

**Social Services Program**  
**Annual Report 2011**



**Registration : DSW/NWFP/2042, January, 20th 2003**

# **Social Services Program**

## **Annual Report 2011**

### **List of Contents**

About Social Services Program  
Page 3

Executive Summary  
Page 5

Establishment of CORE and Field officers  
Page 7

Activities - page 8

Adult Literacy Promotion, Memorandum of understanding with NCHD  
Page 8

Literacy for Health Initiative  
Page 9

Orphans Support Initiative- Distribution of Non Food Items  
Page 10

Detailed Livelihood Assessment (DLA) base line Survey  
Page 10

Establishment of a Legal Aid Centre at DI Khan  
Page 13

Global Partnership/Networking  
Page 14

Liaison, Coordination with other sister organizations  
Page 15

Staff Training  
Page 15

Rapid Need Assessments  
Page 15

Way Forward  
Page 18

SSP's Field Contacts  
Page 20

## **About Social Services Program**

Social Services Program (SSP) is a registered non-political, non-governmental and non-commercial/profit organization established in 2003 and registered with Social Welfare Department Khyber Pakhtunkhwa (KPK) under VSWA (Voluntary Social Welfare Agencies) Registration and Control Ordinance 1961 (XLVI of 1961) and under Government of Pakistan Kashmir Affairs and Northern Areas and States and Frontier Regions Division via notification bearing number F.5(15) AR-II/2003 (dated 19<sup>th</sup> April 2003).

SSP overall operations are supervised and guided by a 7 member's Board of Directors chaired by globally renowned Development and Public Health Specialist Dr. Waqar Ajmal. Under the close supervision and guidance of the BoD, a team of committed professionals is trying their level best to uplift and address the core issues faced by the most neglected and often deprived communities throughout KPK, ensuring their access to economic opportunities, quality education, improved environment, access to clean drinking water and improved sanitation facilities, access to primary health care facilities, gender equality and community empowerment through participatory development initiative.

SSP's primary focus is to improve the existing means of livelihood, introduce nontraditional cash crops, develop micro enterprise, propose market lead vocational trainings, improve the existing literacy rate etc. mobilize mass community through awareness campaigns, walks and seminar's etc. Reduce the mortality rate and create a hygienic environment is the prime goal of our Primary Health Care interventions.

Institutional building at the grass root level is one the core strength of "SSP", and Community Participation / ownership are our main keys of success. Social accountability, transparency and impartiality are the core values of SSP, thus

## Social Services Program Annual Report 2011

community owned and driven approach earned a very good name to SSP at the grass root level. It boosted our level of TRUST and CONFIDENCE with the target communities. SSP has established a network of local institutions and, under local management system, is building their capacities through different skills enhancement trainings at community levels. Most vulnerable and willing families are encouraged and motivated to come forward and play their due role in the overall development of their own area and thus it provides an opportunity to the most vulnerable ones to get benefit from different programmatic interventions.

### SSP's Approach

- ▶ Community Participation
- ▶ Impartiality
- ▶ Transparency
- ▶ Self Assessment
- ▶ Self Accountability





## **Executive Summary**

Since its inception back in 2003 and due to limited resources, SSP started with a few but focused relief activities with a primary focus on the rural areas of Peshawar and that of DI Khan and Tank. It took part in the relief operation after the earthquake 2005 in northern parts of Hazara Division (Balakot). During the Floods 2010, again SSSP played a visible role especially in DI Khan and Tank Districts of KPK. SSP field volunteers helped the INGOs and UN agencies, especially OCHA, in carrying their initial assessment for general food and NFI distribution.

Confidence building of communities is the most valuable asset of SSP, being an internal change agent SSP has a very good knowledge of the area's background, being fully familiar with the local traditions, customs and cultural norms, and is committed to adjust itself for the betterment of her target communities. Apart from NGOs personnel and staff, it has a core of both trained and untrained volunteers in the targeted villages. Between 2005 and 2010, SSP conducted "gender sensitization/awareness", established 150 formal institutions with a total membership of 2 250 in Peshawar, DI Khan and Tank, 300 community members received different trainings, 50 School management committees were revitalized with especial focus on classroom Mgt and adult literacy centers, 50 progressive farmers received a training in marketing. SSP also organized a polio awareness campaign in collaboration with health department and arranged free medical camps with the support of IKF (Imran Khan Foundation for the 2010 flood affected population. Moreover, SSP actively supports the government education for all campaigns and contributed to the enrollment efforts. SSP also provided uniforms, books, and other educational materials to 100 poor, orphans and needy students.

In March 2011 SSP moved its headquarters from Peshawar to Islamabad, due to security reasons and in order to enhance its access to coordination meetings and to donor agencies, mainly based in Islamabad as well.

SSP signed a Memorandum of Understanding on March 14<sup>th</sup> 2011 with NCHD for the establishment of 15 female adults literacy centers. On June 15<sup>th</sup>, SSP was entrusted by

## Social Services Program

### Annual Report 2011

FAO/WFP to carry out DLA (detailed livelihood assessment) survey from June 15<sup>th</sup> till July 20<sup>th</sup> in three districts of KPK, namely Tank, DI Khan and Shangla. The sincere efforts of SSP were highly appreciated by FAO and WFP as in light of the feedback they received directly from the respondents from the field (100 % accuracy).

On August 27<sup>th</sup> 2011, SSP proceeded to the distribution of non food items in a nearby town of DI Khan, District of KPK, on the occasion of eidul fitre.

September 10<sup>th</sup>, SSP established a LEGAL AID CENTER at DI Khan to ensure the timely provision of legal aid-support to the most vulnerable families, especially female headed households, and to females facing domestic violence (guidance in civil as well family case).

SSP represented Pakistan in an international consortium and have established very good links at the Islamabad level. SSP believes in the staff capacity building and within the limited resources sponsored a number of colleagues for different training courses.

## **Establishment of Core office and Field offices**

In March 2011, SSP transferred its headquarter from Peshawar to Islamabad in order to increase the scope of work and establish a better liaison with donors and UN agencies at the federal level. Since then SSP has established very good contacts with different Donors as well as INGOs, efforts that are expected to benefit the organization and its targeted areas in the long term.

The Head of Program along with the Finance manager together with the Human Resources Team are operating from the core office and senior manager operations looks after the KPK chapter with a small coordination office at Peshawar (Hayatabad). SSP has a fully operational field office at DI Khan from where field activities in Tank are also monitored. SSP has a full time Field Coordinator at DI Khan, beside these two field offices in KPK, and SSP has recently opened a field office at Umer Kot, Sindh, with a small presence consisting of one District focal person and a female education officer. SSP is represented by one field coordinator each in Tank and that in District Shangla of KPK.

## **Activities**

### **1. Literacy Promotion, Memorandum of understanding with NCHD**

- **Adult Literacy Initiatives**

Social Services Program Pakistan entered in an agreement with National Commission for Human Development (NCHD) on 14<sup>th</sup> March 2011 to support the ongoing literacy promotion efforts in three different districts of Khyber Pakhtunkhwa (KPK) namely Tank, DI Khan and Shangla.



Female Literacy coordinator

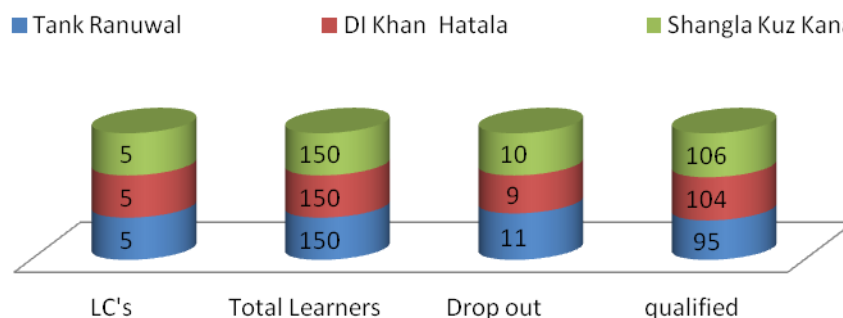


Literacy teachers training (Book – 1)

NCHD is providing literacy books and technical support while SSP PK is sponsoring the teachers salary. A total of 15 adult female literacy centers (5 in each District) were established (all females) and 450 adult females received literacy skills (150 in each union council). This six months program was completed on 30<sup>th</sup> September, 2011. The same program was implemented in union councils Hatala of DI Khan, Ranuwal of Tank District and Kuz Kana of District Shangla. 73% of the learners enrolled graduated-qualified and drop out ratio remained 6.67%.



**Table showing the details of Drop out-Qualified Learners**



### • Literacy for Health Initiatives (LFHI)

The most vulnerable group of our community, mothers and children, need preventive, primitive and curative aspects of the health care delivery system for disease prevention and its control. Women mainly living in the rural areas sometimes die or become seriously ill as a result of pregnancy delivery or after giving birth. The infant and maternal mortality complication of pregnancy and incidence of childhood diseases can also be reduced. Women becoming ill during pregnancy or in poor nutritional state are likely to give birth to babies who are low birth weight and these babies are more likely to die even before their first birthday.

Keeping in view the utmost importance of the PHC, SSP and NCHD jointly launched comprehensive LFHI (literacy for health initiatives) in the already established ALC's (adult literacy centers). It was a part of the regular literacy component, under this program literacy teachers were being trained and the main focus remained on the following thematic areas:

- i. Mother & Child health
- ii. Exercises and Nutrition during pregnancy
- iii. Water as a source of good health

## Social Services Program Annual Report 2011

A total of 450 females attended these sessions and pregnant women were encouraged to attend these sessions besides the non pregnant ones.

### 2. Orphans Support Initiatives

Under these initiatives, SSP from its own generated resources, prepared a package on the occasion of EIDUL FITRE that was distributed amongst the orphans and the most vulnerable families. A total of 150 families could benefit from it.



NFI Distribution on the occasion of Eidul Fitre at DI Khan

### 3. Detailed Livelihood Assessment (DLA) Base line Survey

To study the impact of assistance so far received by households, the current vulnerability / resilience of livelihoods, and the likely impacts of monsoon flooding in 2011 on recovery, Agriculture Cluster, Food Security working group and Nonfarm Livelihoods working group, with the prior approval of NDMA, decided to conduct a detailed livelihoods assessment in 28 flood affected district in the four provinces of Pakistan under the conduct of the leading agencies FAO and WFP.

Logistic support was provided by FAO and Social Services Program was entrusted to carry out the same important base line survey in the far flung and most sensitive districts of Khyber Pakhtunkhwa namely DI Khan, Tank and Shangla. SSP accepted this challenge and proved its worth. A total of 765 respondents were interviewed by the field teams in all the three districts; all the flood affected union councils were included in the survey.

## Social Services Program Annual Report 2011

SSP conducted 28 focal groups' discussions (14 on male side and 14 on female side). 177 female headed households were interviewed, 289 families with livestock, 295 casual labors, 134 land owners and 181 semi structured interviews were also conducted during the same exercise.



Focal Group Discussion on male side DIKhan



Females after FDG at DI Khan



Semi Structured interview with Female Headed Household, DIKhan - Female Staff of SSP at Shangla in a SSI (Semi Structure Interview)

The objectives of the survey were as follows:

1. To refine and where necessary refocus ongoing early recovery programs and projects by building on the gap analysis
2. The likely implications of renewed flooding in 2011 for on-going Early Recovery activities
3. Development of a common Early Recovery rural livelihood and food security baseline for the flood affected districts



## Social Services Program

### Annual Report 2011

**Up until now, there is no study in Pakistan for the livelihood sector which has generated reliable district and sub-district level estimates across the whole of the most affected area.** The questions were to determine how men and women have adapted their livelihood strategies in the aftermath of the floods (for example by switching from farming to wage labor) and what was the impact of exceptional coping strategies on the prospects for sustainable recovery, what has been the impact of on-going interventions and gaps on livelihoods? The study also answered some critical question like In the event of renewed flooding in 2011, what would be the likely impact on access to food and income? What coping strategies would be employed by whom? What would be the critical needs for support in order to restore livelihoods? What is the current level of indebtedness amongst different households, and what are the implications of this for recovery? And what is the baseline against which the impact of future programming and future shocks should be measured?



SSP female staff in a SSI at Shangla

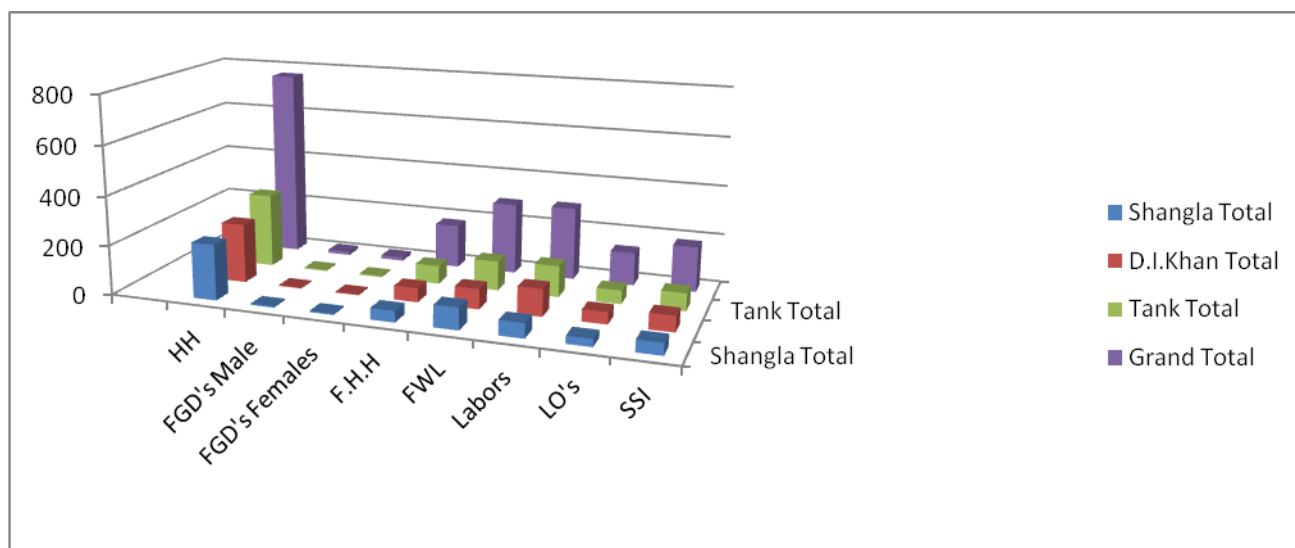


Semi structured interview at TANK.



Females FDG at Shangla (Walundar)

## Social Services Program Annual Report 2011



#### 4. Establishment of a Legal Aid Centre in DI Khan

To provide support and legal guidance to the vulnerable families especially to female headed house hold and widows in both family and civil cases, Social Services Program established a Legal Aid Center on 10<sup>th</sup> of September 2011. The same legal aid center is

**Table Showing the details of FDGs, interviews with different Stakeholders in Tank, DI Khan and Shangla**

S. #	District	HH	FGD's Male	FGD's Females	F.H.H	FWL	Labors	LO's	SSI
	<b>Shangla</b>	225	5	5	46	88	59	31	48
	<b>D.I.Khan</b>	240	4	4	57	82	110	48	64
	<b>Tank</b>	300	5	5	74	119	126	55	72
	<b>Grand Total</b>	<b>765</b>	<b>14</b>	<b>14</b>	<b>177</b>	<b>289</b>	<b>295</b>	<b>134</b>	<b>184</b>

being supervised by a ex session judge with two volunteers lawyers. Offices is provided by SSP and they rendered their services purely on volunteer basis, so far a total of 15 families has been supported and guided, out of which 6 were family cases, 9 were civil cases.

## **Global Partnership/Networking**

AYKAN-INVEST company (Uzbekistan) along with a Georgian consulting company participates in international tender for questionnaires conducting in six countries: Afghanistan, Georgia, Kazakhstan, Pakistan, Tajikistan, and Uzbekistan, Project title was 5182-01 TECHNICAL ASSISTANCE: CWRD 2011 Client survey Country project.

SSP was offered through SFL (Shelter for Life Afghanistan) to participate and represent Pakistan for the questionnaire conducting, fieldwork reports, advanced analysis, and strategic recommendations. The consortium do participated however could not win the same project. But this provided SSP an opportunity to establish global contacts with organizations with global reputations.

### **Net working and Linkages establishment,**

SSP believes in synergy, networking ,capacity building of local CSOs and linkages establishment, technical guidance and support in linkages establishment, in this regard SSP supported a local CSO (SAHARA), umbrella organization of the COs established by different development organization before and after the earth quake in the valley. They were introduced to the local social welfare department and now are a registered entity. Being having the Tehsil Head quarter Hospital at the sub divisional head quarter, the local communities of the valley don't have access to quality treatment and they used to take their patient to Abbottabad where the medical specialist charge Rs.800/patient and same goes for gynecologist. SAHARA with the financial support of a group of individuals established "Doctors Medical Centre" at Banna last Year in June and since then tills to date a medical specialist and a gynecologist visiting once in a week and are providing quality health services at a 50% discount rate. The poor patients are not charged and free medicines (samples) are provided to them. SSP played a leading role in establishing their linkage with doctors having good reputation and professional integrity. This small initiative created a very good ground for both SAHARA and SSP in the Valley. Since last year June, SSP and SAHARA are jointly operating in the valley and both the organizations are trying their best in creating awareness amongst the local communities with regards to social accountability, both organization has very exceptional acceptance in the far-flung pockets of Allai.

### **Liaison, Coordination with other sister organizations**

After the establishment of the core office in Islamabad, SSP has established very good contacts with other sister organizations, in general and particularly with donors and INGOs. SSP is a regular participant of the Food Security, Education, Health and WASH cluster at the national level, provincial and in some districts at the district level.



## **Staff Training**

SSP believes in the capacity building of its staff especially the core team. So far 14 staff members of SSP participated in the DLA training organized by FAO and in camp Mgt organized by UNHCR. SSP has very good relation with Red R and other training institutions-organization.



## **Rapid Need Assessments**

SSP believes in timely communication of information to the concerned quarters and as an integral part of its advocacy campaign, SSP usually conduct off and on Need assessments, rapid need assessment as and when required and do share it with all the relevant stakeholders including government for the timely provision of necessary supply and support and off course these reports are often used for resource mobilization as well. SSP carried a rapid need assessment in the three assigned union councils, and most severely damaged, namely: TALHI, NABISAR and SHER KHAN CHADIO in sub division of KUNRI of District UMAR KOT.

## **Back Ground**

The proposed district, Umer Kot, is declared by the provincial government as one of the most adversely affected district of the Sindh province (6th out of 23) and is the fifth most affected district of Sindh), with 2 869 villages hit, 191 327 houses damaged amongst which 133 153 fully destroyed. 17 334 cattle head perished (the second worst figure of the district) and 118 213 persons are now in different relief camps (situation on October 13th). Joint Rapid Need Assessment findings shows that Umer Kot is one of the most food unsecured district: recently, the affected population had a stock of food for only seven days. Total population of Umer Kot is 1.045 million, out of which 823 583 individuals have been affected by the recent floods. Umer Kot district is divided into 4 sub divisions, namely KUNRI, PITORO, SAMARO and UMAR KOT with a respective population of 150400, 108921, 117035 and 669 528. Almost the entire infrastructure has been either completely or partially damaged by the floods.

## **Approach**

On the recommendation of district Coordination officer Umar Kot and of Focal Person for relief operation Mr. Asif Khan Solangi, Social Services Program carried out a rapid need assessment in the three assigned union councils, and most severely damaged,

## Social Services Program Annual Report 2011

namely: TALHI, NABISAR and SHER KHAN CHADIO in sub division of KUNRI of District UMAR KOT. Due to the urgency time constrain, it was agreed upon that SSP should conduct a Focal Group Discussions at the UC level and ensure the attendance/participation of all the relevant stakeholders.



### Situation Analysis

On October 13<sup>th</sup>, the district focal person of SSP Umar Kot, MR. ROSHAN, a local development worker, along with Mr Liaqat Ali (Facilitator), in consultation with the local influential's, arranged three formal community meetings/focal group discussions in: village RAMOR, UC NABISAR (201 HHs), village HANGHRO, UC Sher Khan Chadio (252 HHs), and village JAFAR KHAN CHADIO, UC TAHLI (150 HHs).

The attendance to the focal group discussion/formal community meetings was respectively 45, 30 and 39.

In village Ramor, Nabisar UC, Meghwar and Khumhar tribes are the majority, and interestingly, in the same village 120 families belong to minorities (Hindo's and Christians). Village Ramor is located 85 km away from the district headquarter and it took two hours to SSP field staff to reach there by car.

## Social Services Program

### Annual Report 2011

During the open discussion it came to surface that distribution is made on a purely political basis and in some areas on religious grounds. It was observed that 70% of the kacha houses are completely destroyed in the same village. The same percentage was much higher (90%) in Hanghro village of Sher Khan Chadio UC, while it was witnessed 100% in Village Jafar Khan of Tahli UC.

Local communities are strictly observing parda. Children in these villages were in complete trauma and no one is looking after them. In Jafar Khan Village the local communities are bringing drinking water from 12 km away from the town which cost them Rs.25-50 per 10 liter and was the burning need of the local population. The overall response is extremely poor and local communities only received food ration from WFP through a local NGO, beside this, UNHCR through HANDS distributed tents in the area.

There is a big gap between what the authorities say and what the local communities confirm. Two third of the populations is looking for shelter, drinking water, something for their thermal protection and kitchen sets. The locals of Jafar Khan shared with SSP Team that they lost 50% of their livestock due the lack of fodder and different diseases. In Village Hanghro, only 20 families are living in their houses. The rest of the population is living on the roadsides, totally exposed to harsh weather without having sufficient shelter. Furthermore, in this village, 70% of the houses are completely damaged and 30% partially.

During the Focal group discussion the following burning needs came to surface:

- 1- Food
- 2- Safe Drinking Water, Hand Pumps
- 3- Provision of tents, blankets, warm clothes for children
- 4- Provision of agriculture inputs and goats
- 5- Mobile Health Services, Hygiene promotion
- 6- Cash Grants for small business
- 7- Roads, irrigation channel rehabilitation

## **Social Services Program**

### **Annual Report 2011**

The community strongly demanded the provision of food items as they exhausted their stock.

Safe drinking water, support in the construction of their destroyed houses, cash grants for micro enterprise development, provision of agriculture inputs, road, irrigation channels rehabilitation, tents, blankets and warm clothes for the children.

## Social Services Program

### Annual Report 2011

#### Way forward

SSP intends to:

- Establish well equipped hospitals including all the specialties e.g. advance Laboratory, X-Ray, Ultrasound, O.T. etc. in the remotest rural areas of KPK.
- Set-up a network of model schools in collaboration with private sector in the far flung and remote rural areas of KPK.
- Launch on self help basis for the most vulnerable families, Livelihood Support Program (under this program, different package like Ramzan and Qurbani packages will be introduced).
- Launch special programs for orphan and widows, and female headed households will also be started with the help of other INGO's and local philanthropists.
- Start micro enterprise development program, provision of interest free loans to small farmers and organization of market lead vocational trainings etc.
- Provide Scholarship's to the most deserving and needy students especially orphans and outstanding performers.
- Establish/Construct "Well faire/Care Centers" for women and children's in rural areas.
- Establish **Warehouses**, with voluntary contributions in kind, including clothing, edibles, medicine... These warehouses will be kept ready round the clock with provision of NFIs, bedding, blankets, baby milk powder, utensils, etc., to move into action immediately in times of emergencies. These warehouses will deliver items to refugee camps, at the site of any natural calamity, riots, fires and accidents, etc. Through these warehouses regular supplies would be provided to refugees from all over the country and abroad.
- A Free **Ambulance service** will also be provided in a state of readiness to meet any emergency in the shortest possible time to the needy anywhere in the Province.



## Social Services Program

### Annual Report 2011

- **Blood Bank** will be established in the far flung areas of KPK, having proper facilities for storing and screening blood, from where hundreds of pints of screened blood would be regularly dispensed to the hospitals.

- **Orphans Support Program**

Following services will be provided by SSP to Orphans:

Food supplies, Medical Facilities, Gifts (on Eid), Distribution of books, uniforms and scholarships

Provision of recreation items (sports kits etc.)

- **Rural Welfare Centers:** These centers will be established on communal/donated property to organize medical and other aids to the rural areas of Khyber Pakhtun Khwa (KPK).

## **SSP's Field Contacts**

### **Islamabad,**

Shafiq Ur Rehman Yusufzai

Head of Programs

House # 1041, Street 45-A, E-11/3 Police Foundation Islamabad

### **Provincial Focal Person for KPK**

Mr Khurram Javed Gandapur

Senior Manager Operation

Cell # 0300 8591112

Email: [mkhurramj@hotmail.com](mailto:mkhurramj@hotmail.com)

### **Field Office DI Khan**

Farkhanda Khan

Field Coordinator

House # 1, opposite old city campus Gomel University DI Khan

Cell # 03339961286

Email: [farkhanda.dikhan@gmail.com](mailto:farkhanda.dikhan@gmail.com)

### **Tank Focal Person**

Mr Mohammad Shahid Nawaz

Cell # 0315-9604789

Email: [mshahidnawaz9@hotmail.com](mailto:mshahidnawaz9@hotmail.com)

### **Battagram-Allai Focal Person**

Amir Tawab Khan

SSP\_SAHARA office,

Opposite Insaf Pharmacy Karag Bazar Allai

Cell # 0308- 8122393

Email: [amircare@gmail.com](mailto:amircare@gmail.com)

### **Umer Kot (Sindh)**

Roshan Khan

District Focal person

Faqeer market, Opposite Banares decoration Umer Kot Sindh

Cell# 0334 2165106

Email: [roshan\\_rashna@yahoo.com](mailto:roshan_rashna@yahoo.com)

URL: [www.ssppakistan.org](http://www.ssppakistan.org)