine since 2015. A crisis line (061-232221) which is still in operation today, was set up in 1980 are still operational. The LLCL Namibia is supported by dedicated and well-trained volunteers and offer community-based activities to promote Social Behaviour Change and Child Protection.

The department is funded by USAID, Lisolette Stiftung (LSF), UNICEF, and Canada.

Goal:

Providing comprehensive, victim-friendly and perpetrator psychosocial support services; with linkages or referrals, for mental health, and wellness services; and to provide protective services for referrals or linkages to other external services providers.

Objectives:

1. To provide the Namibian community with psycho-social support, especially cases related to GBV and VAC.
2. To engage in advocacy interventions that raises awareness on the GBV, VAC and mental health and wellbeing in Namibia.
3. To ensure the department is fully functional and able to conduct department activities.

Reporting Period Progress:

Objective 1: To provide the Namibian community with psycho-social support, especially cases related to GBV and VAC.				
Activity	Indicator	Target	Results	Comment
1.1. Provide counselling to all communities throughout Namibia on toll-free 116 Childline; 106 GBV line; 232221 crisis line; 081140000 sms line; Facebook page and face-to-face.	Counselling to all communities throughout Namibia on toll-free 116 Childline; 106 GBV line; 232221 crisis line; 081140000 sms line; Facebook page and face-to-face provided.	Calls: 6000 Cases reported: 200	Calls: 15 252 Cases reported: 1692	13 560 of calls for the reporting period was either prank calls, and or unanswered calls during the time counselling centre is closed. - The department is working on communication material to inform the public of the importance of using the call centre for counselling services. - The department will include an automated voice message for calls that are made during closing hours
1.2. Guide, refer and link clients or victims to other specialised services	# clients or victims guided, referred and linked to other specialised services	200	193 Referrals	September has reported the most referrals made to stakeholders (62). Common stakeholders we refer to is City Police, MGEPSW, MOHSS, MHA, MTC, Legal Aid, GBV Unit, MoEAC, DREAMS, NRCS.
1.3. Provide protective services to children under the designated statutory rights accredited to the organisation.	# of children provided with protective services under the designated statutory rights accredited to the organisation.	Children requiring protective services received	0	LLCL was granted Child Protection rights during the reporting period. Social workers are yet to be designated; this will take place in the next quarter.

		protective services		
1.4. Confidentially record, report and archive counselling cases for statistical purposes.	All counselling cases confidentially recorded, reported and archived for statistical purposes	Data recorded, captured, and stored in an ethical manner	Data recorded, captured and stored in an ethical manner monthly	• Since June 2021 the Counselling Center has been making use of the Halacom to collect data and store data. Halacom is an online system that allows for real time data to be accessed. • Data prior June 2021 can be accessed via Salesforce • Cases are also recorded on a paper-based tool in the event there is a glitch in the Halacom system. These tools are stored at the LLCL national office
1.5. Collaborate and link with partnerships and networks, for e.g. NAMPOL/GBVIU, MGECW, MoHSS, MoEAC, Private Sector, International Partners, Organisations, Agencies etc)	# of linking activities, the department took part with GBV and VAC stakeholders	8	3	• June Meeting with MPEGESW and GBV for placement of Social Attended the Khomas Suicide Prevention with other stakeholders including MoHSS and NAMPOL. - Prevention Day planned and launched. • August Attended the Disability Forum UNPRD at the Disability Resource Centre to discuss manuals, to consider persons with disabilities in LLCL programs • September On the 2nd the Counselling Centre team participated in a meeting with

				Uganda Child Helpline (UCH) and Lifeline Childline Zambia (LCZ) to share best practices and recommendations including challenges pertaining the 106 GBV helpline that UCH would like to set up. This support was deemed necessary considering the affiliation Lifeline Childline Namibia has with Child Helpline International and the same line work that all Helplines are doing and for the best interest of the community.
Objective 2: To engage in advocacy interventions that raises awareness on the GBV, VAC and mental health and wellbeing in Namibia.				
Activity	Indicator	Target	Results	Comment
2.1. Plan, implement and manage outreach programmes to Schools and Communities, for advocacy and information sharing.	# of schools reached through outreach programmes.	8	6	- No visits in June and July due to Covid-19 restrictions and school holidays. - August school outreaches were conducted at Moreseson and Dagbreek special schools. Topics covered were respect and bullying. One meeting was held at Dagbreek to discuss the way forward. - September a request was received to do debriefing at Dr Lemmer High School and Emma Hoogendhoudt.

				September Moreseson and Dagbreek special schools. Topics covered were hygiene and dress code and Covid 19 dislikes as well as respect was discussed. In total 175 learners were reached
	# of communities reached through outreach programmes.	12	12	- Hotlines are available nationwide - UITANI radio productions aired nationwide through NBC and Umolonga weekly - Fieldworkers in the regions regularly reach out to the different communities and promote the use of LLCL services
2.2. Provide information and raise awareness to reduce and prevent of GBV and VAC through	Reduce in GBV and VAC cases reported	Decrease in GBV and VAC cases reported	Increase in GB and VAC cases reported	There has been an increase of GBV cases, in June there were 21 cases, July recorded 28 cases, August 65 cases and September 68 cases. The increase in cases could be due to LLCL gradually increasing physical advocacy activities due to the relaxation of COVID-19 restrictions
2.3 Promote the mainstreaming of mental health and well-being in Namibia	1.9. Mainstreaming of mental health and well-being in Namibia promoted.	5	3	- Regular media content on mental health is displayed on social media pages. - June 2021 Counselling Supervisor interviewed on Good Morning

				Namibia during the Day of the African Child Department Manager participated in a panel at the COVID information addressing child protection
2.4. Develop youth programs as mass media, educational and outreach efforts through Uitani Child Line Radio Programs on the basis of “for children by children”	# of youth programs developed and transmitted through Uitani Child Line Radio on the basis of “for children by children”	16	16	UITANI radio productions aired nationwide through NBC and Umolonga weekly Themes covered the reporting period: Cyberbullying, Teenage pregnancy, Are sports and academics of equal importance, Child Protection Services, Gender Stereotypes, Procrastination Should boys & girls have separate classrooms, Should iPads replace textbooks in schools, The effects of Child Neglect, Sexual Violence, The effects of discrimination in education, Middle Child Syndrome, Sexism, Understanding Consent, Should practical skills be taught in schools, Sexual Coercion, Sexual Harassment in Schools.
2.5. Engage in effective advocacy towards safer, healthier, more resilient children, families and communities in Namibia.	# of advocacy activities conducted to engage towards safer, healthier, more resilient children, families, and communities in Namibia	5	2	- July a marketing day was conducted at Wernhill Shopping Centre. 30 September a Marketing Day was held at the Grove Mall in town. The main purpose of the Marketing Day was to promote the services offered by LLCL including the 116

				and 106 Helplines. This is done monthly as part of awareness raising, 642 people were reached online with the invite post on the LLCL Facebook page. Community members seemed keen to know about the services as most of them had no idea what LLCL was all about.
Objective 3: To ensure the department is fully functional and able to conduct department activities.				
Activity	Indicator	Target	Results	Comment
3.1. Engage in capacity strengthening of staff, volunteer and community counsellors	# of LL/CL staff, volunteer and community counsellors' trainings implemented	4 trainings	2	- Two trainings on Sexual Harassment was provided to all LLCL staff by UNICEF in June, 52 people attended. - Counselling centre trained on LGBTQI Etiquette in August
3.2. Staffing, manage leave, discipline, warning, motivation.	Positive feedback from departmental staff on the management of the department	Staff in department are motivated	N/A	Weekly department meetings held with all staff in which staff and management give feedback on previous weeks activities and plan activities for the week ahead. In these meetings any staff problems are addressed.
3.3. Sourcing, writing, discussions/meetings and presentations and submissions	# of funding proposals granted	1	1	Collaboration between FLON and LLCL June-August to have the hotlines run from 08:00-00:00.

2.1.1. Department Highlights, Challenges, and Mitigation Actions

Highlights:

1. Four Social workers were employed, One Senior Social worker, Three Temporary Social workers, One at the Counselling Centre and Two for the GBVU.
2. LLCL also received their certificate to receive Child Protection Agency status from MPEGESW.
3. A two-day Peer session in Storytelling, narrative therapy, active imagination, play therapy by Dorian Haarhof.
4. Decrease in prank calls were lower, due to constant education on the importance of the lines.
5. Two social workers were interviewed to commence duty in September 2021.
6. Department Manager participated in a panel at the COVID information addressing child protection.
7. Department Manager and Senior social worker engaging online EAP services through Webinar Talks with Dundee Staff.
8. Department Manager attended a Parenting training in Otjiwarongo. LLCL Manager were on a panel discussion on Suicide prevention and Child Protection. Senior Social worker had a webinar with Dundee staff on grief and parenting.
9. Counsellors orientated on the Halacom System.
10. Case form reviewed

Challenges:

1. The counselling centre continues face challenges linked to the new database as its not fully functional.
2. Some activities on hold due to COVID-19 restrictions.
3. The Halacom system suffered from a glitch in August thus calls could not be received for a few days.
4. Telecom could only provide itemised bill for 2 weeks in August thus data reported for the month on call centre is not accurate

Mitigation Actions:

1. It is engaging the supplier of the database and software to solve challenges.
2. Counsellors have been encouraged to continue recording cases on the paper-based tool as a mitigation action, in the case there is a problem with the Halacom system. Data can then be placed in system once it works again.
3. Postponed activities have commenced with the lift of COVID-19 restrictions e.g. Marketing Days, School Outreach
4. Data on calls can now be retrieved from Halacom, thus no need to retrieve Telecom itemised bill monthly

2.2. Gender Department

Through the gender department, LLCL promotes gender equality and addresses harmful gender norms, with specific attention on including men and boys in initiatives that address GBV and VAC. Different communities are engaged in the fight against GBV and VAC with specific attention given to parents, community leaders, men and boys, women and girls. Currently the department is implementing initiatives in Khomas, Hardap, Oshikoto, and Zambezi.

The department is funded by Bread for the World (BFTW), SONKE, and USAID.

Goal:

Collaborate with partners in mainstreaming gender-transformative approaches, in the fight against GBV, VAC and HIV/AIDS with joint capacity strengthening activities.

Objectives:

1. To reduce the frequency of GBV, and increase protection of women and children
2. To involve strategic partners and collaborate in national efforts to address VAC, GBV and abuse of women and children in Namibia.
3. To engage communities, community leaders, particularly men and boys as allies to achieve Gender Equality, equity and contribute to community development.
4. To engage in advocacy interventions that raises awareness on the GBV
5. To ensure the department is fully functional and able to conduct department activities.

Reporting Period Progress:

Objective 1: To reduce the frequency of GBV, and increase protection of women and children				
Activity	Indicator	Annual Target	Results	Comment
1.1. Promote and protect the Human rights through gender transformative approaches via education and training in families within communities using consultative meetings, public events, counselling and referrals.	# of community outreach programmes implemented through gender transformative approaches	12	314 BFTW: 38 Sonke: 0 DREAMS: 276	Activities took place in Hardap, Khomas, Oshikoto, and Zambezi. SONKE to start their community outreach programmes in the next quarter.
	Reduced GBV in communities engaged	Reduced GBV in cases reported	Increase GBV in communities engaged	There has been an increase of GBV cases, in June there were 21 cases, July recorded 28 cases, August 65 cases and September 68 cases. The increase in cases could be due to LLCL gradually increasing physical advocacy activities due to the relaxation of COVID-19 restrictions
1.2. Reduce the frequency of gender-based violence and increase protection for women and children through awareness raising.	Increased protection for women and girls in communities engaged	Girls and women in engaged communities are protected	N/A	Evaluations of the different projects under the department will determine this indicated as per planned project evaluations.
1.3. Provide pre and post-violence support for Psychosocial services through referrals to the helplines, and to other services	# of clients referred for other support	Support and referrals provided to cases	110	The following cases were referred for other services: Khomas- 44 cases, Hardap- 2 cases, Oshikoto- 7 , Zambezi- 5 cases

	# of clients referred to LL/CL	Support and referrals provided to cases	27	The following cases were referred to LLCL from the regions the Department were in: Khomas- 10 cases, Hardap 1 case, Oshikoto- 1 case, Zambezi - 1
1.4. Improve reproductive rights, health and HIV and AIDS status for women, men, girls and Boys and recruit, train and deploy male champions and conduct condom distribution efforts.	Improved reproductive rights, health and HIV/AIDS status of women, men, girls and boys in communities that are engaged	Improved reproductive rights, health and HIV/AIDS status of women, men, girls and boys	766 men reached with HTS 73 men linked to ART 733 men engaged in male engagement sessions 121 men linked to VMMC	Through the different community mobilization sessions conducted by DREAMS and BFtW we foresee an improvement in the reproductive rights, health and HIV/AIDS status of men and women in the different communities these programs are being implanted in. In the next quarter the department including Sonke will conduct various activities addressing these issues.
	# of condoms distributed	25 704	12 340	Currently the country does not have enough condoms. Thus distribution of condoms have been low.

Objective 2: To involve strategic partners and collaborate in national efforts to address VAC, GBV and abuse of women and children in Namibia

Activity	Indicator	Target	Results	Comment
2.1 Collaborate with stakeholders in national efforts to address VAC, GBV and abuse of women and children in Namibia.	# of engagements with strategic partners to address VAC and GBV	4	3	- Participation in Generation Equality panel discussion during the quarter. - x1 meeting attended with line ministries in June

				- Gender Coordinator attended SADC Gender Protocol barometer in September - CSO amplified workshop attended in September
2.2. Establish relationships with law and policy makers at country and regional levels and priority thematic areas are developed and maintained.	Established and maintained relationships with law and policy makers at national and regional levels	4	2	Attend GBV and Human Rights cluster meetings and dialogues in June and in August
2.3. Engage with MEA and MEY by developing and implementing capacity building Programmes with regular regional and national meetings with a regional accountability strategy.	# of national and regional capacity building meetings attended in collaboration with MEY and MEA	1	1	MEA AGM attended during the first quarter in the year
	# of capacity building programmes implemented	4	2	Sonke network was trained on Accountability Training in September, WAD conducted intimate partner violence training with LLC monitoring the training.
Objective 3: To engage communities, community leaders, particularly men and boys as allies to achieve Gender Equality, equity and contribute to community development.				
Activity	Indicator	Target	Results	Comment
3.1. Implement training initiatives and community awareness events to especially engage boys and men in the fight against GBV and VAC	# of boys/men trained and deployed as male champions	15	14	DREAMS in the process of recruiting a new male champion

3.2. Design education/ training programs and conduct training	Training material developed to engage communities, community leaders, men and boys as allies to achieve gender equality	4	N/A	Currently all training material needed to engage with communities has been developed and in use.
	# of training that took place on developed training material	4	N/A	Training to take place in next quarter which will be the new project phase.
	# of boys and men that took part in training	Boys and men in engaged communities are trained on the developed material	N/A	
Objective 4: To engage in advocacy interventions that raises awareness on the GBV				
Activity	Indicator	Target	Results	Comment
4.1. Use media as a tool for social change and to amplify MEAs voice and impact.	16 # of media communications developed for social change and to amplify MEAs voice and impact	1	N/A	- Sonke to develop material in next quarter. - BFTW: 116/106 cards and posters designed in previous quarter
4.2. Produce, record and broadcast radio programs	Shows recorded by child presenters on Uitani Child helpline radio.	16	16	UITANI radio productions aired nationwide through NBC and Umolonga weekly Themes covered the past reporting period: The effects of Child Neglect, Cyberbullying, The effects of procrastination, Middle Child Syndrome, Sexual Violence, Understanding Consent, Sexual harassment in schools, Reporting

				sexual misconduct, Sexism, How to cope with emotions, Children in politics, How to cope with exams, The effects of child neglect, the effects of procrastination, Middle child syndrome. Some topics were produced and air more than once
Objective 5: To ensure the department is fully functional and able to conduct department activities.				
Activity	Indicator	Target	Results	Comment
5.1. Staffing, manage leave, discipline, warning, motivation.	Positive feedback from departmental staff on the management of the department	Staff in department are motivated		Weekly department meetings held with all staff in which staff and management give feedback on previous weeks activities and plan activities for the week ahead. In these meetings any staff problems are addressed.
5.2. Sourcing, writing, discussions/meetings and presentations and submissions	# of funding proposals granted	3	1	The “Empowering Communities and Individuals to take Action Against Violence by Strengthening Social Support Systems” project proposal has been approved by BfTW for 3 years. The project will be rolled out in Khmoas and Hardap regions as from May 2021.
5.3. Conduct human rights and gender equality training	Counsellors and CBF trained on SGBV, human rights and gender equality	1	0	To take place in the next quarter

2.2.1. Department Highlights, Challenges, and Mitigation Actions

Highlights:

1. High level Generation Equality online panel discussion and presented on Harmful practices including Child Marriage in the Namibian context.
2. Sonke youth Coordinator attended Regional Youth AGM in Tanzania.
3. 1 Build-up activities to 16 Days of Activism conducted: GBV and Intimate Partner Violence Dialogue with men.
4. IPV dialogue with men and interview with MyZone conducted by MenEngage Namibia network.
5. DREAMS: HTS equipment procured and distributed to male champions in all 3 project regions.
BFTW: Feedback from participants indicates positive impact during parenting sessions.
6. COMMS meetings commenced in some project areas.
7. PM participated in online discussion regarding review of Nation Gender Policy (2010-2021) and Development of new National Gender Policy (2021-2031).
8. PM attended launch of Namibian Police GBV action plan.
9. Panel discussion on GBV at Namibia University of Science and Technology (NUST).
10. 3-day online focus group discussions re: 1) Review of National Gender Policy (2010-2021) 2) Development of National Gender Policy (2021-2031)

Challenges

1. Covid-19 in-country regulations impacted negatively and/or delayed the implementation of activities under the three donors.
2. Men referred for clinical services under DREAMS: still a challenge to report according to age specifications.
3. BFTW: Need to provide taxi money to CBFs.
4. Sonke sub-agreement not yet issued - delays implementation of workplan activities.

Mitigation Actions

1. DREAMS: Male Champions are continuing to render HTS services, although male engagement sessions have been halted.
2. BFTW: CBF's in Hardap and Khomas regions reduced the number of participants per session to 8 with current Covid regulations.
3. SONKE: Network members are engaging with online activities where possible, including participation in various activities as per invitation from other stakeholders.
4. PM and Finance Manager to review budget for CBFs taxi money under BFTW.

2.3. Education Department

LLCL through the education department implements the School Readiness Initiative (SRI), which is funded by the Roger Federer Foundation (RFF). During the reporting period the initiative was rolled out in Khomas, Kavango East, Kavango West & Erongo.

The program's goal is to improve the school readiness of children and smoothen transition from informal ECD education to formal primary education in Namibia. The key objectives underpinning the strategy are as follows: (1) Establishment of a child development monitoring system at pre-primary age (4-8); (2) Increase in children participating in organized learning at least one year before transitioning into primary school; (3) Increase in children who are developmentally on track at primary school entrance age and decrease of repetitions and drop-outs in lower grades at school. The initiative focuses on ECD centres and Primary School (Grade 0-1) learners and teachers.

Goal:

To protect and promote the well-being of all children in Namibia as contained in the Namibian Constitution and Namibia's International obligations concerning the well-being and development of children.

Objectives:

1. To increase the enrolment of children between 3-8 years to early learning facilities
2. To improve school readiness and transition from home to ECD and then to primary school for children, parents, educarers, and teachers
3. To ensure the department is fully functional and able to conduct department activities.

Reporting Period Progress:

Objective 1: To increase the enrolment of children between 3-8 years to early learning facilities				
Activity	Indicator	Annual Target	Results	Comment
1.1. Community outreach promote the importance of early learning opportunities for more Namibian learners to access schools	# of community outreach engagements to promote the importance of early learning opportunities for more Namibian learners to access schools	3	0	Activity to take place in all regions during the next quarter
1.2. Strengthen parental support and community involvement in the provision IECD	3.2. Increased parental support and community involvement in the provision of IECD	Increase in parent and community support	0	No parenting events done. Activity planned for the next quarter
1.3. Establish steering committees and stakeholder forums in which members jointly take responsibility of early learners	Quarterly steering committees at national level	2	1	A national steering committee meeting took place at national level in July, representatives from line ministries, WAD, CAFO and CoW attended.
	Quarterly regional stakeholders' forums	4	2 Komas: 1 Kavango East: 1 Kavango West: 0 Erongo: 0 Otjozondjupa: 0	2 meetings took place for the reporting period. Regions will continue this activity in the next quarter.
1.4. Conduct advocacy & lobbying activities for policies and implementation of	Lobbying and advocating activities conducted for policies and implementation of programs for Integrated	2	2	Training held in June with the CLOs and ACLOs from various regions to incorporate SRI program into their

programs for Integrated early childhood development (IECD).	early childhood development (IECD).			weekly/monthly work plans eventually strengthening the sustainability of the program. The same training was provided for MGESWPE, MoEAC national level in July
Objective 2: To improve school readiness and transition from home to ECD and then to primary school for children, parents, educarers, and teachers				
Activity	Indicator	Target	Results	Comment
2.1. Design and develop training materials and Coaching of Educarers and parents on learning material	Educational material provided to support early learning and teaching - Toolbox Teaching training material for ECD teachers and primary school teachers on learning material for learners and on Know-how and ChildSteps app's.	Teachers/educarers have all learning and teaching material needed	327 Khomas: 16 Kavango East: 34 Kavango West: 51 Erongo: 51 Otjozondjupa: 175	44 Teachers and educarers in Khomas still need to be trained. Training planned for the next quarter.
2.2. Strengthen capacity of ECDs and primary facilities Boards/School management teams to plan for and prioritize early learning and school readiness improvement	Development plan developed for all ECD centres	156 development plans	148 Khomas: 12 Kavango East: 26 Kavango West: 15 Erongo: 39 Otjozondjupa: 56	All ECD centers have Development Plans, except in Khomas, 8 ECD centres still need to develop Development Plans.
2.3. ECD centres renovated with support from RFF	3.9. # of ECD centres renovated with support from RFF	156 centres	0	Renovations will commence in October 2021.

Objective 3: To ensure the department is fully functional and able to conduct department activities.

Activity	Indicator	Target	Results	Comment
3.2. Staffing, manage leave, discipline, warning, motivation.	Positive feedback from departmental staff on the management of the department	Staff in department are motivated	N/A	Weekly department planning meetings conducted in which staff can raise any concerns they may be faced with.
3.3. Sourcing, writing, discussions/meetings and presentations and submissions	# of funding proposals granted	1	N/A	RFF is in talks with BOTNAR for them to continue funding SRI into the sustainability phase.

2.3.1. Department Highlights, Challenges, and Mitigation Actions

Highlights

1. All collaboration agreements were signed between education institutions and LLCL to roll-out SRI
2. 4/5 regions held SRI orientation trainings, National stakeholders meeting held, 1 regional level stakeholder and parental sensitization meeting took place, Tablet updated for 2019 cohort facilities commenced in Khomas, and Kavango regions. Catch up sessions with facilities from previous 2019 & 2020 cohorts commenced in the same regions as well
3. Most facilities have established development as well as transition plans, 1 regional level meeting with Education Director and MGEPSW Chief Liaison Officer for advocacy purposes. Catch up sessions with facilities from previous cohorts were completed in the month of September

Challenges

1. June and July activities were affected by COVID-19 lockdown
2. Major delay from the supplier of educational material. Incomplete resource boxes mean delay in delivery to the ECDs and schools

Mitigation Actions

1. During lockdown period we resorted to doing 1on1 sessions with the facilities, one of the main activities that happened was the signing of collaboration agreements.

2.4. Resource Management, IT, Administration, Finance and Resource Mobilisation

The department is lead by the Finance manger and ensures that the organisation has the capacity to implement activities.

Goal:

Leverage on existing organisational, financial, human, technological resources and business initiative, to ensure organisational sustainability and enhanced implementation capacity

Objectives:

1. To ensure organization has sufficient funds to implement activities
2. To ensure the office functions efficiently, and effectively in line with policies and procedures of LLCL Namibia.

Reporting Period Progress:

Objective 1: To ensure organization has sufficient funds to implement activities				
Activity	Indicator	Target	Results	Comment
1.1. Conduct resource mobilisation through proposal development, submissions and diversified partnerships, whilst strengthening and existing and sourcing new partnerships	# of funding proposals granted	2	2	- FLON approved LLCL service provider proposal to provide call centre services from 08:00-00:00 from June to August 2021. - UNICEF approved PSEA program grant to be rolled out in Khomas, Hardap, Omusati, Omaheke, and Ohangwena from 2021-2023
1.2. Manage Resource Management as an income generation project, with products that meets standard of excellence and adhere so worthy customer relationship management, with an attractive promotional plan to drive increased business.	Increase in income generating activities	Monthly increase in income generating activities	No increase	Currently this is under the Employment Assistance Programme in the Counselling Department. No new institutions have been added to the programme during the reporting period.
1.3. Manage the LLCL Namibian Finances by ensuring financial sustainability, continuously seeking outside sources of revenue, balancing the budget, contracts and maintain profitability.	LL/CL financial resources managed ethically to maintain profitability	All resources maintained and managed ethically	- Regular of organisation and projects, - Regular department updated	- During the reporting period BfTW, and LLCL was audited. - Finance plans to commence monthly meetings with departments to provide feedback on budgets, approve monthly expenditure and any irregularities during the past month

			Finance internal meetings	
Objective 2: To ensure the office functions efficiently, and effectively in line with policies and procedures of LLCL Namibia				
Activity	Indicator	Target	Results	Comment
1.4. Efficient Organisational management	Records on LL/CL financial expenditure, and implementation progress	Financial expenditure and implementation recorded	Records off all project expenditures and implementation	Monthly cash forecasts are provided to finance with planned activities per project. Finances reviews these forecasts against expenditure at the end of every month. Projects are required to provide at least 3 quotations for activities and invoices.
1.5 Establish, strengthen, secure and ensure privacy of IT management with reliable infrastructure (wired, wireless, voice, data) and improved efficiency in business processes (administrative systems, automation) with increased web traffic.	Efficient IT system in place to ensure data and web security	Anti-virus and software updated monthly	- All staff have Anti-virus on laptops - Counselling cases recorded, stored and analysed on Halacom	- LLCL is currently making use of Kaspersky Endpoint Security for Windows. Anti-virus contract was extended during the reporting period and downloaded all staff laptops. - The call centre has transitioned from using Salesforce to now making use of Halacom for data entry, storage and analysis. Currently only M+E, IT, Counselling Manager and Counselling Centre Supervisor has access to data on the system.
1.6 Manage LLCL Namibia's Human capacity to ensure the	Staffing needs met as per the Labour Law and LL/CL policies	All staff needs met as per the Labour	Done	All staff are provided with HR Policy & Finance policy upon

organisation's workforce is capable of meeting current and future staffing needs.		Law and LL/CL policies		employment. All staff procedure are conducted within the Namibian Labour Law guidelines. • HR planning to have orientation on policies during the organisation planning meeting in November 2021.
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2.4.1. Department Highlights, Challenges, and Mitigation Actions

Highlights

1. Counselling Centre Database working well in terms of receiving calls and recording case's part from incomplete SMS system from Haloocom
2. LLCL is being backed up daily onsite
3. Several user Workstations LLCL website is updated replacement, they have reached the lifespan which is 4-5 years.
4. LLCL website is updated

Challenges

1. Counselling centre crashed on 18-19th August and SSD was replaced
2. M&E workstation very slow
3. Offsite Backup required

Mitigation Actions

1. Counselling database SSD was replaced
2. M&E PC RAM was upgraded

2.5. Research & Development, Monitoring & Evaluation, & Reporting

Under LLCL this department ensures strengthens the organisation by providing M+E support to the different initiatives in the departments, and conducting research authorised by the organisation. Through the department LLCL capacity for efficient project management and implementation is strengthened.

Goals:

Discovering and creating new knowledge about the industry and uncovering and enabling development of valuable new products, processes and services by documenting, preserving, supporting and designing programs with regular monitoring, evaluation, data capturing, analysis, recording and providing statistical guidance.

Objectives:

1. To support all LL/CL departments meet all their objectives as per project documents and thus assist in achieving the LL/CL overall goal

Annual Progress:

Objective 1: To support all LL/CL departments meet all their objectives as per project documents and thus assist in achieving the LL/CL overall goal				
Activity	Indicator	Annual Target	Results	Comment
1.1. Mainstreaming M&E into program design, review and implementation	All departments have a M+E Plan/Framework	3	3	- All departments have a M+E plan as part of their department logic framework and based on the organisation strategic plan, and projects under the department. - Revised and edited department frameworks in the strategic plan
1.2. Build staff capacity on M+E	LL/CL staff trained on M+E	2	5	All departments orientated on the newly developed organisation monthly reporting tool. Tool aligned with the organisation strategic plan and projects logic frameworks.
1.3. Statistical analysis and feedback	Quality data used to support evidence-based programming, decision making and, reporting	quality data is always used	Quality data used	- Data verification tools developed for BfTW during the reporting period. Gender department manager and BfTW orientated on tools. - Data verification visit conducted of BfTW in July - Monthly counselling data is cleaned and verified - SRI data monitored regularly

1.4. To build and maintain a statistical evidence base to support management decision-making	Data stored in a safe, ethical, and efficient means	Data recorded, captured, and stored in an ethical manner	Data recorded, captured and stored in an ethical manner monthly	- RFF and Counselling department have their own databases which is regular reviewed by M+E. - M+E to develop a database for BfTW in the next quarter with the support of the BfTW consultant
1.5. Conduct stakeholder and beneficiary research	# of research conducted in line with beneficiaries and stakeholder needs.	Research conducted as per stakeholders needs	1	Baseline study was conducted of the BfTW project in Khomas and Hardap region to track project progress, and due to project contract. A baseline report was developed and will be shared with donor with the submission of the bi-annual report.
1.6. Conduct advocacy and lobbying activities for M+E and data use	# of advocacy and lobbying activities conducted to promote M+E and data use	Regular advocacy to promote M+E and data use	LLCL Staff regularly reminded of the importance of M+E	SRI staff provided with a presentation on M+E during visit to Kavango East and West in preparation of the mid-term evaluation
1.7. Sourcing new products and services	New produced sourced to ensure effective M+E system (depend on funds)	N/A	N/A	Currently the systems used by the organisation is sufficient. PowerBi has been introduced as a new RFF data visualization tool, M+E will assess the system to determine if it would be a cost-efficient software for the organisation to invest in.

2.5.1. Department Highlights, Challenges, and Mitigation Actions

Highlights

1. MGEPSW Regional CLO's orientated on SRI
2. LL/CL M+E needs assessment conducted for each department
3. Gave an update of the SRI project at NIED
4. LL/CL monthly reporting tool developed for each department
5. Trained by UNICEF on PSEA, and sexual harassment
6. MGEPSW and MoEAC national level orientated on SRI
7. Bridge to School M+E tools developed to be used by SRI across Southern Africa
8. SRI midterm evaluation checklist developed for implementers, and teacher/educarers to evaluate their progress in SRI, thus preparing them for the evaluation
9. M+E supported the Education department with a visit to Kavango East and West to introduce the Bridge to School project and prepare stakeholders for the evaluation
10. EAP reporting tool developed
11. Supported Counselling department with the LGBTQI etiquette orientation
12. LLCL abstract for REPSSI chosen to be presented in October, which was developed by M+E
13. Review and edited the logic framework in organisation strategic plan
14. LLCL organisation reporting tool developed for all departments which is aligned with strategic plan and projects under department
15. Supported BfTW with the data verification conducted in Khomas region

Challenges

1. Timely reporting of monthly reports
2. Only 1 person in M+E thus difficulty is providing quality support to all departments

Mitigation Actions

1. Department managers to be encouraged to report timely. Access to calls received through Halacom system will assist in reporting on projects that require data from counselling centre.
2. M+E assistant to be employed and training appointed department staff on M+E for the department/project