



# Emergency Plan of Action (EPoA)

## South Africa: Urban violence



<b>DREF Operation</b>	<b>MDRZA010</b>	<b>Glide n°:</b>	<a href="#">CE-2021-000086-ZAF</a>
<b>For DREF; Date of issue:</b>	<b>23 July 2021</b>	<b>Expected timeframe:</b>	<b>4 months</b>
		<b>Expected end date:</b>	<b>30 November 2021</b>
<b>Category allocated to the of the disaster or crisis: <span style="background-color: yellow;">Yellow</span></b>			
<b>DREF allocated: CHF 210,810</b>			
<b>Total number of people affected:</b>	<b>2 million (estimate)</b>	<b>Number of people to be assisted:</b>	<b>2,500 people (500 households)</b>
<b>Provinces affected:</b>	Kwa Zulu Natal and Gauteng	<b>Provinces/Regions targeted:</b>	Kwa Zulu Natal and Gauteng
<b>Host National Society(ies) presence (n° of volunteers, staff, branches):</b> 200 volunteers and 25 staff members. South Africa Red Cross Society (SARCS) has deployed National Disaster Manager, KwaZulu Nata (KZN) and Gauteng Provincial and Branch managers, staff and volunteers (225). IFRC Southern Africa cluster is supporting the National Society and has deployed a communications officer and the Resource Mobilisation Senior Officer to KZN. Other technical teams are supporting the DREF review and consolidation with Regional office giving technical support.			
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC) and Belgian Red Cross (BelCross)			
<b>Other partner organizations actively involved in the operation:</b> South African Government, Civil Societies			

## A. Situation analysis

### Description of the disaster

Urban violence has been ongoing in South Africa, with a peak from 9 to 17 July 2021, in response to the arrest of former President. The riots triggered wider rioting and looting fueled by high unemployment rate, poverty and economic inequality, worsened by the COVID-19 pandemic. The civil unrest began in the province of KwaZulu-Natal on 9 July, and spread to the province of Gauteng on 11 July 2021. As of 16 July, 212 people had died in the unrest and 2,554 had been arrested. The riots and looting resulted in food shortages, fuel shortages and medical supply shortages. Kwa Zulu Natal and Gauteng account for more than half of South Africa's Gross Domestic Product (GDP) and during the riots on the 12 July, the Rand, local currency, weakened by about 2% affecting the economy. More than 200 shopping centres in South Africa have been looted and property destruction costs are reported to be above 1 billion USD according to a [RepublicWorld.Com](https://www.republicworld.com), a local online news outlet.



*South African Red Cross Society (SARCS) volunteers supporting distribution of hot meals to affected persons ©SARCS/IFRC*

Other services affected are the medical and pharmaceutical retailers, while hospital services were also disrupted. COVID-19 vaccine rollout sites were closed to prevent looting and property destruction, which has a negative impact and is delaying the National vaccination process.

Based on the above, this DREF request will initially focus on supporting the urgent needs of the affected communities which include, first aid, safe evacuation, food and will be revised within 2 to 3 weeks to include a full operational strategy based on further assessments. The DREF operation will focus on Gauteng and Kwa Zulu Natal affected areas, where the impact of riots and looting was greatest.

The Cooperative Governance and Traditional Affairs (COGTA) announced that joint assessments with SARCS are still on-going to get full impact of damages and number of displaced people. Once the assessments are finalised a formal release will be made.

## Summary of the current response

### Overview of Operating National Society Response Action

Alerted by the tensions in the days leading up to the urban violence, SARCS mobilized a total of 200 volunteers (100 in KwaZulu-Natal and 100 in Gauteng) who were deployed in locations across the provinces where the violence was anticipated to intensify. SARCS ensured to increase pre-positioned food stocks and hygiene packs in affected provinces. The psychosocial support (PSS) teams were also activated to offer support as the tensions caused stress and anxiety to at-risk communities.

Since the violence started, the SARCS has assisted 209 people with hot meals and masks. The assessments are still ongoing in the two provinces and the National Society will provide assistance to the affected families to meet their needs. The current SARCS response includes the following:

- Activation of staff and 200 volunteers
- Initial rapid assessments ongoing. However, this has been limited due to Covid -19 restrictions. Work alongside the disaster management centers to alert public with messaging on safety tips
- Provision of first aid to specify the number of people reached to date
- Public [appeal for donations and support](#) through media with support from IFRC
- Serving hot meals has benefitted 500 households
- Some 32 people have been supported with restoring family links (RFL) services (using telephone, internet and receiving phone recharge units).
- Supporting local authorities with rubble cleaning of the destroyed structures.

SARCS has a strong volunteer base of first responders in the affected provinces and has capacity in disaster management (DM); health; WASH; community engagement and accountability (CEA); protection, gender and inclusion (PGI) and psychological first aid (PFA). To note, SARCS KZN Branch hosted a partner meeting on 16 July for information sharing on the response.

Due to the current COVID-19 lockdown level 4, the South Africa Red Cross Society (SARCS) cannot deploy its teams to conduct full needs assessments in the affected communities and local areas. As such, they are working with information from the municipalities and information from other NGOs like Gift of the Givers, who are on the ground. One National Disaster Response Team (NDRT) member and a provincial team with expertise in water, sanitation and hygiene (WASH); Community Engagement and Accountability (CEA), health and care, food security and livelihoods staff are currently on their way to the affected area to support the local branches with the initial response and rapid assessment. To note, the riots and looting is rife in two main economic hub provinces of Gauteng and KwaZulu Natal (KZN). It is estimated that more than 2 million people are affected in Gauteng and in KZN. Due to the COVID-19 third wave, the team at National Society headquarters is overstretched and has requested additional surge support to assist the local branches in Gauteng and Kwa Zulu Natal and the NDRT with the rapid assessment, as well as the development of the full operational strategy.



*People fleeing scenes of urban violence in KwaZulu-Natal province*  
©SARCS/IFRC

The National Society managed to attract non-traditional donor funding during the COVID-19 response and has appealed to donors who funded the COVID-19 response to support response to the urban violence. SARCS has received in-kind donation in the form of food parcels from corporate partners like –ABSA, Standard Bank, SA Home Loans and PEPSICO.

### **Lessons learned from Previous Operation (MDRZA008)**

The delays linked with procurement of food and household items distributed during the 2019 [MDRZA008](#) response, coupled with some recent experience in cash and voucher assistance has helped SARCS develop a response strategy which essentially focuses on providing the targeted families with unrestricted cash to use based on each families specific needs. This will help for better impact of the response as it not only allows families the choice of what is necessary for them, but contributes to boosting local economy which has been impacted by both the current violence and the COVID-19 pandemic.

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

The International Federation of Red Cross and Red Crescent Societies (IFRC) supports SARCS through its Cluster delegation located in Pretoria. A technical support platform has been set up by the IFRC to support SARCS in managing the current emergency and any ensuing recovery programmes. IFRC is currently providing technical support to SARCS for rapid assessment, communication, resource mobilisation design and implementation of the response, in close coordination with other Red Cross Red Crescent Movement partners.

To ensure timely and integrated response, the IFRC cluster delegation has deployed a delegate to Kwa Zulu Natal and Gauteng province to provide technical guidance in conducting rapid assessments and emergency response in general. Coordination mechanism will be put in place to ensure well-coordinated response and timely updates with Movement partners. More so, the National Society will collaborate with the International Committee of the Red Cross (ICRC) as it has integrated a RFL component to its response plan to ensure separated people are united with their loved ones.

The Cluster Delegation is supporting the National Society's efforts to diversify its domestic partnership portfolio for relief actions. Amongst others, Novartis South Africa has reached out to IFRC to provide support to the National Society through a potential multilateral agreement, in response to the current unrest. The Pretoria Delegation is also currently in discussions with the diplomatic community to appeal for support. The Head of Delegation and partnerships and resource development officer will be meeting with the Australian High Commission to provide update on the current situation. Supports for this operation have been requested to the American and Canadian Red Cross Societies, who reached out for updates on the situation.

The Belgian Red Cross (BelCross) is present in the country and has been supporting SARCS on First Aid trainings which have enhanced the capacities of the National Society staff for the past years to date. The support from BelCross positioned to have first aid kits ready for emergency response. The BelCross also supported the National Society under the COVID-19 operation.

ICRC, which is present in country, is providing technical support and guidance to SARCS on effectively responding to emergencies and crisis. When the urban violence commenced ICRC promptly engaged SARCS to check first aid stock levels and supported the National Society with 1,000 first aid re-fills. ICRC has also ensured that the National Society is well positioned to provide RFL services during emergencies which SARCS have been providing since the onset of urban violence.

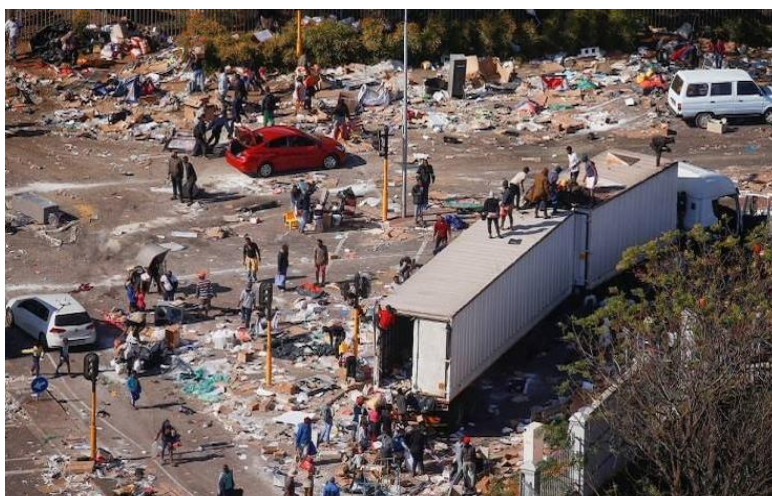
### **Overview of other actors' actions in country**

The National Disaster Management Centre (NDMC) coordinates all interventions by humanitarian agencies with support from other United Nations Agencies through the Command-and-Control Centre. Civil Society and non-government organisations are working jointly with government to provide immediate assistance at provincial level. To avoid duplication of efforts, the Joint Operating Committee (JOC) have resorted that the response should be done in a coordinated manner. Through the JOC meetings, it was agreed that the South African Red Cross Society and the Department of Social Development will conduct assessments and distribute relief items, while other sectors such as department of water affairs, agriculture and forestry, roads department will focus on restoring and rehabilitating the damage of infrastructures in the affected provinces. Cooperative Governance and Traditional Affairs (COGTA), which is responsible for the relationship between the national government and the provincial governments and municipalities, announced that joint assessments are still on-going to fully record the impact of damages and number of displaced people. Once the assessments are finalised a formal release will be made.

## Needs analysis, targeting, scenario planning and risk assessment

### Needs analysis

Since the outbreak of urban violence in both Kwa Zulu Natal and Gauteng provinces, SARCS has been collaborating with Provincial Disaster Management Centres (PMDCs) to conduct joint rapid assessments in order to note the urgent needs in affected communities. It is still tense to conduct such assessments, especially in Kwa Zulu Natal given the current situation with the pending trial of the former president. This is preventing assessment teams from reaching some of the affected communities. SARCS currently relies on data from the initial rapid assessment conducted jointly with local government. IFRC communication officer and National Society provincial and branch staff are on the ground to support the initial response and rapid assessment. The needs analysis will be updated within the coming 2 to 3 weeks with more detailed information on immediate and potential needs, disaster impact, access and protection risks. The multi-sector needs assessment will be conducted using observation, focus group discussions (FGDs) and key informant interviews (KII). Details will be worked out in coming days. In the meantime, below points shed some light on the needs recorded during the rapid assessments which are still ongoing:



*Supply vehicles in Townships ransacked in KwaZulu Natal ©SARCS/IFRC*

- **Health and Care:** During urban violence, people have not been adhering to COVID-19 regulations especially physical distancing which greatly exposed most of them to infection. As such, it is feared the COVID-19 caseload will surge in the next few weeks, further straining the health system which is already overwhelmed due to the 3<sup>rd</sup> wave resurgence.
- **Water, Sanitation and Hygiene (WASH):** Kwa Zulu Natal reported that some people were displaced and so far, 3 community shelters namely Jewish (239 people), Block AK (209 people) and Strollers (71 people) alerted SARCS of influx as they have been receiving some stranded people from the two flats which were destroyed during the urban violence. This poses the threat of overcrowding which might exacerbate the spread of COVID-19.
- **Food security and Livelihoods:** The urban violence has caused negative impacts on the economy in the affected provinces and country at large. This is largely because the perpetrators have been targeting key economic centres and infrastructure including shopping malls and haulage delivery trucks in major routes causing interruption of goods supply from suppliers to retailers. In provinces that are already experiencing food insecurity due to the negative impacts of COVID-19, such interruptions are expected to further increase the urban food insecure numbers.



*Food is needed to sustain vulnerable families, which are doubly affected by the economic impact of the violence and COVID-19 ©SARCS/IFRC*

## Targeting

Given the limited information available on impact of these unrest on the communities, SARCS will be targeting 500 households (2,500 individuals – 5 people per household) who have been severely affected by the urban violence in the Kwa Zulu Natal and Gauteng provinces. Estimated disaggregated data will be provided after the assessment.

The number of households affected is subject to increase as the assessments are on-going and the tense situation in other areas in KwaZulu Natal might trigger more violence and destruction. Some of the households are currently residing in temporary shelters and the SARCS will support them with hot meals, hygiene packs, PFA, COVID-19 screening and RFL services.

The criteria that is being used to identify and select the affected people include the most vulnerable households such as child-headed, women-headed, the elderly, people living with disabilities as well as other vulnerable families. In addition, SARCS will consider families in precarious economic conditions to ensure only the most vulnerable are supported through this operation.

During this selection, community participation and involvement will ensure to avoid conflict among communities. SARCS will also use CEA approach and engage communities in conflict resolutions and promote peaceful local level advocacy. Peer education will be integrated during interventions to empower youth on human rights and responsibilities. The CEA methods that will be used include household interviews, Focus Group discussions and the use of community radio stations to promote awareness and community dialogues.

**Table 1: Targets per area of focus**

Sector	Activity	Targeted population
Health and care	MHPSS - PFA	500 households
	Sensitization on COVID-19 screening, testing and contact tracing	500 households
	Provision of face masks and hand sanitizers	500 households
	Local level advocacy on continuous medication supply for both chronic and non-chronic clients	500 households
	Provide first aid services to affected people	2500 people
WASH	Distribution of hygiene kits	500 households
	Distribution of dignity kits to females for three months	500 women and girls of childbearing age
	Establish two hand washing stations at shelters	6 stations in 3 shelters
Livelihoods and Basic needs	Provide hot meals for two weeks	500 households
	Provide multipurpose cash grants to vulnerable households for three months	500 households

## Scenario planning

The planned response reflects the situation and information available as of now, considering the evolving situation and required adjustments to contextual changes. The EPoA which supports the design of the overall operation, focuses on health and care, WASH, livelihoods and basic needs with PGI and CEA being streamlined. Three scenarios have been developed below to guide National Society's response actions, and the current response strategy is based on the most likely scenario. This could be modified in the event of further damages or following detailed assessments.

Scenario	Humanitarian consequence	Potential Response
<b>Scenario 1:</b> The violence subsides within next one week, with limited additional injuries and no further deaths recorded.	<ul style="list-style-type: none"> <li>Access to food and medical supplies is improved</li> <li>Affected and displaced people are able to return home and begin recovery process</li> </ul>	<p>The implementation of this DREF Operation is finalized, in coordination with National Authorities and other stakeholders.</p> <p>The assessments results are used to source funding for recovery actions with support from partners and Government.</p>

<b>Scenario 2:</b> The violence continues in the coming two weeks especially in Kwa-Zulu Natal province, due to imprisonment of former president. More injuries and deaths are recorded and the ransacking of businesses continues.	<ul style="list-style-type: none"> <li>Affected areas do not have access to food and medical supplies</li> <li>Surge in COVID-19 cases, which further exacerbate the health care systems</li> <li>More damage to property and socio-economic instability.</li> <li>Disruption of livelihoods</li> </ul>	<p>Review of the current DREF operation following assessment to broaden the scope of the response, with a possible change in strategy, a longer timeframe, request for second allocation.</p> <p>Continue monitoring while working closely with both local and national JOCs.</p>
<b>Scenario 3:</b> Intensification of violence in Kwa-Zulu Natal and Gauteng with the unrest spreading to other provinces, leading to increased death toll and injuries within the next two weeks.	<ul style="list-style-type: none"> <li>Mass displacements are recorded</li> <li>Health care systems collapse with surge in COVID-19 cases</li> <li>Mass destruction of infrastructure, property and loss of livelihoods, leading to food insecurity</li> <li>WASH situation deteriorates</li> </ul>	<p>Review of the current DREF operation to broaden the scope of the response, with a possible change in strategy, a longer timeframe, request for second allocation or the launch of an Emergency Appeal to implement a large-scale response operation.</p>

### Operation Risk Assessment

The current DREF operation is exposed to several risks as highlighted below, for which the National Society and Cluster Delegation have discussed mitigation measures to ensure targeted communities receive the needed support.

Risks	Likelihood	Mitigation measures
Threat to limited food and medical supplies	<b>Medium</b>	<ul style="list-style-type: none"> <li>The National Society will forge response collaborations with the Government to ensure that relief items get to the targeted population timeously. The National Society will also engage traders providing essential items in the affected townships to understand blockages and support them in advocating to Government to reestablish supply routes as soon as possible.</li> </ul>
Gender Based Violence (GBV)	<b>High</b>	<ul style="list-style-type: none"> <li>Measures will be put in place to ensure that staff and volunteers adhere to the "Do no harm" principle while working with affected populations</li> <li>High unemployment posed by urban violence which resulted in loss of livelihoods will expose more people to GBV.</li> </ul>
COVID-19	<b>High</b>	<ul style="list-style-type: none"> <li>PPE will be distributed to staff and volunteers involved in the response and will also be given to target communities especially those displaced. COVID-19 prevention messaging will also be conducted in areas where SARCS will be responding in.</li> </ul>

This DREF operation and its operational strategy considers the risks related to the current COVID-19 pandemic and is aligned with the IFRC global emergency appeal that supports National Societies to deliver assistance and support to communities affected or at risk of being affected by the COVID-19 pandemic. According to the Ministry of Health, as of 19 July 2021, the country has recorded 2,302,304 Covid-19 cases and 67,080 deaths with 166,139 active cases across the country.

Through this operation, SARCS volunteers will be provided with appropriate PPE (face masks, alcohol-based sanitizers) to ensure that they are not exposed while providing the much-needed support to the affected. The design of the DREF operation has considered movement restrictions and will respect all Covid-19 protocols put in place by the Government. COVID-19 messages will be part of the hygiene promotion messages that volunteers will be disseminating in the evacuation centres.

National Society responses to COVID-19 are supported through the IFRC [global appeal](#), which is facilitating and supporting them to maintain critical service provision, while adapting to COVID-19. This DREF operation is aligned with and will contribute to the current global strategy and [regional Emergency Plan of Action](#) for COVID-19 developed by the IFRC Africa Regional Office, in coordination with global and regional partners. This means that the National Society will ensure, even as it responds to urban violence, COVID-19 prevention measures are adhered to, in line with regional plan of action and its national COVID-19 country plan. IFRC continues to assess how emergency operations in response to disasters and crisis should adapt to this crisis and provide necessary guidance to its membership on the same. The National Society will keep monitoring the situation closely and revise the plan accordingly if needed, taking into consideration the evolving COVID-19 situation and the operational risks that might develop, including operational

challenges related to access to the affected population, availability of relief items, procurement issues, and movement of National Society volunteers and staff as well as international staff. For more information, please consult the [Covid-19 operation page](#) on the IFRC Go platform.

Below table indicates potential impact of the pandemic on this DREF operation and how South Africa Red Cross Society will respond to the situation in the event COVID-19 mitigation measures become more stringent.

COVID-19 measures	Standard epidemic control measures	Temporary lockdown of society (schools, shops, public functions)	Complete lockdown and restriction of movement during implementation period
<b>Likelihood</b>	<b>High</b>	<b>Moderate</b>	<b>Low</b>
<b>Impact on operation</b>	No impact on operation. SARCS will ensure to adhere to epidemic control measures put in place by government.	The impact will be relatively low on this operation, as Government has recently announced that the country is in lock down level 4.	SARCS is known for its neutrality in providing humanitarian response where needed.
<b>Mitigation measures</b>	As the epidemic control measures were already in place before the crisis, the operation is designed to adhere to the regulations.  Peer education sessions will be conducted in small groups with due respect to physical distancing measures.  Response teams will be provided with enough PPEs	Same as under standard epidemic control measures. In addition, some delays might be experienced with procurements of some items due to destruction of goods supply systems. If this happens, a timeframe extension might be requested.  SARCS will distribute COVID-19 PPEs to the staff and volunteers who will be involved in the response.	Health and hygiene promotion activities will be adjusted in line with any new measures that might come up, while relief through cash and voucher assistance will be provided.  SARCS will distribute COVID-19 PPEs to the staff and volunteers who will be involved in the response.

## B. Operational strategy

### Overall Operational objective:

The overall objective of this operation is to respond to the immediate humanitarian needs of approximately 2,500 people (500 HH) affected by the urban violence through the provision of health care through psychological first aid (PFA), WASH, and provision of food vouchers for 4 months. The DREF will also ensure that the SARCS is able to conduct more detailed assessments that will inform the course of the operation and allow for the plan of action to be updated if necessary.

To note, although activities will mainly be implemented within 3 months, it is necessary to allocate a 4 months timeframe for this operation to accommodate the financial service provider procurement process.

### Proposed strategy

The operational strategy of this operation is the outcome of continuous follow-up, assessments and data analysis, as well as consultation between the SARCS, stakeholders and government officials on how to respond to this emergency in an integrated manner. The operational strategy also aims at mitigating the combined impact of urban violence and ongoing COVID-19 response. The operation management team and Movement partners will ensure that discussions and advocacy for linking emergency response to engagement in longer-term resilience programming with affected communities is carried out through coordination mechanisms and articulated efforts in liaison with public authorities and involved parties.

Community Engagement and Accountability (CEA) and Protection, Gender and Inclusion (PGI) will be integrated into all the response interventions as there will be community participation and involvement in this response. The National Society will continue using existing community structures to implement this operation ensuring involvement of key stakeholders such as community leaders and ensuring people with special needs are prioritised. Feedback mechanism will be set up to listen to community concerns and give feedback on matters related to the operation. The following are proposed intervention areas by the National Society informed by the current situation on the ground, which remain subject to revision as information comes from the on-going assessment.

The DREF will be revised within the next two to three weeks to update the operational strategy and plan based on more detailed data collected from assessments.

### 1- Livelihoods and Basic needs (Target: 2,500 people or 500 households)

The National Society plans to support targeted households with provision of food through hot meals for two weeks during which assessment is conducted. SARCS will also ensure that the affected families are provided with multipurpose cash grants to support access to food for three months (based on monthly food basket in South Africa), as well as provision of essential household items as detailed in table below. The cash value to be disbursed per household is South African Rand (ZAR) 3,273 and this unrestricted cash transfer will be distributed as a one-off disbursement, to allow families the flexibility to use based on their specific needs.

SARCS has food voucher experience, and the targeted branches implemented distributions for 950 migrant families through Shoprite, a supermarket chain, with the support of IOM between February and March 2021 in KwaZulu-Natal, Gauteng and Limpopo provinces. The latest experience was a one-off food voucher distribution, through Shoprite, that was done in June 2021 reaching 1,900 households in all nine provinces. However, SARCS does not have a valid financial service provider (FSP) agreement at the moment and IFRC Southern Africa Cluster Delegation will support the National Society to work required IFRC standards for FSP agreement. As such, an agreement with a financial service provider will be contracted within 8 weeks from start of this operation, to ensure that the grant reaches the families. This will support National Society capacity strengthening in the area of cash and voucher assistance (CVA). Based on preliminary information collected during the ongoing rapid assessments, markets are open and accessible. The only shops which have been impacted are those in the townships where violence is happening thus, markets are still accessible by communities in the cities.

**Table 2: Content of food basket for each household**

Item description	Quantity per HH of per MEB in South Africa	Unit of measure	Cost in ZAR
Rice	10	Kgs	150
Mealie meal	10	Kgs	70
Cooking oil	2	litres	35
Fine salt	1	Kgs	15
Sugar	2	Kgs	40
Soup	5	sachets	30
Pilchards (canned fish)	5	cans	110
Tea bags	200	grams	85
<b>Total per month for food</b>			<b>535</b>
Item description	Quantity per HH	Total cost in ZAR	
Kitchen kits	1	350	
Jerry cans	1 (20L)	333	
Buckets	2	96 (ZAR 48 per bucket)	
Soap	15 pieces (5/HH/month)	270 (ZAR 18 per 400 g)	
Family hygiene kits	1	190	
Dignity kits for women and girls of childbearing age for three months	3	429 (ZAR 143 per pack)	
<b>Total for essential HHI</b>			<b>1,668</b>
<b>GRAND TOTAL FOR FOOD AND ESSENTIAL HHI</b>			<b>ZAR 1,774</b>



**Table 3: Number of disbursements and amount per month**

Number of transfers	Purpose				Number of Households
	Description	Amount per month	Amount for disbursement (ZAR)	Total (ZAR)	
One – off disbursement	Cash for food (for 3 months)	535	1,605	3,273	500
	Cash for essential items	1,668	1,668		

Some 50 volunteers (25 per province) will be engaged in the food and cash distribution activities.

After the cash distribution, 20 volunteers (10 per province) will conduct post distribution monitoring (PDM) of the response for 2 days.

The activities will include:

- Provision of hotmeals to 500 households for two weeks by 50 volunteers
- Training/refresher of 50 volunteers in cash and voucher assistance (CVA) for 2 days
- Procurement of financial service provider (FSP)
- Distribution of cash grants for food (3 months) and essential household items to 500 households. This activity will be supported by 20 volunteers for 2 days (10 volunteers per province)
- Conduct PDM for 3 days by 20 volunteers (10 volunteers per province)

## 2- Health and care (Target 2,500 people or 500 households)

There is need to intensify psychological first aid to ensure communities affected by the ongoing violence have necessary attention, sensitization with regards to COVID-19 and vaccination, screening, testing and contact tracing. SARCS will engage in local advocacy to ensure continued supply of medication to its HIV/AIDS patients amongst those impacted by the violence, as they are mostly clustered in informal settlements and include some refugees and migrants. To note, SARCS is already providing first aid to those who need it, with support from ICRC.

Mental Health and Psychosocial support (MHPSS) will complement the material support provided to people affected. PSS staff and volunteers will offer PFA support to individuals and families in distress to ensure calm and rebuild hope whilst identifying people with severe medical and psychological needs for referral to specialized services and first aid. Follow ups will be done to find out how families are coping while feedbacking to the livelihoods and WASH teams on emerging needs at family and community level. The Psychosocial approach will help to mobilize and engage community leaders, promote safety and dignity of groups of people most at risk. The following actions will be undertaken:

- Provision of MHPSS/PFA sessions to community as needed by 20 volunteers for 2 days a month, for 3 months. In the same vein, PFA support will be provided to frontline staff and volunteers through team meetings, stress management sessions and peer support.
- Identification of people in distress and referrals to specialized health care centres
- Provide first aid services to injured people
- Conduct advocacy for continued supply of medication for HIV/AIDS patients within affected communities.
- Sensitization on COVID-19 screening, testing and contact tracing. This will be done through the COVID-19 Emergency Appeal, through which face masks and sanitizers will also be provided.

## 3- Water, Sanitation and Hygiene (Target: 2,500 people or 500 households)

There is need to promote good hygiene practices and required interventions in this regard include among others provision of masks, dignity packs and handwashing stations in the shelters. There is need to supply these people with hygiene materials and SARCS will continue to engage with municipal authorities to ensure regular supply of water in these areas. SARCS will provide hygiene packs, buckets and soaps to the 800 affected households that are in the evacuation. As the country is currently affected by Covid19, good hygiene promotion and awareness is needed. More so CEA. The Risk Communication and Community Engagement activities will be strengthened and incorporated in WASH interventions.

In this area, SARCS will target 500 people and the affected population will be supported with hygiene kits and masks. Hand washing stations will be established at shelters to promote good hygiene practices. The WASH activities will include the following:

- Conduct hygiene promotion and health awareness sessions twice a month for 3 months, supported by 50 volunteers (25 per province). They will also support rubble cleaning and sanitation activities.
- Distribution of cash for hygiene kits 500 (included in the multipurpose cash grant)
- Distribution of cash for dignity kits for 500 women and girls of childbearing age (included in the multipurpose cash grant).
- Establish two hand wash stations in 3 shelters hosting displaced persons (included in COVID-19 EA).



*South African Red Cross Society (SARCS) volunteers helping the affected communities to clean up the rubbles after days of violence ©SRCS/IFRC*

### **Protection Gender and Inclusion (PGI)**

PGI will be mainstreamed throughout the intervention to ensure communities dignity, access, participation and safety. Acknowledging that women, girls, men and boys with diverse ages, disabilities and backgrounds have different needs, risk and coping strategies, the operation will pay particular attention to protection and inclusion of vulnerable groups and on gender and diversity analysis. Gender roles will be considered in targeting (e.g. if women have safe access to FSPs and markets) and when setting up distribution time and dates as well as in hygiene promotion activities. As part of the needs assessment and analysis, a gender and diversity analysis will be included in all sector responses including Livelihoods, WASH, Shelter to understand how different groups have been affected and their preferences for receiving assistance, which will inform the operational strategy. All sectors will seek to meet the IFRC Minimum Standards on Protection, Gender and Inclusion in Emergencies. PGI activity will include:

The activities under this sector will include:

- Sensitization sessions will be organized within affected communities, sharing basic social cohesion and protection messages and sharing referral part ways in case of any SGBV cases.
- RFL services will be provided to those who lost contact with their families, in cooperation with the ICRC RFL team using the available RFL services and in case missing persons, an active and immediate coordination with the ICRC central tracing agency will be made.
- Conduct refresher session for 50 volunteers (at least 25% women) on Minimum Standards for PGI in emergencies to support the women, elderly and children to access health services, provide the necessary hygiene kits to them, and address issues on Prevention of Sexual Exploitation and Abuse (PSEA), and collect data.

### **Community Engagement and Accountability (CEA)**

During the detailed assessments, SARCS will ensure to use CEA approaches, to determine the preferred communication channels by communities and preferred feedback mechanism. As part of these approaches, SARCS will conduct a verification of the selected households to ensure that the selection criteria are respected. In addition, the selection criteria will be shared widely through trusted channels of communication to ensure that people understand why they have or have not been selected, to minimise community tensions. National Society staff and volunteers will also collect feedback and complaints of targeted households during the selection and throughout the operation, based on the channels identified during the needs assessment as preferred by the affected communities. Feedback will be shared and analysed at HQ to refine the selection process and criteria if necessary and ensure that complaints regarding the selection of community members are investigated and addressed in a timely manner. This feedback will also be used to adapt the intervention based on community needs, attitudes and perceptions.

- Refresher training on CEA (including establishment of community feedback mechanism) for 50 volunteers.
- Establish feedback mechanisms and ensure there is an effective system in place to process and act on the complaints, feedback, suggestions, questions and rumours received. Feedback will also be provided to the community to ensure they are aware their feedback has been considered.

## Operational support services

**Human resources:** SARCS is present in both affected provinces (Kwa Zulu Natal and Gauteng) with functional Provincial offices and branch offices. Volunteers and staff members from these provinces have experience with responding to the floods and other emergencies. SARCS have mobilized 100 volunteers and 25 staff members to support the overall response, 50 of which will be covered through this DREF operation. The DREF will cover insurance for the 50 volunteers who will support implementation of activities under the operation through the IFRC insurance scheme.

A surge personnel with cash and logistics experience will be deployed to support SARCS in implementing this operation for 3 months. The Rapid Response member will support SARCS to speed up the FSP review process and coordinate the CVA component.

**Logistics and supply chain:** The National Society has a functional Logistics department which will oversee all the procurement process. Procurement of the financial service provider to support the cash and voucher assistance will be conducted by SARCS with support from IFRC Cluster Delegation and Regional office Logistics departments. This is to minimize transportation within the urban violence hotspots. SARCS will incorporate IFRC procurement procedures into their internal procurement process, strictly adhering to the same.

**Information technology and telecommunications:** The affected provinces have functional and adequate Information, Communication and Technology. The status quo might change as urban violence in both provinces might intensify, potentially leading to network disruptions due to destruction of existing infrastructure and might affect the operation. SARCS and IFRC are monitoring the situation.

**Communications:** The National Society has a communications unit, which works closely with different media houses by ensuring that SARCS interventions are well published, and communities and stakeholders will be aware of SARCS response interventions. Updates on the operation will be shared on the National Society social media networks (websites, Facebook, Twitter). The National Society will also work closely with IFRC communication focal person for technical support to ensure sufficient media coverage of the response. Response teams will utilize available visibility clothing and equipment during the operations to ensure easy identification and avoid harm. Both the SARCS and IFRC communications officers will be deployed for two weeks to ensure proximity support to the operation.

**Planning, monitoring, evaluation, and reporting (PMER):** PMER activities such as planning, monitoring and evaluation will be carried out throughout the operation and reports will be shared. Post distribution monitoring will also be conducted at the end of the cash disbursements and other support to families to get feedback from recipient families. Operational updates where necessary will be issued and shared by the Cluster Delegation. PMER will also support regular assessment to inform the response targeting and ensure that needs of the most vulnerable are catered for.

Continued assessments and monitoring will also be an integral part of the operation and will be used to ensure that the operation is in line with the evolving situation on the ground. The findings from the assessment will assist and guide the resource mobilization efforts with a further focus on urgent needs and recovery-related activities including disaster risk reduction, PGI and National Society Development in emergencies. Two DM field visits will be conducted for coordination of the overall response, monitoring of activities, as well as to support resource mobilization efforts by reaching out to potential local partners who could support recovery for the affected communities. These field visits will be covered through this DREF operation.

At the end of the operation, SARCS and IFRC will jointly support a lessons learned workshop with all stakeholders, including recipient households, to collect feedback on efficiency and effectiveness of the response. This feedback will be used to inform future such operations. Provincial offices will provide weekly updates that will feed into the operational update report. SARCS will also provide both narrative and financial reports at the end of the operation with support from IFRC Cluster Delegation. All reports will be conducted in accordance with IFRC PMER standards.

**Information Management (IM):** Through collaboration with the Information Management Working Group (IMWG) in Southern Africa, IM activities will include data analysis of the assessment, production of maps/Infographic and support creation of data visualization dashboard which will be later maintained by IFRC Cluster Office with capacity building of SARCS. Content upload of the activities on the GO platform will be done at the IFRC Cluster Delegation with technical assistance from IFRC Regional Office

**Administration and Finance:** The Finance Department will monitor all the expenditure according to the National Society financial procedures, taking into considerations the IFRC financial procedures. Financial reports will be issued and shared with IFRC Cluster Delegation for review.

**Security:** The security environment in the affected provinces is marred with incidents of violence including rioting, looting and protest action. In addition to civil and political unrest, crime and road safety also pose considerable risk to staff

engaging in field movement. Health Hazards are also a major risk as the country currently grappling with the 3<sup>rd</sup> wave is facing another resurgence in cases spurred on by the in adherence to preventive measures that was prevalent during the recent unrest. Despite these, the National Society is working closely with communities from these areas and there is no threat posed to the response team. The government law enforcement is always present in these areas to provide secure environment to the communities and other organizations working within these areas. Roads in affected areas may be flooded on a rainy day, as such, it is useful to always reconfirm the status of routes before setting out and allow additional time to complete journeys. Liaise with local contacts to ascertain the feasibility of specific journeys.

To reduce the risk of RCRC personnel falling victim to crime, violence, health or road hazards active risk mitigation measures must be adopted. This includes situation briefings, movement tracking and monitoring and implementation of minimum-security standards. Security Plans are in place including Medical evacuation before deployment as well as confirmation that IFRC COVID BCP plans are implemented. All RCRC personnel actively involved in the operations must have completed the respective IFRC security e-learning courses (i.e. Stay Safe Personal Security, Security Management, or Volunteer Security and introduction to PSEA). SARCS staff and volunteers will be visible by wearing protective clothing with the Red Cross emblem. All National Society assets such as cars will also be visibly marked by the Red Cross emblem. The National Society will ensure that all the volunteers and staff involved in the operation will sign the Code of Conduct.

The Regional Security Unit (RSU) will establish direct contact with National Society security officers/focal points engaging in closer coordination and National Society capacity building. The RSU will closely monitor the operating environment in South Africa in general and the operational area.

## C. Detailed Operational Plan



### Livelihoods and basic needs

People targeted: 2,500 people (500 households)

Male: 1,000

Female: 1,500

Requirements (CHF): 137,537

**Population to be assisted:** SARCS will provide hot meals to 500 most vulnerable households whose accommodation was destroyed by urban violence. These distributions will go on for two weeks. In addition, food vouchers for 3 months will be provided to same 500 HH. The groups to be targeted include child-headed households, people living with disabilities, lactating mothers and families in precarious economic conditions.

**Programme standards/benchmarks:** The value of vouchers is based on the minimum expenditure basket in country, which SARCS has been using so far.

P&B Output Code	Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods	% of targeted households reached with multipurpose cash transfers (MPCT) funding that is support appropriate to meet their emergency needs (Target: at least 80% or 400 HH)															
		<ul style="list-style-type: none"> <li># of households receiving hot meals for 2 weeks (Target: 500 HH)</li> <li># of people provided with cash grants (Target: 2,500 people)</li> <li># of volunteers engaged in CVA activities (Target: 20 volunteers)</li> </ul>															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP081	Detailed multisector needs assessment																
AP081	Provide hotmeals to 500 households for two weeks																
AP081	Training/refresher of 50 volunteers in cash and voucher assistance (CVA) for 2 days																
AP081	Procurement of financial service provider																
AP081	Provision of multipurpose cash for 3 months to 500 households																
AP081	Conduct PDM for 2 days																



### Health

**People targeted: 2,500 (500 households)**

Male: 1,000

Female: 1,500

**Requirements (CHF): 720**

**Risk analysis:** Should the lockdown heighten to level 5, it will be difficult for National Society to implement the operation.

**Population to be assisted:** First aid services will be provided as needed. Health and hygiene promotion campaigns and COVID 19 awareness will be conducted, targeting the entire affected population.

**Programme standards/benchmarks:** WHO and South Africa Ministry of Health Standards

P&B Output Code	Health Outcome 1: The immediate risks to the health of affected populations are reduced and they are aware and practicing COVID 19 protocols.	% of targeted people reached with health activities (Target: 100%)															
	Health Output 1.1: The health situation and immediate risks are assessed using agreed guidelines and COVID awareness materials	# of people sensitized on COVID-19 (Target: 2,500 people)															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP023	Rapid situational analysis in 2 provinces affected																
AP023	Conduct screening and contact tracing in affected communities																
P&B Output Code	Health Outcome 2: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment	# of people reached with first aid services (Target: needs based)															
	Health Output 2.1: Improved access to health care and emergency health care for the targeted population and communities.	# of community members reached with psychosocial services (Target: 2,500 people)															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP023	Provide PSS services in affected communities																
AP023	Assist injured people with first aid services																



### Water, sanitation and hygiene

People targeted: 2,500 (500 households)

Male: 1,000

Female: 1,500

Requirements (CHF): 3,423

**Population to be assisted:** SARCS targets 2,500 people that are affected by urban violence displaced families who are accommodated at shelters who will be provided with buckets, soaps, and hygiene kits. The priority will be given to the vulnerable groups as classified by the department of Social Development (Elderly, Child Headed, lactating mothers, people living with disabilities)

**Programme standards/benchmarks:** Activities will ensure that affected families are equipped with ways to prevent the potential negative health effects. 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 targeted people reached with hygiene promotion activities (Target: 100%)															
	WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population	<ul style="list-style-type: none"> <li># of volunteers engaged in hygiene promotion activities (Target: 50 volunteers)</li> <li># of hygiene promotion sessions conducted (Target: 6 sessions)</li> </ul>															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP030	Refresher Training of 50 volunteers on health and hygiene promotion	■	■														
AP030	Conduct hygiene promotion and health awareness twice a month for 3 months		■		■		■		■		■		■				
AP030	Select target groups, key messages, and methods of communicating with beneficiaries (mass media and interpersonal communication), based on needs assessment findings	■	■	■	■	■	■	■	■	■	■	■					

**Strategies for Implementation**  
**Requirements (CHF): 69,131**

P&B Output Code	Outcome S2.1: Effective and coordinated international disaster response is ensured.	<ul style="list-style-type: none"> <li>• # of detailed assessment reports produced (Target: 1)</li> <li>• # of affected regions assessed (Target: 2 provinces)</li> <li>• # of volunteers participating in the response (Target: 50 volunteers).</li> <li>• # of supervision missions conducted by the SARCS (Target: 3 missions).</li> <li>• # of community feedback received and processed (Target: at least 80%)</li> <li>• # of IFRC monitoring missions (Target: 2 missions)</li> <li>• # of lessons learned workshop conducted</li> </ul>																
	Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP084	CEA refresher training for 50 volunteers																	
AP084	PGI briefing on Minimum Standards for PGI in emergencies																	
AP042	Conduct continuous assessment of situation in target communities																	
AP042	Deploy 50 volunteers for the assessment and implementation of response activities																	
AP042	NS branch & national level monitoring of activities																	
AP084	Setup and run feedback mechanism																	
AP049	DM monitoring mission for coordination (IFRC)																	
AP084	Organize a Lesson Learned workshop																	



## D. FUNDING REQUIREMENTS

The overall grant allocated for this operation is CHF 210,810 as detailed in budget below

International Federation of Red Cross and Red Crescent Societies

*all amounts in Swiss Francs (CHF)*

### DREF OPERATION

MDRZA010 - SOUTH AFRICA - URBAN VIOLENCE

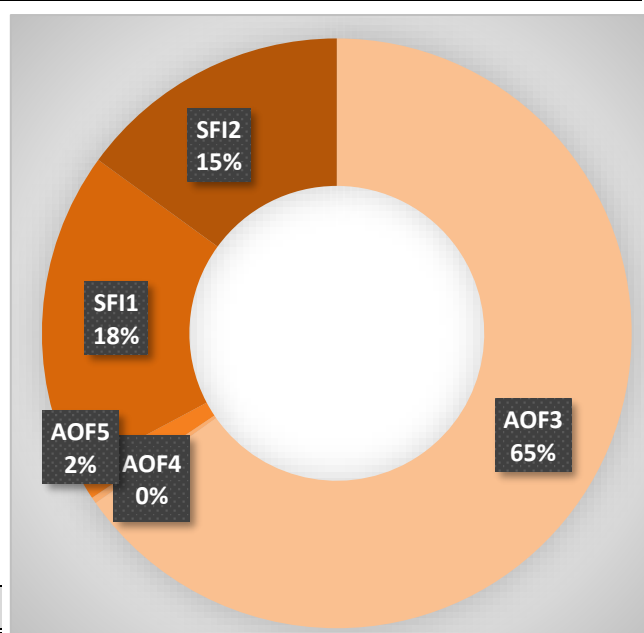
22/07/2021

#### Budget by Resource

Budget Group	Budget
Food	13,234
Cash Disbursement	106,858
<b>Relief items, Construction, Supplies</b>	<b>120,093</b>
Distribution & Monitoring	1,891
Transport & Vehicles Costs	7,373
<b>Logistics, Transport &amp; Storage</b>	<b>9,264</b>
International Staff	21,742
National Society Staff	1,260
Volunteers	9,300
<b>Personnel</b>	<b>32,303</b>
Workshops & Training	5,987
<b>Workshops &amp; Training</b>	<b>5,987</b>
Travel	8,823
Information & Public Relations	2,206
Financial Charges	8,508
Other General Expenses	10,761
<b>General Expenditure</b>	<b>30,297</b>
DIRECT COSTS	197,944
INDIRECT COSTS	12,866
<b>TOTAL BUDGET</b>	<b>210,810</b>

#### Budget by Area of Intervention

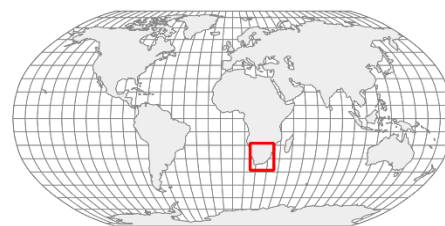
AOF3	Livelihoods and Basic Needs	137,537
AOF4	Health	720
AOF5	Water, Sanitation and Hygiene	3,423
SFI1	Strengthen National Societies	37,519
SFI2	Effective International Disaster Management	31,612
<b>TOTAL</b>		<b>210,810</b>





## South Africa : Urban Violence

22 July 2021 • CE-2021-000086-ZAF



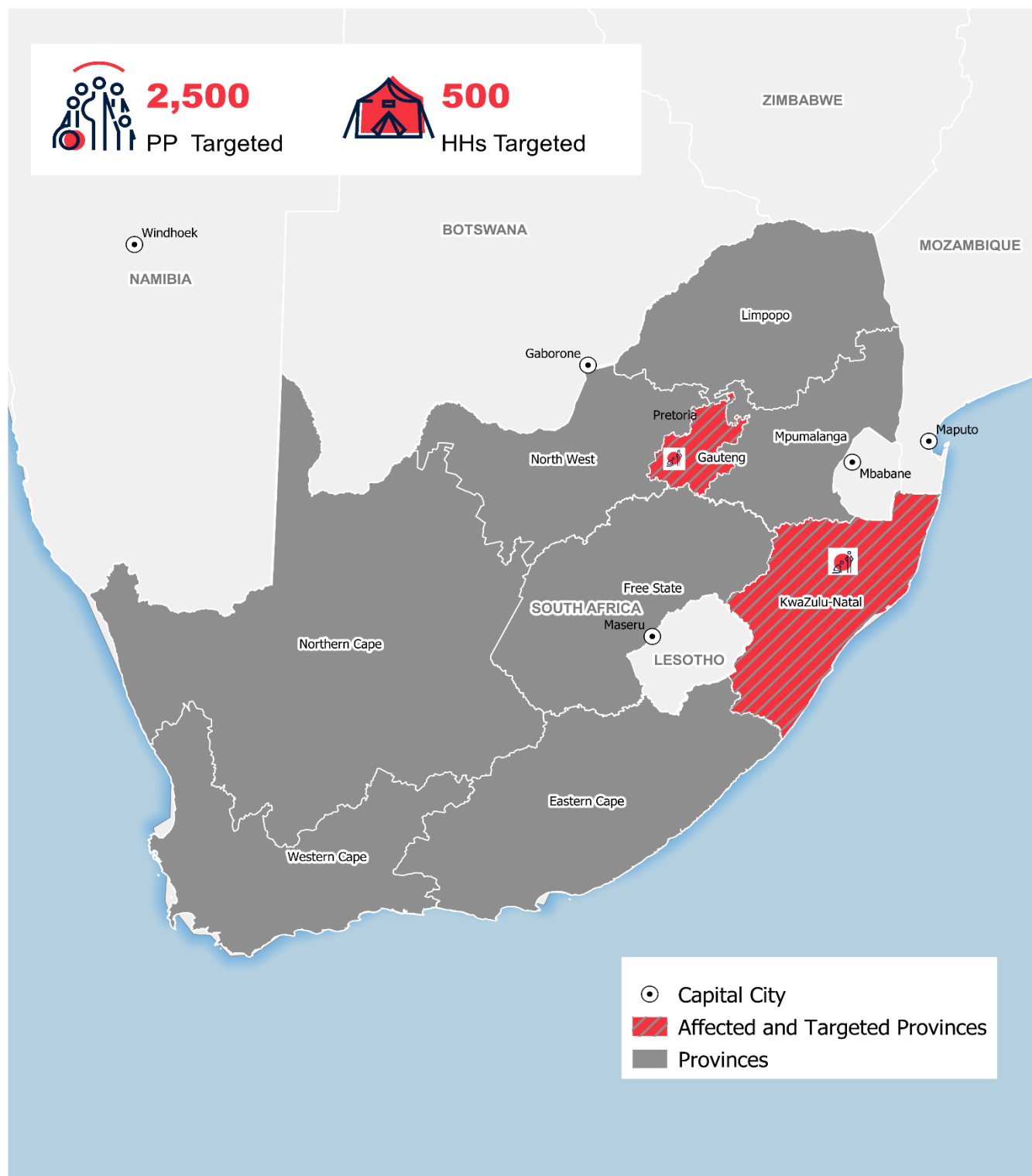
**2,500**

PP Targeted



**500**

HHs Targeted



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.  
Map data sources: GADM, South Africa RC, IFRC. Map produced by: IFRC Africa Regional Office, Nairobi

## Reference documents



Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

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

**South African Red Cross Society**

- **Acting Secretary General:** Fernel Campher; Email: [@redcross.org.za](mailto:@redcross.org.za); [fcampher@redcross.org.za](mailto:fcampher@redcross.org.za); Phone : +2720421494
- **Operational coordination:** Fernel Campher; Programmes Manager, Email: [fcampher@redcross.org.za](mailto:fcampher@redcross.org.za) ; Phone: +27720421494

**In the IFRC**

- Dr Michael Charles, Head of Cluster Office; phone: +278 34132988; email: [Michael.charles@ifrc.org](mailto:Michael.charles@ifrc.org)
- Naemi Heita, Operations Manager; phone: +27829264448; email: [naemi.heita@ifrc.org](mailto:naemi.heita@ifrc.org)

**IFRC Africa Region:**

- Adesh Tripathee, Head of DCPRR Unit, Kenya; phone: +254 731 067 489; email: [adesh.tripathee@ifrc.org](mailto:adesh.tripathee@ifrc.org)

**In IFRC Geneva**

- Nicolas Boyrie, Senior Officer Operations Coordination; email: [nicolas.boyrie@ifrc.org](mailto:nicolas.boyrie@ifrc.org)
- Eszter Matyeka, DREF Senior Officer; email: [eszter.matyeka@ifrc.org](mailto:eszter.matyeka@ifrc.org)

**For IFRC Resource Mobilization and Pledges support:**

- **IFRC Africa Regional Office:** Louise Daintrey-Hall, Head of Unit, Partnerships & Resource Dev: [louise.daintrey@ifrc.org](mailto:louise.daintrey@ifrc.org) phone: +254 110 843978

**For In-Kind donations and Mobilization table support:**

- IFRC Africa Regional Office for Logistics Unit: Rishi Ramrakha, Head of Africa Regional Logistics Unit, email: [rishi.ramrakha@ifrc.org](mailto:rishi.ramrakha@ifrc.org); phone: +254 733 888 022

**For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)**

- IFRC Africa Regional Office: Philip Kahuho, Manager, PMER; email: [philip.kahuho@ifrc.org](mailto:philip.kahuho@ifrc.org); phone: +254 732 203 081

## 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:



**Save lives.**  
protect livelihoods,  
and strengthen recovery  
from disaster and crises.



Enable **healthy**  
and **safe** living.



Promote **social inclusion**  
and a culture of  
**non-violence** and **peace.**