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Emergency Plan of Action (EPoA)

South Africa: Civil Unrest

 International Federation
of Red Cross and Red Crescent Societies

DREF no. MDRZA008	Glide n° OT-2019-000115-ZAF
Date of issue: 24 September 2019	Expected timeframe: 2 months Expected end date: 24 November 2019
Category allocated to the of the disaster or crisis: Yellow	
DREF allocated: CHF 203,273	
Total number of people affected: 2,037 people	Number of people to be assisted: 2,037 people (769 households)¹
Host National Society presence: South Africa Red Cross Society has an estimated 5,000 volunteers and more than 200 staff members across its 33 branches throughout the country. At least 55 volunteers and about 13 staff are actively supporting this operation.	
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of the Red Cross. Movement partners in country also include the International Committee of the Red Cross (ICRC) and the Belgian Red Cross.	
Other partner organizations actively involved in the operation: Government, Doctors Without Borders, International Organization for Migration (IOM) and Anglican Church.	

A. Situation analysis

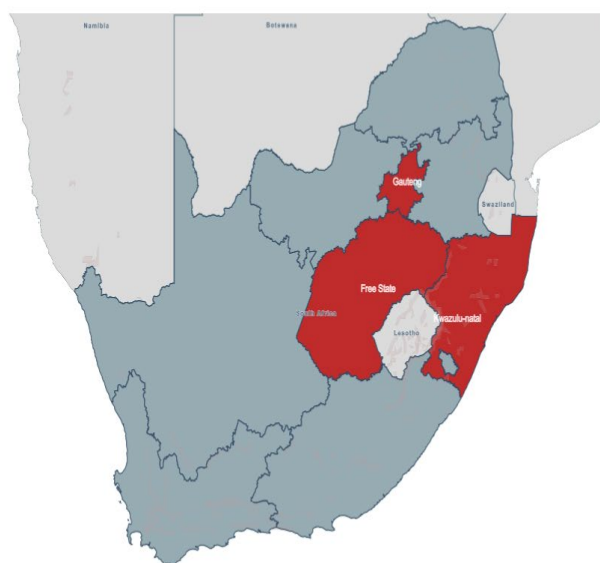
Description of the disaster

Since the first week of September 2019, protests and violent attacks have been taking place in the capital city and other parts of South Africa which led to injuries and loss of twelve lives. The violent attacks on migrants and looting of their shops have continued in other parts of the country with incidents reported in Mpumalanga and Bloemfontein on 11 and 12 September 2019. After these different incidents, affected families had to seek shelter in evacuation centres.

Continuous increase in xenophobic attacks and anti-migrant sentiments in South Africa have prevailed over the last decade (starting in 2008) escalating in several at scale incidents of violent attacks on predominantly African migrants in urban areas. The reason for this is found in the growing discontent of economic opportunities for South African nationals in low income areas and an increase in number of African migrants especially from surrounding frontlines states with traditional labour migration ties to the South African low skilled labour industries.

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Civil Unrest
September 16, 2019



Map of South Africa, indicating affected provinces ©IFRC Go Platform

¹ An average of three (3) people per household within the migrant communities.

Surrounding countries facing natural disasters, food insecurities and political instability have generated a continuous arrival of migrants and in addition, South Africa has been a destination since the end of Apartheid for migrants and refugees from East, Horn, Central and to a lesser extent West Africa.

The new waves of anti-migrant protest and xenophobic attacks recently were spurred by social protests against primarily Nigerian, Somali, Ethiopia and Zimbabwean migrants which then escalated into a widespread violence at migrants' hostels, migrant-owned business and homes.

These social protests involved in some cases a high degree of violence, including attacks to public buildings and private companies. Police are deployed in key locations to try to control the situation. Many buildings and shops belonging to foreign nationals have been burnt down and looted. A few supermarkets open for a few hours per day as there is big concerns about the evolution of the situation. Some schools are closed for children safety. Many key streets of the capital and other cities have been blocked, and this has had an impact in terms of access by the population to basic services and goods.

Specifically, the violence erupted in Richards Bay in Kwa Zulu Natal (KZN) Province on 1 September 2019 when foreign nationals (150 households) were attacked, assaulted, goods looted from their shops and their barbershops were burned to ashes. The affected people were evacuated to police station, in an area that is controlled and monitored by the South African Police.

Subsequent to the violence in KZN, Gauteng province (GP) namely Johannesburg, Germiston and Pretoria started experiencing escalating violence directed at migrants. Due to the violence in Pretoria's Central Business District (CBD) on 2 September 2019, 20 shacks were burnt down leaving a total of 169 people destitute. This group consists of: 40 children, of which 6 are under two years of age (four of whom have lost all their school gear and books); 23 females, some of whom have lost their passports, some others lost their documentation including clinic cards; 106 males, of which three are blind, some of these men lost all their documents including asylum documents and passports.

In addition, about 588 adults (Mozambicans, Zimbabweans, South Africans, Lesotho, Ghanaians and Malawians) and 277 children in Germiston were affected by the violent incident.

In Johannesburg, a group of hostel residents who are South African citizens started attacking migrants and looted their businesses. The Jeppe town was declared a no-go zone as it was a high-risk area in Johannesburg. Protesters from various hostels in eastern Johannesburg continued marching along Jules Street, carrying weapons singing and demanding that migrants must go back to their countries. More than 100 migrants were affected by the protesting incidents in Johannesburg. In addition, more than 10 people lost their lives as the result of the violent incident that took place in the country. The violent attacks on migrants and looting of their shops have continued in other parts of the country with incidents reported in Mpumalanga and Bloemfontein on 11 and 12 September 2019. Since these events, due to the fear for their safety, many of the foreign national have started leaving South Africa to their country of origins.

Table 1: Number of affected persons in four towns:

Provinces	Town/city	Affected population (families)
Gauteng province	Johannesburg	100
	Pretoria	169
	Germiston	350
Kwa Zulu Natal province	Richards bay	150
Total		769 families

Source: SARCS, Assessment Reports

A.2 Summary of the current response

Overview of Host National Society:

The South African Red Cross Society (SARCS) conducted a joint assessment with government at provincial level in affected towns of Pretoria, Johannesburg, Germiston and Richards Bay. The displaced families are currently hosted in four (4) evacuation centres across three (3) towns, see the distribution in the table below:

Table 2: Evacuation Centres hosting displaced families:

Town	Evacuation Centres	Number of families/people
Pretoria	Marabastadt Community Hall	169
Johannesburg	Families from Johannesburg moved to Germiston due to fear of being attacked.	0
Germiston	<ul style="list-style-type: none"> ▪ DH Williams Community Hall ▪ Tsholo Community Hall 	450 (disaggregated numbers not available at the moment)
Richards Bay	Police Hall	150

Source: SARCS Assessment Reports

The South African Red Cross Society also carried out the following activities:

- The NS was part of the joint needs assessments conducted by the two provincial governments on 6th September 2019.
- Participated in the evacuation activities, helped with the transportation of affected families to the community halls.
- Distribution 8 family tents for vulnerable groups (elderly, lactating/pregnant women and people living with disabilities).
- Distribution of 100 hygiene packs
- Distribution of 200 blankets
- Provision of Restoring Family Link (RFL) services
- Provision of 50 food parcel (at Richards Bay)
- Provision of food through the use of soup kitchen
- Conducted hygiene promotions / sensitizing /awareness on possible outbreak of water-borne disease.



Distribution of household items in Richards Bay. Source: SARCS

The National Society is currently providing meals through soup kitchens at two evacuation centres using its own resources, which was intended for interim measures whilst seeking to mobilise additional resources. The current resources are only enough to provide food up to the end of the week. SARCS has been lauded by government for providing assistance to the affected families.

SARCS has engaged 55 volunteers (10 in Richards bay, 12 in Pretoria, 8 in Johannesburg and 25 Germiston) who have been deployed across all the affected areas. The National Society continues to monitor the situations in all the affected areas and in the evacuation centres.

The South African Red Cross Society as an impartial, neutral and humanitarian organization is committed to continue exercising its mandate by responding to this emergency. It is especially at these times requiring the neutrality and services of the Red Cross, which can reach every nook and all persons regardless of their origin.

With the threats of disease outbreak due to overcrowding at the evacuation camps, as outlined above, the volunteers are doing hygiene promotion sessions to sensitize the displaced people with information on good hygiene practices. The volunteers are also providing the affected people with psychosocial support at all the evacuation centres, complementing the counselling that is being provided by the local faith-based organizations (churches).

SARCS has a pool of staff and volunteers who are trained in relevant sector activities such as assessment, relief distributions, water, sanitation and hygiene promotion and shelter. The National Society has in the past responded to different emergencies in the country including floods, structural fires, outbreak of diseases and violence situation. Based on lessons learned from past operations, there was insufficient monitoring at different levels of the operation within the NS, which has resulted in the plan not efficiently being implemented, therefore the National Society has committed to increase the monitoring frequency of activities by the National office to ensure timely technical support to the branches and efficient implementation of the operation.

Overview of Red Cross Red Crescent Movement in country:

The ICRC, IFRC and Belgian Red Cross are present in the country. Since the start of the unrest, communication has been maintained with the IFRC CCST office and ICRC office in Pretoria, South Africa and the Belgian Red Cross. The

Belgium Red Cross, although not directly involved in this operation, works with SARCS supporting strengthening of commercial first aid as well as community based first aid, and this has contributed to the pool of first aid trained volunteers supporting this operation in various branches. SARCS will continue to share reports and updates with Movement partners and establish a coordination mechanism for the IFRC CCST office to provide technical support to the National Society. ICRC, Pretoria office supports the NS to strengthen its Restoration of Family Links services, communications and expanding the capacity of the SARCS staff and volunteers on safer access.

Overview of non-RCRC actors in country:

The two provincial Governments (Gauteng and Kwa Zulu Natal) are leading and coordinating the response efforts. Regular meetings are held with all stakeholders and the Joint Operation Centre has been activated by the government. The government is working closely with South African Red Cross Society in ensuring that the affected population receive proper assistance on a timely manner. The government has been calling on private sectors and non-governmental organizations (NGOs) to contribute with donations to be able to assist the displaced population. The government's provincial officers have also assisted with evacuation of the affected families and provision of security. Other actors involved in the operation are faith-based organizations (churches), Doctor Without Borders and the International Organization for Migration (IOM). See below the table indicating agencies specific involvement and contribution to the overall response efforts.

Organisation/Agency	Support Area	Town
Faith-based organizations (Anglican churches)	<ul style="list-style-type: none"> Provided food for the first two weeks but will continue to provide counselling (PSS) to the affected families. It has been agreed amongst partners responding to this situation, to allow the Anglican Church alone to focus on the PSS sector. 	Pretoria
Doctors Without Borders	<ul style="list-style-type: none"> Donated 10 toilets in Marabastad (Pretoria). Provided medical assistance in Germiston to those taking chronic medications with assistance from department of health (local clinic). 	Pretoria
International organization for Migration (IOM)	<ul style="list-style-type: none"> Facilitating the issuance of travel documents, for the families who want to be repatriated back to their countries of origin. IOM is working in collaboration with the Department of Home Affairs. 	In all provinces

In the affected provinces the South African Red Cross Society is ensuring that they work closely with relevant stakeholders as well as the government to avoid duplication of services.

A.3 Needs analysis, targeting, scenario planning and risk assessment

Needs analysis: There are currently 769 families in the evacuation centres across three towns² (Pretoria, Germiston and Richards Bay), who have lost all their belongings. Indeed, the affected people from Johannesburg, feel unsafe have now moved to evacuation centres in Germiston. The violence has disrupted the normal economic activities of most families leading to inability of families to buy basic essential supplies. Families are therefore relying on humanitarian support for basic needs including shelter, food, water and sanitation services. It is anticipated that these families will be in these halls for a period of two months, based on the NS experiences of similar violence in May 2008 and April 2015. Based on the joint assessments conducted during the second week of September, the following needs have been identified.

- Food:** As affected families as staying in the evacuation centres and their livelihoods have been impacted, there's a need to ensure their basic food needs are covered. SARCS has been providing food to the displaced families, using their own resources. Due to limited resources, the National Society will no longer be able to continue providing hot meals for an estimated remaining period of four weeks whilst families are still accommodated in the centres. The SARCS is therefore planning to provide a one month - food parcel to the 769 displaced families. The food parcel will consist of Mealie Meal – 10kg, Rice -10 kg; sugar - 2kg; cooking oil 2 litres; Tea bags 200g; 1 kg salt; soup x 5; pilchards (fish) x 5 tins. DREF support is anticipated to increase the visibility of the work of SARCS, and the NS will use this opportunity to mobilise food support to cover for the last month.
- Shelter and other basic Items:** As families have lost all their belongings and their homes have been damaged or burnt, emergency shelter is an immediate need. Therefore, the government and other stakeholders have agreed to provide evacuation centres (community halls) for the displaced families whose homes were burned down. To complement emergency shelter needs, SARCS will provide each household with mattresses (1 per households),

² Families from Johannesburg moved to Germiston due to fear of being attacked.

2 blankets per family, as well as a kitchen set. The support will ensure families have access to basic bedding needs for use while in evacuation centres and cooking utensils, and when they are able move back.

- **Health:** Affected families have access to the public health systems in the country. Red Cross volunteers will monitor the situation at the evacuation centres in case specific individuals need referral to local health authorities. Due to the nature of the unrest and incidents families experienced stress and fear, Red Cross volunteers provided initial psychosocial support to families in the centres, and further counselling will be complemented by the churches.
- **Water, sanitation and hygiene needs:** The centres are equipped with access to safe water and toilets, except the hall in Marabastad (Pretoria) that lacked toilets and received a donation of latrines from Doctors Without Borders to cover this need. The joint assessment findings confirmed overcrowding at the evacuation centres and recommended awareness-raising sessions on good hygiene and sanitation practices, as well as the provision of safe storage and use of water and hygiene promotion. To ensure that the health of the affected population does not deteriorate due to the risk of water-borne diseases.

Based on these needs, the National Society will therefore support families with hygiene kits (5 face cloths; 3 tubes of toothpaste, 3 bars of soaps, Vaseline and 3 x pads), enough for use throughout the operation. Families will also be provided with jerry cans (1 per household) and buckets (1 per household) to ensure safe storage of water to replace what they have lost during the civil unrest incidents. Cleaning materials (gloves, liquid disinfection soap, hoes, rakes and masks) will also be provided to ensure accommodation centres are clean, the families are doing the cleaning themselves with the support of the volunteers. Volunteers will continue creating awareness on hygiene, sanitation and other health matters on a daily basis.

Due to the limited capacities from the National Society in relation to cash and voucher assistance, this type of support is not being considered under this operation.

The acts of violence are continuing to erupt in different parts of the country, staff and volunteers are carrying out ongoing assessments. SARCS is closely monitoring situation. The government has warned that the continuous attacks could require some families to be away from their homes for up to one month, but the team has forecasted the closing of the evacuation centres by mid-October. At that time, most families will return to their homes to start repairs and reconstruction. In an effort to support the recovery process of the affected families the National Society will link them to different institutions and NGOs that can further support them with unmet needs through this operation.

Targeting: The overall target for this DREF operation is 769 displaced families (2,307 people) in Pretoria, Germiston and Richards Bay cities. Affected people from Johannesburg fled to Germiston for safety. As such, they will receive needed support in Germiston. The 769 households that are currently at evacuation centres are considered the most vulnerable as their homes are burnt down. Among the displaced population, there are children under the age of five: 40 children in Pretoria and 277 in Germiston. Three blind people are also among the affected people housed at evacuation centres.

Table 3: Number of persons requiring assistance in three cities

Cities	Affected population (HH)	Population requiring assistance (HH)	Target population (HH)
Pretoria	169	169	169
Germiston (2 centres opened)	450	450	450
Richards Bay	150	150	150

All 769 families targeted will receive planned support as below:

Red Cross Services	Amount of support
Health	PSS support to affected households (provided by the Anglican Church).
WASH Support	<ul style="list-style-type: none"> ▪ Hygiene Kits for 1 month – 1 per family ▪ Jerry cans – 1 per family ▪ Bucket – 1 per family
Livelihood and basic needs	One (1) - Month Food Parcel
Shelter needs	<ul style="list-style-type: none"> ▪ Tarpaulins and ropes – 2 per family ▪ Blankets – 2 per family ▪ Mattresses – 1 per family ▪ Kitchen sets – 1 per family

Training in water, sanitation and hygiene promotion and fire safety

Sessions to be provided by 55 volunteers
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Risk assessment: The displaced families' houses have been attacked or destroyed by the protestors. Some infrastructures such as government buildings, private sectors and businesses have been destroyed. This has resulted in limited service provision to assist those affected.

Major roads are or were not accessible as the protestors were burning tires to block the movement of the cars in the country. This has resulted in the limited access of services in the affected areas. This has also made it difficult to access the affected areas to respond. To mitigate the risk of staff and volunteers being attacked and ensure security for all, the NS will ensure good visibility for its staff and volunteers (usage of Red Cross bibs and t-shirts) as well as branded vehicles at all times. The NS has staff and volunteers trained in Safer Access and the knowledge acquired will help them with the safe delivery of assistance in these communities.

To mitigate the risk of staff and volunteers being attacked and ensure security for all, the NS will ensure good visibility for its staff and volunteers (usage of Red Cross bibs and t-shirts) as well as branded vehicles at all times. The NS has staff and volunteers trained in Safer Access and the knowledge acquired will help them with the safe delivery of assistance in these communities.

Scenario planning: As community halls are being used as evacuation centres, there is not much disruption of services, nor risk to displaced families' safety, as these are places that the government and other key stakeholders have identified as safe for evacuation centres. The only challenge is overcrowding at the evacuation centres, which might pose the threat of disease outbreaks. SARCS will ensure sustained promotion of hygiene promotion, sanitation and cleaning at the evacuation centres, to mitigate the risk of water borne and other health related diseases.

Best Case	Most likely	Worst Case
Violent attacks and looting of shops stop, IDPs are able go back to their communities and build back their homes within a month.	Violent attacks and looting of shops stop, IDPs are able go back to their communities and build back their homes.	The attacks and looting of shops continue, the displaced families increase; IDPs must stay for an extended period in the evacuation centres camps; waterborne disease outbreak in the evacuation centres and affected areas.
SARCS response: The implementation of this DREF Operation is finalized, in coordination with National Authorities and other stakeholders.	SARCS response: The operational timeframe of this DREF operation is finalized, in coordination with National Authorities and other stakeholders. NS intensifies communication around peacebuilding and inclusion and local community leaders encourage their people to end the violence.	SARCS response: Revision of the current DREF operation through an Operations update to widen the scope of intervention, with possible change of strategy, increased budget, timeframe and HR deployed.

This Emergency plan of action (EPoA) will be addressing the most likely scenario.

B. Operational strategy

Overall operational objective: To meet the immediate WASH, shelter and basic needs of the 769 households affected by violent attacks in the three (3) cities of Pretoria, Germiston and Richards Bay, for a period of two (2) months.

B.1 Operational plan and strategy

The operation will seek to provide humanitarian assistance to affected households in the above indicated locations who are living in evacuation centres. The NS has benefitted from various capacity building initiatives (disaster preparedness, Safer Access and First Aid etc) by IFRC, ICRC and Belgium Red Cross, the application of that knowledge and skills are of fundamental importance in the implementation process of the proposed operation. The following activities have been prioritized to ensure the immediate needs of the affected are met:

a) **Provision of shelter & household essentials:** The SARCS will focus on the provision of immediate shelter services to 769 households who have been displaced by the civil unrest. The shelter activities will include the following:

- Procurement and distribution of 1,538 tarpaulins and ropes (2 per household)

- Procurement and distribution of 1,538 blankets (2 per household)
- Procurement and distribution of 769 kitchen kits
- Procurement and distribution of 769 mattresses (1 per household)
- Awareness raising on protection, gender-based violence, fire safety and where to look for help will be part of the information package to be disseminated by the volunteers.

To note the tarpaulins will serve as a starting point for affected families to use as partition the evacuation centres for privacy and for use later as a starting point to shelter themselves as their houses have mostly been destroyed.

- b) Livelihood and basic needs (Food items):** SARCS will procure and provide affected families with 1-month food parcel. The food parcel will consist of Mealie Meal – 10kg, Rice -10 kg; sugar - 2kg; cooking oil 2liters; Tea bags 200g; 1 kg salt; soup x 5 and pilchards (fish) x 5 tins. Volunteers will also provide information to the target communities on nutrition and food hygiene.
- c) Water and Sanitation:** In this area, the SARCS will ensure that the targeted 769 households have access to safe water for both drinking and other needs, through provision of storage facilities. The SARCS will also ensure that the affected families have knowledge of good hygiene practices through hygiene promotion activities and awareness raising by the volunteers. IEC materials will be printed to complement awareness sessions by the volunteers. The WASH activities will include the following:
- Procurement and distribution of 769 buckets (1 per household)
 - Procurement of 769 jerry cans (1 per household)
 - Hygiene promotion awareness activities
 - Procurement and distribution of IEC material (a total number of 1,000 fliers will be printed)
 - Procurement of 769 hygiene kits (including sanitary needs for women and girls).

A training workshop will be held to strengthen capacities of 55 volunteers in hygiene promotion and sanitation. Volunteers will be divided into two groups based on their geographical location (Gauteng and KZN) for trainings.

To complement shelter services and ensure protection issues are integrated, volunteers through general mobilisation will cover the promotion of safe shelter, fire safety, sensitize communities on different forms of sexual and gender-based violence and provide guidance on where to seek help if they encounter such cases.

A total number of 55 volunteers will be engaged in the operation. Protective clothing (gumboots & overalls) for volunteers involved in the operation will be bought to ensure the safety of volunteers when supporting the communities to clean toilets and bathrooms. Continued assessments and monitoring will also be an integral part of the operation and will be used to ensure that the services provided are in line with the evolving situation/needs on the ground.

Understanding that migration issues need to be further integrated in the National Society, the CCST Operational Plan for 2020 seeks to support the SARCS in their long-term migration actions. The Cluster is planning to carry out an assessment and mapping of various agencies and services offered around migration work in southern Africa. Based on the findings of the assessment, the Cluster will then develop its migration plan of action informed by the needs identified.

B.2 Support services

Human resources: The Disaster Managers and provincial branches will be fully involved in the implementation of the operation. At least, 55 volunteers support the operation, carrying out relevant community mobilisation activities. The operation will cover insurance costs of volunteers. A procurement/Logistics RDRT will be deployed for 2 months to support the SARCS with the implementation of the operation. In addition, to promote peer support, a Botswana Red Cross staff specialized in relief efforts and experienced in responding to migrants needs based on their Dukwi refugee camp experience, will be deployed to support the operation in South Africa. The IFRC Finance in the Cluster will also work closely with the NS to ensure timely and good quality reports are provided.

Communications: SARCS communication department will ensure the media coverage and visibility of the operation through press articles during the implementation, photos, information related to the operation will also be disseminated through SARCS Facebook page. Dissemination of the Fundamental Principles will also be strengthened through the existing volunteer structures in the host communities.

Community engagement and accountability (CEA): Community engagement in the response will be ensured through sharing clear information about response activities, selection criteria and distribution processes with the affected families. Regular dialogue with communities will be established through community meetings and opportunities to participate in the response identified. Feedback and complaints will also be collected through community volunteers, community meetings, focus group discussions and suggestion boxes and responses provided through community meetings. A beneficiary satisfaction survey will be conducted across the evacuation centres.

Planning, Monitoring, Evaluation and Reporting (PMER): SARCS Disaster Management department will head the implementation of the DREF operation providing technical inputs and support planning, continuous monitoring, assessment results and information management. They will also lead the development and implementation of the post distribution monitoring and beneficiaries survey. The lessons learned workshop will be conducted to review the implementation and a report will be produced for future learning, this will include NS and CCST office in South Africa. In addition, the DREF Review, led by Nairobi/Geneva IFRC office will be carried out to examine if the DREF operation achieved its planned goals and outcomes, to assess outputs against the plan of action, and to capture and disseminate lessons learnt to improve future planning and response.

The IFRC operations manager based at the Country Cluster Support Team (CCST) office in South Africa will accompany the SARCS to orient the branches on the operation and support drafting branch specific workplans. This will address some of the shortcomings identified in previous operations.

Logistics and supply chain: All the necessary non-food items for the operation will be procured locally in accordance with the agreed IFRC logistics standards.

- **Procurement:** Local procurement will be carried out in accordance with the NS and IFRC standard procurement procedures, ensuring correct items and materials are procured at the right time and at correct prices. An IFRC logistics officer will be deployed to support this activity for a duration of one month.
- **Fleet:** Local rental of trucks will be required to send relief items to the area of operation. Routing of equipment on the ground will be done by truck. IFRC cluster and regional level staff will be available to provide support to the National Society.

Protection, Gender and Inclusion (PGI): Like CEA, PGI will be streamlined throughout the operation, as it will be integrated in specific themes and ensure gender, age specific vulnerabilities and protection risks are taken into account. Also, sex and age disaggregated data will be collected and analysed to inform activity design. The operation will work on integrating PGI in the general mobilisation by the volunteers and raising awareness on referral pathways for child protection and SGBV services.

Community engagement and accountability (CEA): Community engagement in the response will be ensured through sharing clear information about response activities and distribution processes with communities. Communities will be given opportunities to participate in the response through community meetings and ongoing surveys and assessments. Feedback and complaints will also be collected through community volunteers, community meetings, focus group discussions and suggestion boxes and responses provided through community meetings. A community satisfaction survey will be conducted at the end of the operation, as it would not be realistic for volunteers, already engaged in distributions, to carry out this activity during implementation.

Security

The security environment across South Africa is mainly safe and as regards recent events, only migrants have been targeted. However, adequate security risk mitigation measures will be implemented. This includes but is not limited to appointing a security focal point within the National Society who - in coordination with HQ and branch managers - carefully monitors the security environments and advises field personnel - in a timely manner - about changes in the security environment and protective measures. RCRC personnel must be visible as such by wearing the respective visibility wear, e.g. T-shirts, caps, jackets. All of which have been budgeted in this operation. All RCRC personnel must complete the relevant IFRC Stay Safe e-Learning programs, e.g. Personal Security, Security Management, or Volunteer Security.

Administration and Finance

The NS will ensure admin and finance work with very close support from IFRC Southern Africa CCST finance and admin team. This will ensure the proper use of financial resources in accordance with conditions to be discussed in the DREF Project Funding Agreement between the National Society and the IFRC CCST office. Management of financial resources will be carried out according to the procedures of the NS and DREF Guidelines. Supervision will be ensured through the IFRC Cluster Office DM, Finance and Logistics Unit.

C. Detailed Operational Plan



Shelter

People targeted: 769 households (2,037 people)

Male: 978³

Female: 1,059

Requirements (CHF): 91,493

Needs analysis: The displaced families lost their houses and all their belongings through the violent attacks. Houses were burned down, shops looted and burned down. The families therefore need support with basis shelter related items such as mattresses and blankets. These items are essential to provide basic and dignified conditions, avoid sickness as there are also children under the age of five and people with special needs such as disabled people among the displaced.

Population to be assisted: The 769 households (2,307 individuals) affected by the violent attacks in the four cities, sheltered in 4 evacuation centres.

Programme standards/benchmarks: The affected community will be consulted through community meetings where they will be informed about the process and they will have an opportunity to give input on issues, challenges and opportunities, beneficiary selection, dissemination of messaging, on the entire population. SARCS will ensure that the needs of the elderly, children, women and persons with different disabilities are considered, as well as ensure their participation in the process.

	Objectives	Indicators																
P&B Output Code	Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions	No. of families that improve their living conditions according to the emergency housing rules <i>Target = 769</i>																
	Shelter Output 1.1: Short-term shelter and settlement assistance is provided to affected households living in evacuation centres	No. of families provided with kitchen sets, blankets, mattresses. <i>Target = 769</i> # of joint assessments carried out with NS participation # of coordination meeting attended																
	Activities planned	Week	1	2	3	4	5	6	7	8								
AP005	Conduct needs joint assessments in coordination with authorities																	
AP005	Identification of community participation modalities in program design and implementation																	
AP005	Coordination with other relevant sectors for integrated programming																	
AP005	Coordination with government and other stakeholders																	
AP005	Procurement of 769 kitchen sets																	

³ Estimated based on global ration (Male (48%) : Female (52%))

AP005	Procurement of 1,538 blankets (2 per household)																	
AP005	Procurement of 1,538 mattresses (2 per household)																	
AP005	Distribution of the household items to the affected population																	
AP005	Monitoring of the use of distributed household items.																	
Shelter Output 2.1. Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to affected households										No. of families provided with kitchen sets, blankets, mattresses. <i>Target = 769</i>								
Activities planned		Week		1	2	3	4	5	6	7	8							
AP006	Provide guidance on fire safety awareness for affected families in evacuation centres (this will include info on protection, gender and referral systems)																	



Livelihoods and basic needs

People targeted: 769 households (2,037 people)

Male: 978

Female: 1,059

Requirements (CHF) : 44,481

Needs analysis: There is a serious shortage of food at all the evacuation centres. The affected people have had their belongings being destroyed or stolen and they did not have means to replenish what has been destroyed especially money to buy basic needs.

Population to be assisted: The National Society will provide assistance to the 769 households with food for the period of a month; the distribution will be done once.

Programme standards/benchmarks: Distribution of food items will ensure that the affected people have access to food to prevent hunger and malnutrition especially among underage, pregnant woman, lactating mothers and chronic ill patients. Volunteers will also sensitize the affected with key messages on the nutritional values

P&B Output Code	Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods	# of households provided with food items for the period of one month <i>Target = 769</i>
	Livelihoods and basic needs Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities	% of targeted households acknowledging usefulness of knowledge and skills on nutritional value shared by volunteers <i>Target = At least 80% or 1,630 people</i> # of PDM conducted <i>Target = 3 PDM (1 per area)</i>

	Activities planned	Week																
			1	2	3	4	5	6	7	8								
AP007	Procure and distribute food parcels to 769 families for a month																	
AP007	Provide information of nutritional value to the affected people																	
AP007	Carry out the post distribution monitoring																	



Water, sanitation and hygiene promotion

People targeted: 769 households (2,037 people)

Male: 978 (est.)

Female: 1,059 (est.)

Requirements (CHF) : 35,048

Needs analysis: Overcrowding at the evacuation centres latrines, increases the risk of water borne diseases and other related diseases if people practice poor hygiene. Affected families' households' essentials such as water storage have been destroyed. Good hygiene and sanitation awareness creation is needed and provision of material for safe water storage.

Population to be assisted: SARCS will continue to support 769 families at the evacuation centre with basic sanitation and hygiene promotion activities. The displaced families will also receive NFIs including buckets (1 per household), jerry cans (2 per household) and hygiene kits (1 per household).

Programme standards/benchmarks: WASH orientations will be sensitive to the cultural practices of the community and strive to meet the specific needs of the elderly, women, children and persons with disabilities. Activities will be in line with Sphere guidelines and WHO standards.

P&B Output Code	WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities	# of families provided with knowledge and best practice to reduce the risk of waterborne and water related diseases <i>Target = 769</i>															
	WASH Output 1.1: Communities are provided improved access to safe water.	# households provided water storage items (jerry cans and buckets) <i>Target = 769</i> # of PDM conducted <i>Target = 3 PDM (1 per area)</i>															
	Activities planned	Week	1	2	3	4	5	6	7	8							
AP026	Procure and distribute hygiene kits for 769 HHs for 1 month																
AP026	Procure and distribute 769 buckets and 1,538 jerry cans (2 per HH for 769 HHs)																
AP026	Carry out the post distribution monitoring.																
P&B Output	WASH Output 1.2: NS promote positive behavioural change in personal and community hygiene among targeted communities.	# of volunteers trained in hygiene promotion activities <i>Target = 55 volunteers</i>															

Code	Activities planned	Week	# of households reached by hygiene promotion activities Target = 769															
			1	2	3	4	5	6	7	8								
AP030	Conduct training for 55 RC volunteers from affected provinces in water, sanitation and hygiene as well as monitoring and evaluation																	
AP030	Awareness raising on hygiene and sanitation by the volunteers																	
AP030	Procure and distribute 769 hygiene kits (1 per HH)																	
AP030	Design, print and disseminate IEC materials (1,000 flyers)																	

Strategies for Implementation

Requirements (CHF): 32,251

P&B Output Code	S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform																
	S1.1.4: National Societies have effective and motivated volunteers who are protected																
	Number of volunteers insured Target = 55 volunteers.																
Activities planned	Week	1	2	3	4	5	6	7	8								
AP040	Provision of personal protection equipment to volunteers																
AP040	Insurance for 55 volunteers involved in the operation																
AP040	Conduct a lessons learned workshop																
AP040	Carry out the DREF review																

P&B Output Code	Outcome S2.1: Effective and coordinated international disaster response is ensured																
	Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained																
	# of assessments conducted in the affected areas Target = 2 assessments																
Activities planned	Week	1	2	3	4	5	6	7	8								
AP055	Continued coordination with ICRC and other stakeholders																
AP055	Monitoring visits by IFRC CCST and NS																
AP055	Deployment of surge support (1 logistics Officer for 1 month)																
AP055	Deployment of surge support (1 relief/migration expert for 2 weeks)																
P&B Output	Outcome S2.3: Effective and coordinated international disaster response is ensured																
# of monitoring visits Target = 6 visits (2 per area)																	
% of operational decisions based on community feedback Target = At least 70%																	

Code	Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved through the integration of CEA approaches and activities	# of community meetings organized <i>Target = At least 3</i>															
		Activities planned	Week	1	2	3	4	5	6	7	8						
AP084	Community meetings ensure people are kept informed of operational plans and progress and have information to make informed decision																
AP084	Community feedback received through volunteers, during community meetings and other channels are reviewed in team meetings and acted upon																

D. BUDGET

The overall budget for this operation is CHF 203,273 as detailed in attached budget.

International Federation of Red Cross and Red Crescent Societies

*all amounts in
Swiss Francs
(CHF)*

DREF OPERATION

MDRZA008 - South Africa -Civil Unrest

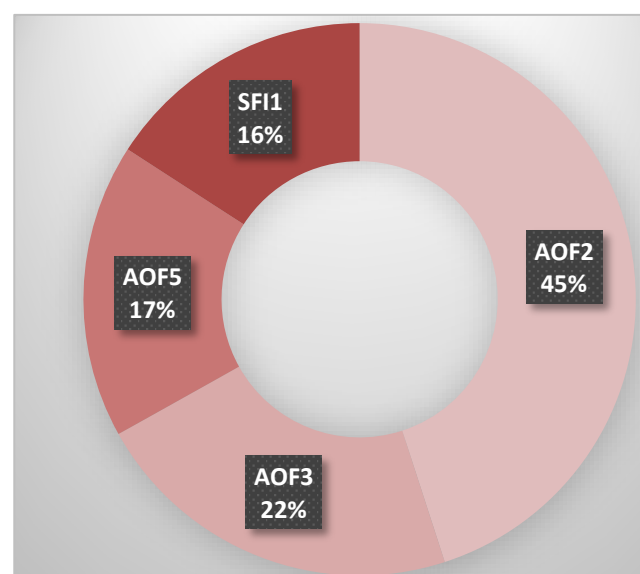
22/10/2018

Budget by Resource

Budget Group	Budget
Clothing & Textiles	19,839
Food	41,766
Water, Sanitation & Hygiene	4,998
Utensils & Tools	32,891
Other Supplies & Services	13,052
Relief items, Construction, Supplies	143,870
Transport & Vehicles Costs	3,530
Logistics, Transport & Storage	3,530
National Society Staff	4,970
Volunteers	18,005
Personnel	29,017
Workshops & Training	7,706
Workshops & Training	7,706
Information & Public Relations	3,554
Office Costs	1,222
Communications	1,765
Financial Charges	204
General Expenditure	6,745
DIRECT COSTS	190,867
INDIRECT COSTS	12,406
TOTAL BUDGET	203,273

Budget by Area of Intervention

AOF2	Shelter	91,493
AOF3	Livelihoods and Basic Needs	44,481
AOF5	Water, Sanitation and Hygiene	35,048
SFI1	Strengthen National Societies	32,251
TOTAL		203,273



Contact information

Reference documents

Click here for:

- Previous Appeals and updates
- Map of affected areas

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

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How we work

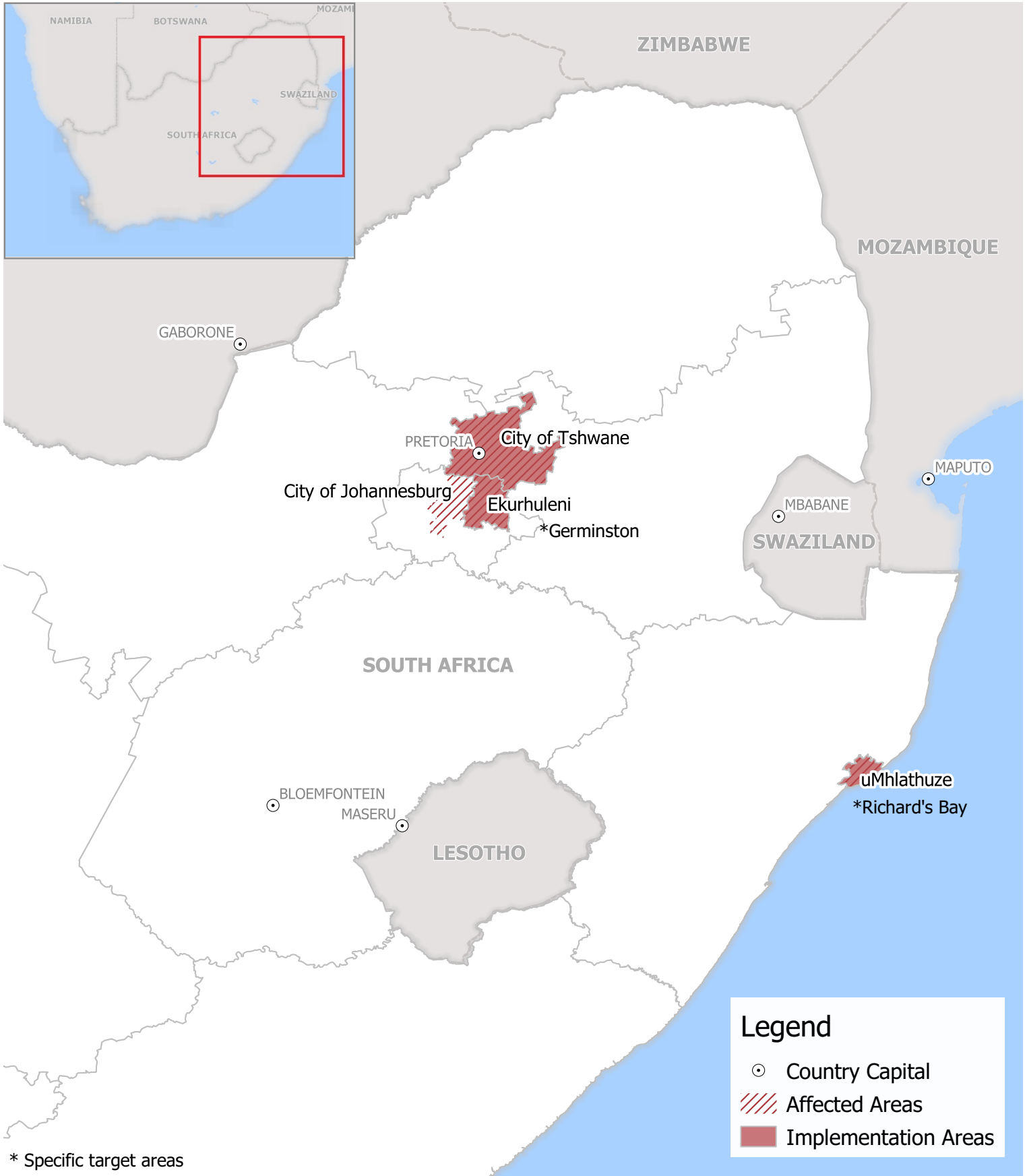
All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the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

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



South Africa - Civil Unrest Disaster Relief Emergency Fund



The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Source: GADM, Natural Earth, IFRC.

