

# Emergency Plan of Action Final Report

## South Africa: Storm Surge

<b>DREF operation</b>	<b>Operation n°</b> MDRZA007
<b>Date of Issue:</b> 15 December 2017	<b>Glide number:</b>
<b>Date of disaster:</b> 7 June 2017	
<b>Operation start date:</b> 21 June 2017	<b>Operation end date:</b> 20 September 2017
<b>Host National Society:</b> South Africa Red Cross Society	<b>Operation budget:</b> CHF 140,855
<b>Number of people affected:</b> 6918 people	<b>Number of people assisted:</b> 2500 beneficiaries
<b>National Societies involved in the operation:</b> The South African Red Cross Society (SARCS) covers 9 Provinces in South Africa in its auxiliary role to public authorities. It has approximately 1,500 staff members across Provinces and Branches, and approximately 5,000 volunteers across South Africa. Volunteers at Branch level are trained in various levels of Disaster Management, Health and Care, Youth Development, Restoring Family Links (RFL), Youth Development and Gender-Based violence (GBV).	
<b>N° of other partner organizations involved in the operation:</b> Eden District Municipality, IEC, Islamic Relief, South African Defense Force, Emergency Medical Services, Fire services, other NGO's	

## A. SITUATION ANALYSIS

### Description of the disaster

The Western Cape Province of South Africa experienced storms which affected Cape Town and surrounding areas. An intense cold front affected the Western Cape from the 7th to the 8th of June 2017. Very high and rough sea conditions persisted the entire coastline where the South Africa's west and south-west coast experienced the brunt of the damaging wave conditions. Along with the extreme wind and wave conditions, heavy rainfall and flash flooding occurred in the Cape Town areas as rain spread over the eastern parts of the Western Cape and central Northern Cape with only isolated showers in the south coastal areas. From the 5<sup>th</sup> of July 2017 the South African Weather Services issued an alert of the impending intense cold front with potential for rough seas, heavy rainfall storm surges, snow falls, flash floods in West and South West of Cape Coast. Upon receiving this alert the SARCS immediately activated response tools in readiness to provide assistance to potential victims in Cape Town. The various organs for response also started activating preparedness for responses measures including the safety measures through various social media platforms. On the 7<sup>th</sup> of July the predicted storm sages and wind gusts with speeds of 100km/ph ravaged Cape Town and other coastal areas causing damages to infrastructure, falling trees and eight (8) fatalities.

As the fierce storm took hold in the Cape Town area, large parts of Knysna, Brenton-on-Sea, Buffalo Bay and surrounds, and parts of Plettenberg Bay, went up in flames. The fires started as a result of strong gale force winds which resulted from the storms and an electrical spark. The severity of the situation became apparent when fire fighters despite all

efforts could not extinguish the fires and by then 26 fires were identified in residential areas in and around Knysna. The fires affected infrastructure in Knysna and communication systems. The water supply to the town was completely severed as the fire department required all the water to fight the 26 fires. Electricity in the towns were cut to guard against further electrical fires. The gale force winds however proved to be challenging and the fires raged on and re-sparked small fires that were previously dealt with. A call went out from the Eden District Disaster Management for help from other Municipalities and volunteer fire fighters. Over 1,000 firefighters were engaged and eventually they brought the fires under control. Undeclared number people were evacuated, and nine people died due to the fires. Residents were evacuated to 13 halls and churches for their safety. Households especially those who lived in informal settlements lost their property to the fire making their situation dire.

As the magnitude of this fire emergency was exacerbated, the Government of South Africa declared a state of national disaster and subsequently launched a Domestic and International Appeal for Humanitarian Assistance. The SA Government estimated that approximately 300 million was required to address emergency, medium, and long-term needs associated with the fire emergency. Some of the funding has been received and the Government and various partners have started delivery of services to affected areas. SARCS along with the Government, NGO's and Partners have also received funding from the various sources to cover the remaining humanitarian gaps.

Sequel to this impact, the SARCS with support from IFRC launched a DREF for CHF 140,855 on 19 June 2017 to support the NS to do a detailed needs assessment, replenish relief supplies to the affected population used by SARCS (NS).

The major donors and partners of the DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Canada, Denmark, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Spain, Sweden and the USA, as well as DG ECHO, the UK Department for International Development (DFID), AECID, the Medtronic and Zurich Foundations and other corporate and private donors. On behalf of the South Africa Red Cross Society (SARCS), the IFRC extends its gratitude to all partners for their generous contributions.

## Summary of response

### Overview of Host National Society

The South African Red Cross Society upon receiving alert of the fires that were raging in the Eden District Municipality by its branch situated in the Knysna area on Tuesday, 7th June 2017, immediately deployed staff and volunteers to assist the affected communities through distribution of prepositioned relief materials in a multi-sectoral and inter-agency response niche systems. This strategy provided the most needed first aid services in the evacuation and hot meal services to the affected community. In terms of support the NS was able to provide the following assistance to the affected communities:

District	Number of Households	Number of blankets	Number of Hygiene/Vanity packs	Number of Baby Packs
Hornlee	100	400	0	30
Ward 6	63	250	250	40
Ward 7	63	250	250	50
Ward 8	125	500	350	120
Blade Square	50	200	0	20
Middelarf	75	300	0	0

Buffala Bay	87	350	0	10
Springveld	63	250	150	30
<b>Total</b>	<b>626</b>	<b>2500</b>	<b>1000</b>	<b>300</b>

Upon approval of the DREF, the NS rolled out the emergency response mechanisms which had been set in motion in June. Provincial level teams and National DM Manager were deployed to carry out further detailed needs assessment in order to establish a comprehensive picture of the emergency situation and the needs of the affected populations. Joint assessments were in some districts carried out with other Civil Protection Societies (CPS) members to promote coordination and increase efficiency, transparency and beneficiary accountability of all agencies inclusive of civil societies planning interventions in the affected areas. The findings proved not to be too far from the projections on the initial rapid assessments in terms of the scale and geographic coverage of the affected area. The detailed assessments also generated more in-depth information on the target beneficiaries including the list of names which aided significantly in the relief distribution which followed the conclusion of the procurement processes. All of the procurements were done locally and for expediency and relevance to the local contextual realities. The table below highlights the participants of the detailed assessments:

**Table 1. Household participants in the assessment**

Affected Location	6-18M	6-18F	19-59M	19-59 F	> 60 M	>60F
Nekkies	1	4	9	11	16	10
White Location	0	2	45	52	61	41
Springfield	0	0	11	3	18	22
Brenton on Sea	0	1	12	10	10	16
Bracken Hill	0	0	3	6	2	5
Middelarf	0	1	3	4	0	2
Reenendal Loc	1	0	1	3	1	3
Greenfield	0	0	2	1	0	0
Buffels Bay	0	0	1	2	0	1
Karatara	0	0	4	9	3	6
Total by age group	10		192		217	
Grand Total	419					

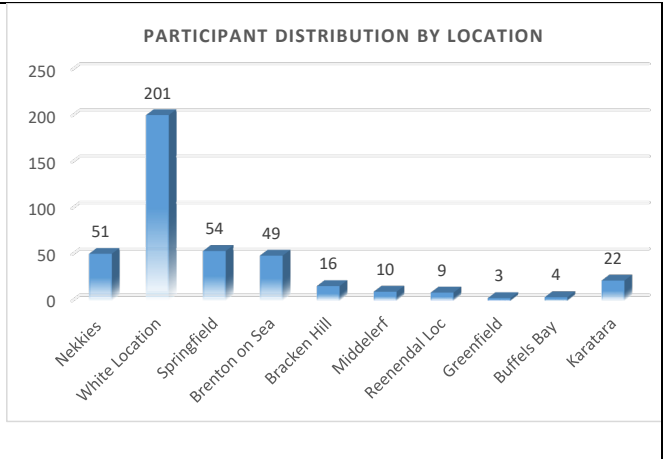


Table content from Detailed Needs Assessment

### Overview of Red Cross Red Crescent Movement in country

The International Federation of Red Cross and Red Crescent assisted with the DREF. Furthermore, the IFRC supported SARCS in coordinating the efforts via the National DM Manager. The Manager liaised with the South African Red Cross Society CEO, external coordinators, partners, staff and volunteers. The scope of the operation was defined base on the magnitude of needs identified in the field.

### Overview of non-RCRC actors in country

As auxiliary to Government, SARCS maintains a strong relationship or collaboration with National Disaster Management Committee, Provincial and Municipal authorities. SARCS participates in JOC meetings on national and provincial level on a daily basis. Other players were also key in the response to the humanitarian needs on the ground as highlighted by the table below:

Table 2. List of stakeholders involved

Agency	Sector	Response activities
Islamic Relief	NFIs	Distribution of blankets
Ministry of Disaster Management	Shelter	Temporary shelter
Ministry of Health	WASH	Education and dissemination of water supply
Grand West Casino	WASH	Bottled water
Fruit & Veg Donated	Food	Provision of nutritious food for children
Land Rover	NFIs	Clothes
Be-Safe SA	WASH	Masks

Table 3. Access to water

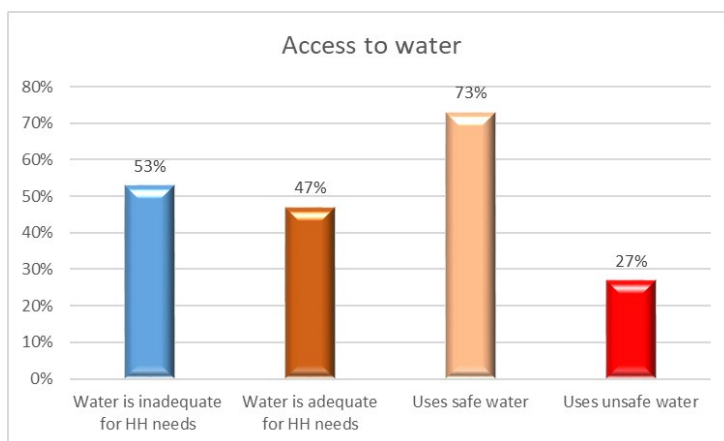


Table content from Detailed Needs Assessment

Table 4: Number of mentions of lost possession by type

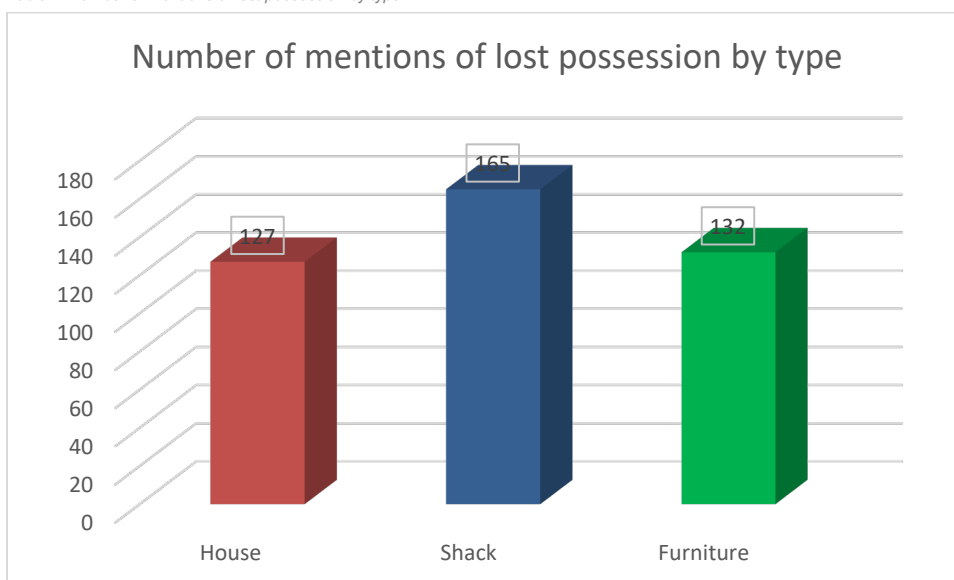


Table content from Detailed Needs Assessment

## Needs analysis and scenario planning

The detailed Needs Assessment determined that livelihoods, shelter, water, sanitation and hygiene (WASH), and infrastructure rehabilitation were the priority areas for intervention. The independent assessment results gathered by the SARCS provincial teams in 10 affected districts managed to inform on the extent of the impacts and nature of the needs as presented.

As the affected population had to relocate to safer areas, relief items for personal hygiene were mentioned by beneficiaries as needed. Many of the households lost their properties or it was damaged or burned down completely, therefore emergency household NFIs and basic emergency shelter materials were identified as most needed. The shelter support provided by the RC helped protect the affected from climatic, biological and environmental elements significantly which contributes to lowering morbidity rates from diseases, especially acute respiratory infections.

## Risk Analysis

The major risk that was faced by the NS during the operation was the fire that was raging in the targeted areas. In the initial days of the response most of the areas were not accessible as the fires were close to the roads posing a risk to the staff and volunteers. The NS had to wait until the fire was put under control for it to move in and support the affected households.

## B. OPERATIONAL STRATEGY

The overall objective of the operation was to ensure that the immediate needs of 2500 beneficiaries of the affected individuals were met through the provision of essential emergency relief assistance and proper assessments of their needs.

## Proposed strategy

The DREF operation was implemented in a period of 3 months and it sought to fulfil the overall objective through the deployment of SARCS volunteers to support the affected communities, distribution and replenishment of relief materials. This was achieved through the following:

- 1. Continuous and detailed assessment and analysis is used to inform programme design and implementation:** The National society conducted detailed assessments in the affected districts which were used to inform the needs on the ground. The assessments also helped inform beneficiary targeting which ensured that the right people received support. A total number of 150 Volunteers were mobilized and trained on how to conduct the detailed assessments and these were key in the data collection.
- 2. The affected families have immediate access to non-food items to address their immediate needs:** Through the support of the DREF the NS was able to replenish 6700 blankets. However, we did only distribute ±2500 of the stock and the balance redistributed into the different Province for Disaster Readiness. A total number of 5,755 hygiene packs were procured and only 1,000 was delivered and distributed to the affected population. The NS also procured 945 baby packs and distributed 300 of it to Knysna.

Item	Procured	Distributed in Knysna	Provinces	Western Cape
Baby Packs	945	300	None	645
Blankets	6700	2500	4200	None
Hygiene Packs	5755	1000	3000	1755
Relief items left has been stored for disaster preparedness.				

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 2500

Male:

Female:

**Outcome 2: The affected families have immediate access to non-food items to address their immediate needs**

**Output 2: Basic needs – NFI assistance for livelihoods security provided including food is provided to the most affected communities**

Indicators:	Target	Actual
• Replenishment and distribution of 6,700 blankets	6700	2500
• Procure and distribute 5,755 hygiene packs for women,	5755	1000
• Procure and distribute 945 baby packs distributed.	945	300
• Set up RFL services in all affected areas		Done

### Narrative description of achievements

The National Society managed to procure NFIs which included 6700 blankets which were mainly for replenishment of blankets that were distributed during the initial response to the storm surge. A total number of 5,755 hygiene packs were also procured to support women who had been displaced during the floods. This was to ensure that women`s sanitary needs were met during the difficult time and to promote dignity of the women. A total number of 945 hygiene packs were also procured and distributed to support those family who had babies. However, the actual distribution of items where not delivered; we managed to distribute the following Blankets 2500, Vanity 1000 and 300 baby pack; the balance was stored and distributed to various Province as Disaster Preparedness stock. This was a decision taken by the National Disaster Manger, without my involvement or consultation regarding the access of stock. Delivery was scheduled and halted at the last moment; this was done without proper reasoning our clarity.

The National society also managed to put in place tracing system to support the families who had been separated from their loved ones during the crisis. The Tracing services was set up at the Local shopping malls and it made use of the local newspapers to inform families and this saved as a platform to ensure families are reunited. Initially people were displaced to temporary safe places upon evacuation, but most returned into their neighborhood where they rented alternative accommodation or stayed with friends or relatives. According to the municipality records 30 persons moved out completely from original locations. Only 29% of mentioned family separations cases occurred as the affected families had to relocate some of the family members to other areas to live with friends and relatives as a coping strategy following the emergency.

We had an information table placed at a shopping center where members of the community can track and trace family member who was relocated from high risk areas to temporary shelters. We have successfully connected an elderly woman with her family who could not get hold of her. We were part of the meeting where a Mobile Service provider relayed that they will strengthen the mobile towers to maintain connectivity. We then purchased airtime to connect to the specific network and distributed it among the coordinators and volunteers. This activity was short lived as we discovered that there is already a functional method on Social Media that was organized by local community members.

We decided to cancel the table and assisted with the social media page. We then referred people to the page and asked for regular update and if assistance was needed. We later assisted with the local municipality who took the page over and formulated a survey monkey which they used as an assessment tool for service delivery.

### Challenges

The National society faced challenges during the procurement process especially due to the lack of knowledge of the IFRC standards. This meant that implementation was a bit delayed with some major procurements being done a few weeks before the DREF closed as the NS had to learn and follow the IFRC procurement process. We have not had formal training in the Procurements Procedures and struggled to comprehend how it fitted in with the program, DREF management. We also have not had the knowledge how to structure a BID procedure. There was a strong handed management done within the operation/implementation of the activities, this was done through decisions taken without deliberation and reasoning. The Disaster Management Officer/Operational person was not allowed to distribute the full consignment of items for delivery. Request was done for Federations Field Office support and communication was not forth coming. The original application of the DREF was done with local chapter volunteers and staff with indigenouness knowledge of the area but was disregarded and multiple versions of the application was in circulation and when the final approved DREF was published, it was far greater in amount and additional operations was added without explanations.

### Lessons Learned

There is need for the IFRC to provide training with regards to the procurement processes and expected standards so that NS are able to follow them and avoid delays in implementation.

## International Disaster Response

**Outcome 1: Continuous and detailed assessment and analysis is used to inform programme design and implementation**

**Output 1: detailed needs assessments are conducted in consultation with beneficiaries and authorities**

Indicators:	Target	Actual
<ul style="list-style-type: none"> <li>Mobilise National Society staff and volunteers in various locations across Knysna for detailed needs assessment to address immediate risk, damages and potential needs</li> </ul>	150	150
<ul style="list-style-type: none"> <li>Mobilisation of transportation and communication for staff and volunteers deploying to areas that are likely to be affected,</li> </ul>		Done
<ul style="list-style-type: none"> <li>7 Staff Member</li> </ul>	3 Local 4 Provincial Staff	3 Local 4 Provincial Staff

### Narrative description of achievements

The National society managed to engage a total number of 150 volunteers who were actively involved during the operation. Of the volunteers 45 were engaged to assist in the data collection processes of the detailed assessments. Multi sectoral detailed assessments were conducted in 10 affected districts to inform on the extent of the impacts and nature of the needs. These assessments managed to identify further additional needs that were not anticipated in the original EPOA budget and narrative such as more blankets, clothes, mosquito nets, kitchen utensils, squatting plates for latrines. Monitoring visits were also conducted for quality, technical support to the implementing branches. The NS also managed to conduct a Multi-sectorial lesson learnt workshop to provide hindsight that improves future response operations. The volunteers base where trained First Responders and Data Capturing to further the capacity of the Branch. The broader community where involved with decision making, regarding impact of the fires on their livelihood. The Volunteers submitted under management and could see the result of training and comprehension. The Branch is left with capable volunteers that is equip and empowered. The capacity within the branch grew drastically under the pressure to support the most vulnerable, the plateau set was pushed higher and proven. This was confirmed by the result of the Detailed Needs Assessment and the report on service deliver.

### Challenges

The NS faced budgetary constraints mainly due to the fact that the costs of assessments were higher than anticipated as the assessment was conducted in 10 districts as opposed to the six earlier forecasted. The lack of knowledge and training added prolonged assessment.

#### **Lessons Learned**

Coordination is key especially in times of disasters. The NS was able to conduct assessments with other departments in the government as well as other concerned stakeholders. This resulted in a detailed report which largely informed the necessary response to the affected communities. The coordination was also extended to the lessons learnt workshop which traditionally was only for the SARCS staff. This is a useful move which helped in mapping the strength of each stakeholder and this will indeed inform future coordinated responses.

During the assessments it was noted that there is a great need to invest in educating the communities on how to be prepared so that they respond effectively to fire disasters. There is thus a need to strengthen response preparedness activities such as fire response simulations which involve all the stakeholders. This will help future and coordinated response in the future.

## **D. THE BUDGET**

The overall budget for this DREF operation was CHF 140,855 of which CHF 53,318 (37.85%) were spent. A balance of CHF 87,537 will be returned to the DREF.

#### **Explanation of variances in financial report**

- Computer and telecoms budget line was overspent by CHF 212 as it was not budgeted during planning.
- Office cost budget line underspent by CHF 4,972 (90,5%) as office costs were over budgeted.
- Communications budget line: underspent by CHF 1,150 (93,8%) as communications costs were over budgeted.
- Financial charges budget line was overspent by CHF 540 (125,6%) due to the increased bank charges incurred during transactions as the funds had to be transferred to the province from the HQ (not budgeted). The currency revaluations also contributed to an increase in the financial charges.
- Other general expenses was overspent by CHF 448 because no budget was allocated at planning stage.



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## Contact information

**For further information specifically related to this operation please contact:**

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## How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

[www.ifrc.org](http://www.ifrc.org)

Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

## Disaster Response Financial Report

## MDRZA007 - South Africa - Storm Surge

Timeframe: 19 Jun 17 to 19 Sep 17

Appeal Launch Date: 19 Jun 17

Final Report

## Selected Parameters

Reporting Timeframe	2017/6-2018/12	Programme	MDRZA007
Budget Timeframe	2017/6-2017/9	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>		140,855				140,855	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>		133,384				133,384	
<b>C4. Other Income</b>		133,384				133,384	
<b>C. Total Income = SUM(C1..C4)</b>		133,384				133,384	
<b>D. Total Funding = B + C</b>		133,384				133,384	

\* Funding source data based on information provided by the donor

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>		133,384				133,384	
<b>E. Expenditure</b>		-53,318				-53,318	
<b>F. Closing Balance = (B + C + E)</b>		80,066				80,066	

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## MDRZA007 - South Africa - Storm Surge

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Budget Timeframe	2017/6-2017/9	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>140,855</b>			<b>140,855</b>		
<b>Relief items, Construction, Supplies</b>								
Clothing & Textiles	52,126		44,137			44,137	7,989	
Water, Sanitation & Hygiene	30,759						30,759	
<b>Total Relief items, Construction, Sup</b>	<b>82,885</b>		<b>44,137</b>			<b>44,137</b>	<b>38,748</b>	
<b>Land, vehicles &amp; equipment</b>								
Computers & Telecom			-212			-212	212	
<b>Total Land, vehicles &amp; equipment</b>			<b>-212</b>			<b>-212</b>	<b>212</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	2,754						2,754	
Transport & Vehicles Costs	3,265		192			192	3,073	
Logistics Services	306						306	
<b>Total Logistics, Transport &amp; Storage</b>	<b>6,325</b>		<b>192</b>			<b>192</b>	<b>6,134</b>	
<b>Personnel</b>								
National Society Staff	21,616		9,222			9,222	12,394	
Volunteers	13,077						13,077	
<b>Total Personnel</b>	<b>34,693</b>		<b>9,222</b>			<b>9,222</b>	<b>25,471</b>	
<b>General Expenditure</b>								
Travel	1,205		-5,290			-5,290	6,495	
Office Costs	5,496		524			524	4,972	
Communications	1,225		75			75	1,150	
Financial Charges	429		968			968	-540	
Other General Expenses			448			448	-448	
<b>Total General Expenditure</b>	<b>8,355</b>		<b>-3,275</b>			<b>-3,275</b>	<b>11,630</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	8,597		3,254			3,254	5,343	
<b>Total Indirect Costs</b>	<b>8,597</b>		<b>3,254</b>			<b>3,254</b>	<b>5,343</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>140,855</b>		<b>53,318</b>			<b>53,318</b>	<b>87,537</b>	
<b>VARIANCE (C - D)</b>			<b>87,537</b>			<b>87,537</b>		