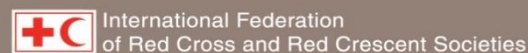




## Emergency Plan of Action

### Lesotho / Southern Africa: Windstorms



<b>DREF Operation n°</b>	<b>MDRLS005</b>	<b>Glide n°:</b>	<a href="#">VW-2021-000139-LSO</a>
<b>Date of issue:</b>	<b>13 September 2021</b>	<b>Expected timeframe:</b>	<b>4 months</b>
<b>Operation start date:</b>	<b>11 September 2021</b>	<b>Expected end date:</b>	<b>31 January 2022</b>
<b>Category allocated to the of the disaster or crisis: Yellow</b>			
<b>DREF allocated: CHF 174,013</b>			
<b>Total number of people affected:</b>	<b>2,550 people (510 HH)</b>	<b>Number of people to be assisted</b>	<b>2,550 people (510 HH)</b>
<b>Districts affected:</b>	Qacha's Nek and Thaba Tseka	<b>Districts/Regions targeted:</b>	Qacha's Nek and Thaba Tseka
<b>Host National Society(ies) presence (n° of volunteers, staff, branches):</b> 70 volunteers and 15 staff members in implementing districts			
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Society (IFRC)			
<b>Other partner organizations actively involved in the operation:</b> Disaster Management Authority, Ministry of Local Government, Ministry of Social Development			

## A. Situation analysis

### Description of the disaster

From 27 to 31 August 2021, Lesotho experienced windstorms which affected several districts across the country. Out of the ten districts, two (Qacha's Nek and Thaba Tseka) were severely affected while the remaining eight districts experienced minor effects of the wind.

Soon after the disaster, Lesotho Red Cross Society (LRCS) and the Disaster Management Authority (including stakeholders from the District Disaster Management Team (DDMT) and the National Society) conducted a rapid assessment between the 29 and 31 of August 2021 revealed that in Qacha's Nek and Thaba Tseka, cumulatively, 510 houses were affected by the storm. Out of the affected households, 162 were destroyed and families have been displaced, currently hosted by neighbours or relatives. The remaining 348 families whose houses were damaged are using undamaged part of the houses, although they have lost their basic household items. In Qacha's Nek (Sehaba Theebe) 81 family latrines were blown away. The table below shows the number of affected families per district.



*Damaged house in Qacha's Nek ©LRCS*

Districts	Total affected people	Total HH Affected	Completely destroyed HH – displaced families	Partially Damaged – not displaced	Destroyed latrines
Qacha's nek	1,890	378	148	230	81
Thaba Tseka	660	132	14	118	5
<b>Total</b>	<b>2,550</b>	<b>510</b>	<b>162</b>	<b>348</b>	<b>86</b>

Based on the above, this DREF request will initially focus on supporting the urgent needs of the affected communities which include, immediate food support, temporary shelter materials, WASH and psychosocial support. Continuous assessments by volunteers will allow monitoring and any new development on the ground impacting the operation will be used to update the response as necessary. The DREF operation will focus in Qacha's Nek and Thaba Tseka areas, where the impact of storms was greatest.

### Summary of the current response

#### Overview of Operating National Society Response Action

Based on the established magnitude of the hazard, LRCS mobilized 70 volunteers (30 in Qacha's Nek, 30 in Thaba Tseka and 10 in Mokhotlong) who were deployed in locations across the district where the storms' effects were anticipated to intensify.

While the assessments took place, initially identified affected persons in Qacha's Nek received a total of 100 blankets, 100 sleeping mats and pulses (beans) for 100 families in affected district (areas). These items were distributed from LRCS stocks and will be replenished through this DREF operation.



*Household Items Distribution by Lesotho RC ©LRCS*

The National Society also provided psychosocial support (PSS) by activating teams to offer support as the affected households developed stress and anxiety. As of 3<sup>rd</sup> of September, Psychosocial First Aid (PFA) was also provided to 162 families of affected people, and volunteers are continuing to offer PFA where needed.

The National Society will continue to provide humanitarian assistance to the affected families to meet their needs through this DREF. Indeed, in each of the affected districts, LRCS has at least 50+ strong volunteers trained as first responders and have capacity in disaster management (DM), health, WASH, community engagement and accountability (CEA); protection, gender and inclusion (PGI) and psychological first aid (PFA). All volunteers and staff who are responding to this disaster have been briefed on prevention of sexual exploitation and abuse (PSEA), and Code of Conduct, which they have signed. LRCS technical staff, divisional secretaries from all 10 Divisions (similar to branches) and some volunteers were trained face-to-face by an IFRC team on CEA, PGI and PSEA in March 2021. No local resource mobilization efforts to support this response have been fruitful yet.

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

There are no RCRC Movement Partners present in the country. The International Federation of Red Cross and Red Crescent Societies (IFRC) supports LRCS through its Country Cluster Delegation located in Pretoria, South Africa. A technical support platform will be set up by the IFRC to support LRCS to manage the emergency and any ensuing recovery programmes. IFRC is providing technical support to LRCS for rapid assessment, communication, resource mobilisation design and implementation of the response as necessary. The implementation of the operation will be done in close coordination with other Red Cross Red Crescent Movement partners.

The Cluster Delegation is supporting the National Society's efforts to diversify its domestic partnership portfolio for relief actions. Amongst others, British Red Cross and German Red Cross are supporting Forecast Based Financing (FBF) and Cash and Voucher Assistance (CVA) modalities in Lesotho. Partners have been informed about this operation, and no support committed to date. Due to its decreased operations in the region, the ICRC has no active partnership with Lesotho RC.

## Overview of other actors' actions in country

The Disaster Management Authority (DMA) coordinates all interventions by humanitarian agencies at national level, while the district level coordination is done by the District Disaster Management Teams (DDMTs). Civil Society and Non-Government organisations are working jointly with government to provide immediate assistance at district level. To avoid duplication of efforts, the joint operation by DDMTs have agreed that the response should be done in a coordinated manner. Through DDMT meetings, it was agreed that the Lesotho Red Cross Society and all other actors will liaise with the Ministry of Social Development to conduct joint assessments and distribute relief items verifying National Information System for Social Assistance (NISSA).

As of 3 September 2021, LRCS is the only organisation responding actively on the ground, while Government actors such as (Disaster Management Authority, Ministries of Social Development, Agriculture and Food Security, Health, Water) are assisting with assessments alone.

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

### Needs analysis

Since the windstorm event, throughout the country, LRCS has been collaborating with the Disaster Management Authority (DMA) to conduct joint rapid assessments to record and understand the urgent needs of affected communities. Volunteers will be doing continuous assessments to monitor any development on the situation and update the operation if necessary. LRCS currently relies on data from the initial rapid assessment conducted jointly with local government. National Society division and headquarter staff are on the ground to support the initial response and ongoing rapid assessment including market functionality.

The Lesotho RC team will continue assessing and monitoring the operation, giving priorities to the vulnerable groups like children under 5 years old, pregnant and lactating women, adolescent girls, the elderly and people living with disabilities and chronic illness that need to be mitigated. Estimated disaggregated data will be provided after the registration of beneficiaries.

The disaster has affected more than 2,550 people (approximately 510 households) so far. The main priorities identified by the LRCS during the initial assessments were emergency shelter, livelihoods and basic needs, WASH and health for the 162 families whose houses and essential food and household items have been destroyed. Remaining 348 families will need support to replace their basic household items. Needs per sector are detailed below:

- Shelter:** There are in total 510 households affected, out of which 162 are destroyed, while 348 are partially destroyed. The 348 families whose houses were partially damaged have lost their basic household items. The 162 families whose houses are destroyed are currently hosted by their neighbours and relatives. This situation is further putting pressure on the host families and overcrowding was observed as the main challenge. Overcrowding could worsen the COVID-19 situation if not addressed promptly. Therefore, emergency shelter is urgently needed to help decongestion in host families. In addition to damage on the houses, a variety of household items and clothing were also swept away, leaving the affected populations without basic amenities, including food, domestic supplies, mattresses, and blankets.
- Water, Sanitation and Hygiene (WASH):** Affected households lost their basic items such as buckets and necessities for maintaining basic hygiene. Loss of suitable hygiene supplies may lead to outbreak of other diseases such as COVID-19 or water related disease outbreaks. There is need to provide families with buckets and hygiene kits (including for menstrual hygiene management and diapers for small children). In total 81 toilets were destroyed, and this can consequently lead to poor hygiene the risks of water-borne diseases such as diarrhoea. However, LRCS will not be covering any needs with latrine repairs because of limited capacity but will rather conduct advocacy towards Government and Water and Hygiene authorities to complement the response in this area. There is a need for hygiene awareness to prevent disease outbreak.



*Damage to essential household items in Qacha's Nek ©LRCS*

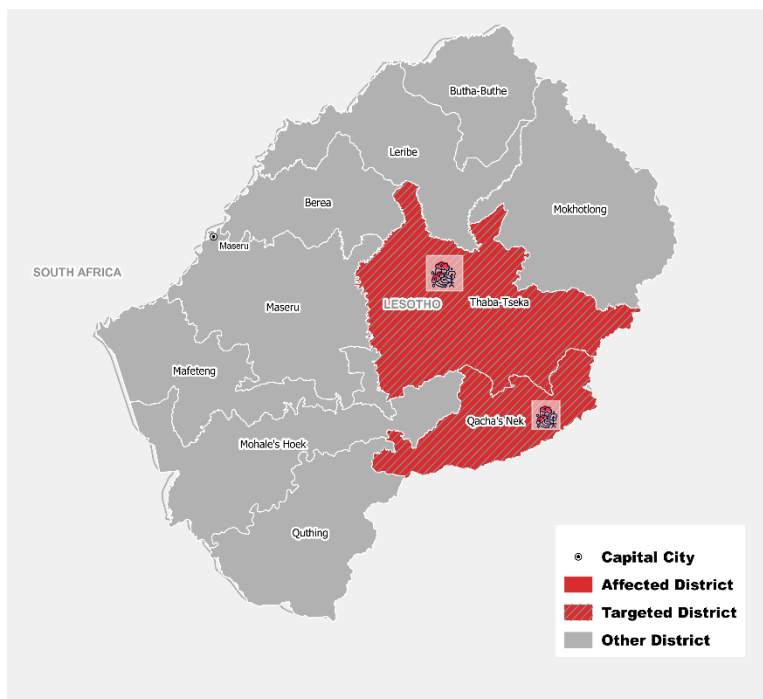
- **Food Security and Livelihoods:** At least 50% of the affected families have lost their food stock, that is pulses (beans), corn (maize, maize meal) etc. Moreover, the host families have not received any additional support to feed the additionally hosted population. The food security situation is alarming especially for children, elderly, pregnant women and lactating mothers who have specific nutritional needs. The populations' livelihoods, mainly based on agricultural activities, are going to be affected because of the lost food stock, hence the need to support affected families with immediate food needs.
- **Health:** The heavy winds have caused destruction of settlement and belongings. Considering that 50% of the affected are families whose households have been damaged and destroyed and people with disabilities and chronic diseases, pregnant women and children under 5 years exists in these families as well as other resource poor families. The destruction and displacement has left families distressed with many worried about assets lost. This will call for the National Society to continue providing psychosocial support for all affected (162 families).
- **Protection, Gender and Inclusion:** The LRCS rapid assessment team identified the following specific groups of people with special needs: the elderly, people living with disabilities, injured people, displaced persons, pregnant women, lactating mothers, children, traumatised, among the affected people.
- As many families have been hosted by their neighbours and others with their relatives, others in the same damaged house, there may be risks of sexual and gender-based violence (SGBV) targeting women and adolescent girls. It is therefore very important to provide specific support by ensuring the construction of safe shelters and WASH facilities early, so that women and girls can have secure places to sleep and take care of their ablution needs. The needs of women and girls need to be considered, and their views sought on who should be targeted as the primary recipient of the cash assistance through community engagement and accountability (CEA) approaches, to ensure their comfort and protection from crime and SGBV throughout the process. Activities will also ensure communication about risks to vulnerable groups, and advocacy with the local authorities and other stakeholders to ensure the safety of all.

## Targeting

The National Society will target all 510 households identified during the initial assessments following the windstorm in the two most affected regions, i.e., Qacha's Nek and Thaba-Tseka. The support will be categorised as per table below:

- 162 households with destroyed houses and currently hosted by their neighbours and relatives.
- 348 households with damaged houses but lost basic household items.

Specific attention and priority among the affected household will be given to housed headed by women, families with elderly people and/or children under 5 years, families with pregnant or lactating women, families with ailing members and people living with disabilities and of course resource poor families.



Map of Lesotho, highlighting most affected districts ©IFRC

LRCS will use CEA and PGI methodologies in a cross-cutting approach to ensure that there is no tension among communities. The CEA methods that will be used include household interviews, focus group discussions, WhatsApp to communicate with volunteers and staff, and the use of community radio stations to promote awareness and community dialogues during interactive call-in programmes.

## 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 shelter, health and care, WASH, livelihoods and basic needs with PGI, CEA and PSEA being streamlined. Three scenarios have been developed below to guide the National Society's response actions. The proposed response

strategy is based on the most likely scenario. This could be modified in the event of further findings or following detailed assessments.

Scenario	Humanitarian consequence	Potential Response
<b>Best case scenario:</b> The weather condition quickly reduces intensity; no additional people are affected and no secondary effects on people, their homes and livelihoods.	Short-term humanitarian needs related to loss of shelters and livelihood would need to be addressed.	Response will be limited to the proposed DREF operation.  Humanitarian dialogue with authorities to seek durable solutions around safe shelter constructions and community engagement to ensure adherence to standards.
<b>Most likely scenario:</b> The windstorm continues, and rains begin, but no more than 50mm in 24 hours in any part of the current affected areas. The windstorms will not be prolonged, and the intensity and speed reduce to average	Long-term humanitarian needs related to loss of shelters and livelihood would still need to be addressed.	Operations update to widen the scope of intervention, with possible change of strategy, increased timeframe and possibly a request for a second allocation.
<b>Worst case scenario:</b> The weather condition continues in affected areas, resulting in massive displacement of people and further destruction of infrastructure and assets.	Long-term humanitarian needs related to loss of shelters and livelihood would still need to be addressed	Review of the current DREF operation through an Operations update to widen the scope of intervention, with possible change of strategy, increased timeframe and possibly a request for a second allocation.

With the current context, if destroyed or damaged family houses are not quickly repaired, there is high risk of weather-related diseases as well as more destruction to shelters, which will become huge and complex because of the risk of walls deteriorating and potentially collapsing, causing more injuries. Sheltering will become more challenging given the current context, and risks and incidence of crime, including SGBV may increase if people continue to sleep in unsecure and uncovered structures. Incidence of ill-health, including due to COVID-19, may increase if affected people are left to live in crowded homes with friends and neighbours for long. To avert further deterioration of the shelter situation of affected families, immediate support for the families to repair and return to their homes is the best, considering the country is just entering the rainy season and more windstorm is predicted by weather hydro-metrological unit. The current situation will focus on the most likely scenario described above.

### 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
Gender Based Violence (GBV)	High	<ul style="list-style-type: none"> <li>High unemployment posed by windstorms, which resulted in loss of livelihoods will expose more people to GBV.</li> <li>GBV sessions will be integrated in routine awareness session by the volunteers.</li> </ul>
COVID-19	High	<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 LRCS will be responding in.</li> </ul>
Implementation Capacity	Medium	<ul style="list-style-type: none"> <li>IFRC and National Society operations teams to meet weekly to update on progress and address operation challenges</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 26 August 2021, the country has recorded 146,630 Covid-19 cases and 403 deaths with 14,395 active cases across the country. Note that, this is the latest data collected by Lesotho Ministry of Health.

Through this operation, LRCS volunteers will be provided with appropriate PPE (face masks, alcohol-based sanitizers) to ensure that they are not exposed while providing 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 NS will ensure, even as it responds to windstorms, COVID-19 prevention measures are adhered to, in line with regional plan of action and its national COVID-19 country plan.

## B. Operational strategy

### Overall Operational objective:

The overall objective of this operation is to respond to the immediate humanitarian needs of approximately 2,550 people (510 HH) affected by the Windstorms through the provision of temporary shelter, health and care services, WASH, and immediate food needs for 4 months.

### Proposed strategy

The current operational strategy is to ensure that urgent needs of targeted households are met as soon as possible. As such, this operation will implement activities in the areas of shelter, livelihoods and basic needs, psycho-social support and WASH, in a bid to contribute to efforts of preventing from further deterioration of the living condition, safety and dignity of affected people.

LRCS's main response strategy will include provision of multipurpose cash transfer to support families meet their most pressing needs, especially as this is the most preferred needs indicated by affected communities. With Cash, the affected populations will have the flexibility to buy different items within the same amount as the needs may increase and change depending on the situation.

LRCS has cash and voucher assistance (CVA) experience, and the targeted branches implemented distributions for 1,800 vulnerable households/ families (2016) and 2005 families 2019/2020 through mobile money service providers (Econet and Vodacom) in Botha Bothe, Mokhotlong, Thaba Tseka and districts. The latest experience was seed voucher distribution, by seed suppliers through seed fairs 2019/2020 reaching 2005 households in three districts. Although LRCS have a valid FSP agreement in country, it will work with support from IFRC SA Cluster Delegation to update this agreement towards required IFRC standards. This will contribute to strengthening cash readiness of the National Society capacity in Cash assistance. Based on preliminary information collected during the ongoing rapid assessments, markets are open and accessible. All the shops are functional and accessible by communities in the operational areas.

#### 1- Livelihoods and Basic needs (Target: 2,550 people or 510 HH)

LRCS will ensure that the affected families are provided with multipurpose cash grants to support access to emergency shelter, household items, relevant wash items as follows:

- (a) To provide the 162 targeted households with emergency shelter and household items, the National Society intends to provide multipurpose cash grants for shelter kits to allow them access materials for houses repair. Hygiene materials will be included in the cash transfer under shelter. As such, 162 households will receive 7,194 Lesotho Loti (LSL) per family, while 348 households will receive 2,994 LSL as detailed in below table:

**Table 1: Calculation of cash value to cover emergency shelter, household and hygiene items (Multipurpose cash) in LSL**

Item description	Frequency	Quantity	unit cost in LSM	Total transfer to households with destroyed houses	Total transfer households with partially damaged houses
Cash grants for temporary shelter materials	1	162	1500	1,500	0
Kitchen kits -1/family	1	510	350	350	350
Buckets 2/family	1	1020	100/unit	200	200
Blankets -2/family	1	1020	200/unit	400	400
Mattresses 2/family	1	1020	250/unit	500	500

Hygiene kits including dignity items for women and girls		162	400	400	0
<b>Total for shelter, household and hygiene items</b>				<b>4,200 LSL per HH</b>	<b>1,450 LSL per HH</b>

(b) Provide food to 510 households for two months (based on monthly food basket in Lesotho). The cash transfer value to be disbursed per household is 1,544 LSL to be distributed as a one-off unrestricted cash transfer to allow families the flexibility to use based on their specific needs.

**Table 2: Content of food basket and calculation of cash value per household in LSL**

Item description	Frequency	Quantity per HH	Unit of measure	Unit Cost in LSM	Total cost in LSL per household for two months
Mealie meal	2	1	25 kg	150	300
Sorghum meal	2	1	10 kg	98	196
Cooking oil	2	1	4 litres	140	280
Fine salt	2	1	1kgg	25	50
Sugar	2	1	2.5 kg	45	90
Pulses Peas	2	1	10kg	140	280
Pulses Beans	2	1	10 kg	174	348
<b>TOTAL per HH for two months</b>					<b>1,544</b>

**Table 3: Number of disbursements and amount per beneficiary group**

Number of disbursements	Purpose			Number of Households
	Description	Amount for disbursement	Total amount per month (LSL)	
One-off	Cash for emergency shelter	4,200	7,194	162
	Cash for Household items	1,450		
	Cash for food (2 months)	1,544		
One-off	Cash for household items	1,450	2,994	348
	Cash for food (2 months)	1,544		

A total of 70 volunteers will be engaged in the cash distribution and post distribution monitoring.

The activities will include:

- Training/refresher of 70 volunteers in cash and voucher assistance (CVA) for 2 days
- Procurement/verification of financial service provider (FSP)
- Engagement with affected populations including consultations on targeting as well as communication and information around cash transfers and how to access the assistance in a safe manner
- Conduct PDM in each district
- Continuous assessments and market monitoring
- Replenishment of 100 blankets and 100 mattresses distributed.

#### **Health and care (Target 2,550 people or 510 households)**

There is need to intensify psychological first aid to ensure communities affected by the windstorms are calm in dealing with the situation.

The following actions will be undertaken:

- Provision of PFA sessions to community members as needed by 20 volunteers. In the same vein, PFA support will be provided to frontline staff and volunteers through team meetings, stress management sessions and peer support throughout the operation where it is deemed necessary.

- Identification of people in distress and referrals to specialized health care centres.

### **Cross-cutting issues:**

#### **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. The next assessment that will be conducted will incorporate a gender and diversity analysis to ensure an inclusive response. Gender roles will be considered in targeting (e.g., if women have safe access to FSPs and markets) and when setting up distribution times 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:**

- The needs of vulnerable groups will be sought, by for instance hosting separate focus group discussions for men, women, people with disabilities and chronic illness and young people to ensure that they can share their views so their particular needs can be adequately met.
- Procurement of hygiene packs will ensure that dignity packs for women and girls, and diapers for babies, will be included.
- 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.
- Conduct refresher session for 70 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.
- Volunteers and staff will be briefed on PSEA, and they will be asked to review the Code of Conduct and sign a copy to ensure that they have refamiliarized themselves with its contents before they are deployed to participate in the response.

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

During the detailed assessments, LRCS will use CEA approaches to determine the preferred communication channels by communities and establish a community feedback mechanism (toll free help desk) using channels recommended by the affected people. As part of these approaches, LRCS 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 receive assistance and to minimise community tensions. National Society staff and volunteers will also collect feedback and complaints of targeted households during the selection process 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 70 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 received and how it has been considered and potentially applied.

### **Operational support services**

**Human resources:** LRCS is present in both affected districts of Qacha's Nek and Thaba Tseka with permanent offices. Volunteers and staff members from these districts have experience with responding to food insecurity due to drought, windstorms and other emergencies. LRCS has mobilized 70 volunteers and 15 staff members to support the overall response, 70 of volunteers will be covered through this DREF operation. The DREF will cover insurance for the 70 volunteers who will support implementation of activities under the operation through the IFRC insurance scheme.

Cash and voucher assistance focal person will be deployed to support in implementing this operation for 4 months. The NS CVA focal point will have as responsibility, to speed up the FSP review process and coordinate the CVA component with support from SA Cluster Delegation and Africa Region CVA teams.

**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 LRCS with support from IFRC Cluster Delegation and Regional office Logistics departments. This is to minimize transportation within the hotspots communities. LRCS will incorporate IFRC procurement procedures into their internal procurement process, strictly adhering to the same.

**Information technology and telecommunications:** LRCS has functional and adequate Information, Communication and Technology to support operation. The status quo might change as in-depth assessment continues in both districts. LRCS with a support from IFRC will monitor the situation.

**Communications:** The National Society has a communications unit, which works closely with different media houses by ensuring that LRCS interventions are well published, and communities and stakeholders will be aware of LRCS response interventions. Updates on the operation will be shared on the NS 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 LRCS and IFRC communications officers will liaise regularly to ensure proximity and ongoing 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. The Lesotho RC DM and Finance head office staff will offer technical support to the branches implementing the operation. In that regard, two missions are planned during implementation period. In the same vein, IFRC Pretoria Cluster will carry out one operational monitoring visit to offer technical support to the team on the ground and support closing of the operation as needed.

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. 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, LRCS 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. divisional offices will provide weekly updates that will feed into the operational update report. LRCS 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 LRCS. 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 Review:**

Crime is less common than in neighbouring South Africa, but rates have been recently on the rise, particularly in urban areas. This trend is likely to continue given the economic impact of the COVID-19 pandemic and associated restrictions. The most common crimes are opportunistic, including pickpocketing, purse-snatching and petty theft, especially in the centre of the capital Maseru, Leribe (Leribe district) and Mafeteng (Mafeteng district). Such crime usually occurs at popular restaurants, on poorly lit roads and in areas frequented by foreigners.

ATM fraud is widespread. Travellers should use ATMs at permanent bank branches and make card payments only at reputable hotels and other business, when possible. Prior to utilising ATMs or card readers, it is advisable to check if any suspicious devices are attached to the machine or placed over the card slot.

Available official statistics indicate increasing violent crime instances, including armed robberies, residential break-ins and sexual assault. Criminals are known to carry knives, crude weapons and/or firearms. Due to weapons smuggling

from South Africa, the numbers of incidents involving firearms is rising. Criminals are not averse to using force, and travellers should comply swiftly with all demands in the event of being accosted to avoid physical harm.

Expatriates have occasionally been victims of burglaries. Such incidents tend to occur while the occupant is at home, allowing perpetrators to extract information on valuables, safe combinations and credit account numbers.

Strikes are usually confined to the industrial area on the outskirts of Maseru, but these can cause associated travel disruption. The response of the police is unpredictable and can be heavy-handed, as a result of which there is a credible risk of clashes with demonstrators. Disputes over legislation affecting the ability of taxi drivers, traders and commercial vehicles to cross the border into neighbouring South Africa, which surrounds Lesotho, have previously triggered unrest at frontier crossings and resulted in temporary border closures.

The security environment in the affected districts is stable. Crime and road safety pose considerable risk to personnel. Health Hazards are also of mild 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 rough out covid 19 period. Despite these, the National Society is working closely with communities from these areas. 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 health, crime and 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 staff and Volunteer are introduced to PSEA). LRCS 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 IFRC security plans will apply to all IFRC staff throughout. Area specific Security Risk Assessment will be conducted for any operational area should any IFRC personnel deploy there; risk mitigation measures will be identified and implemented. All IFRC must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses, i.e. Stay Safe Personal Security, Stay Safe Security Management and Stay Safe Volunteer Security online training.

## C. Detailed Operational Plan



### Livelihoods and basic needs

People targeted: 2,550 people (510 HH)

Male: 1,224

Female: 1,326

Requirements (CHF): 150,462

P&B Output Code	Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods	% of affected households supported by multipurpose cash report that they meet their immediate needs (Target: 90% or 459 households).															
	Livelihoods and basic needs Output 1.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs	<ul style="list-style-type: none"> <li>FSP contract updated within 8 weeks lead time (Target: YES)</li> <li># of people supported with cash for emergency shelter, household and hygiene items (Target: 810 people or 162 HH)</li> <li># of people supported with cash for household items and food (Target: 1,740 people or 348 HH)</li> <li>% percentage) of assisted households which effectively used the provided cash assistance for emergency shelter materials – (Target: 70%)</li> <li># of volunteers and staff trained (refreshers) in cash and voucher assistance (Target: 70 volunteers and staff)</li> </ul>															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP081	Training of 70 staff and volunteers on cash																
AP081	Verification of beneficiaries in different target groups – inclusion factors integrate gender, diversity and disability in the response																
AP081	Coordination with other relevant sectors for integrated programming																
AP081	Update FSP agreement with 8 weeks lead time																
AP081	Cash transfers distribution to 162 households for emergency shelter, household items and food needs for 2 months (multipurpose)																
AP081	Cash transfers distribution to 348 households for household items and food needs for 2 months (multipurpose)																
AP081	Post distribution monitoring																
AP081	Replenishment of distributed stocks (100 blankets and mattress)																



## Health

People targeted: 2,550 people (510HH )

Male: 1,224

Female: 1,326

Requirements (CHF): 824

P&B Output Code	Health Outcome 6: The psychosocial impacts of the emergency are lessened	# of people provided with PFA services (Target: based on needs)															
	Health Output 6.1: Psychological First Aid provided to the target population as well as to RCRC volunteers and staff	# of volunteers who have received PFA orientation (Target: 70 volunteers)															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP023	Provision of PFA support to affected community as needed.																
AP023	PFA team meetings/stress management sessions for staff and volunteers																

## Strategies for Implementation

Requirements (CHF): 22,177

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	# of volunteers participating in the response and covered by relevant insurance (Target: 70 volunteers)															
	Output S1.1.4: National Societies have effective and motivated volunteers who are protected																
	Activities planned Week / Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP040	Ensure that volunteers are insured																
AP040	Provide complete briefings on volunteers' roles and the risks they face																
AP040	Provide psychosocial support to volunteers																
P&B Output	Outcome S2.1: Effective and coordinated international disaster response is ensured	• # of volunteers trained in CEA, PGI and PSEA (Target: 70 volunteers)															

Code	Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved	<ul style="list-style-type: none"> <li>• # supervision missions by the LRCS HQ team (Target: 3 missions)</li> <li>• # of consultations with affected and targeted households on decision on primary recipient of cash grant per HH (Target: 2 consultations)</li> <li>• % of community feedback received and responded to (Target: at least 80%)</li> <li>• # of IFRC monitoring missions (Target: 1 mission)</li> <li>• # of lessons learned workshop conducted (Target: 1 LLW)</li> </ul>															
		Activities planned Week / Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AP084	CEA, PGI & PSEA refresher training for 70 volunteers																
AP042	Conduct continuous assessment of situation in target communities																
AP042	Deploy 70 volunteers for the assessment and implementation of response activities																
AP042	NS branch & national level monitoring of activities																
AP048	Setup two-way feedback mechanism and collect, analyse and respond to community feedback																
AP042	IFRC monitoring mission (DM)																
AP042	Organize a Lesson Learned workshop																

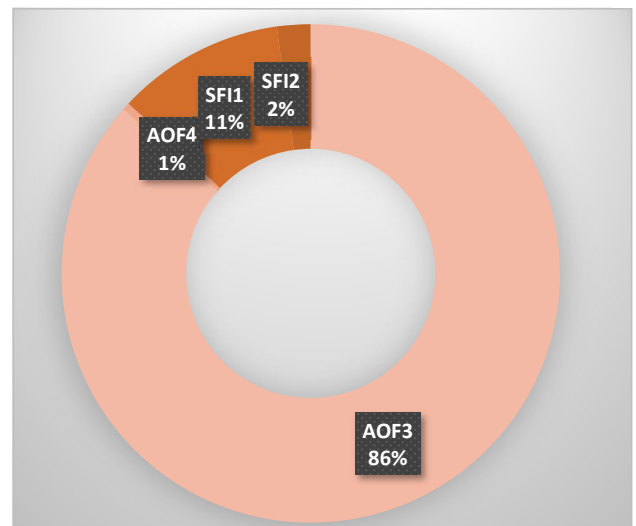
**DREF OPERATION**

MDRLS005 - LESOTHO - WINDSTORMS

09/09/2021

**Budget by Resource**

Budget Group	Budget
Clothing & Textiles	2,903
Medical & First Aid	774
Cash Disbursement	130,118
<b>Relief items, Construction, Supplies</b>	<b>133,795</b>
Distribution & Monitoring	5,548
Transport & Vehicles Costs	5,483
<b>Logistics, Transport &amp; Storage</b>	<b>11,031</b>
Volunteers	371
<b>Personnel</b>	<b>371</b>
Workshops & Training	7,096
<b>Workshops &amp; Training</b>	<b>7,096</b>
Travel	3,548
Office Costs	1,110
Financial Charges	516
Other General Expenses	5,925
<b>General Expenditure</b>	<b>11,098</b>
DIRECT COSTS	163,392
INDIRECT COSTS	10,620
<b>TOTAL BUDGET</b>	<b>174,013</b>

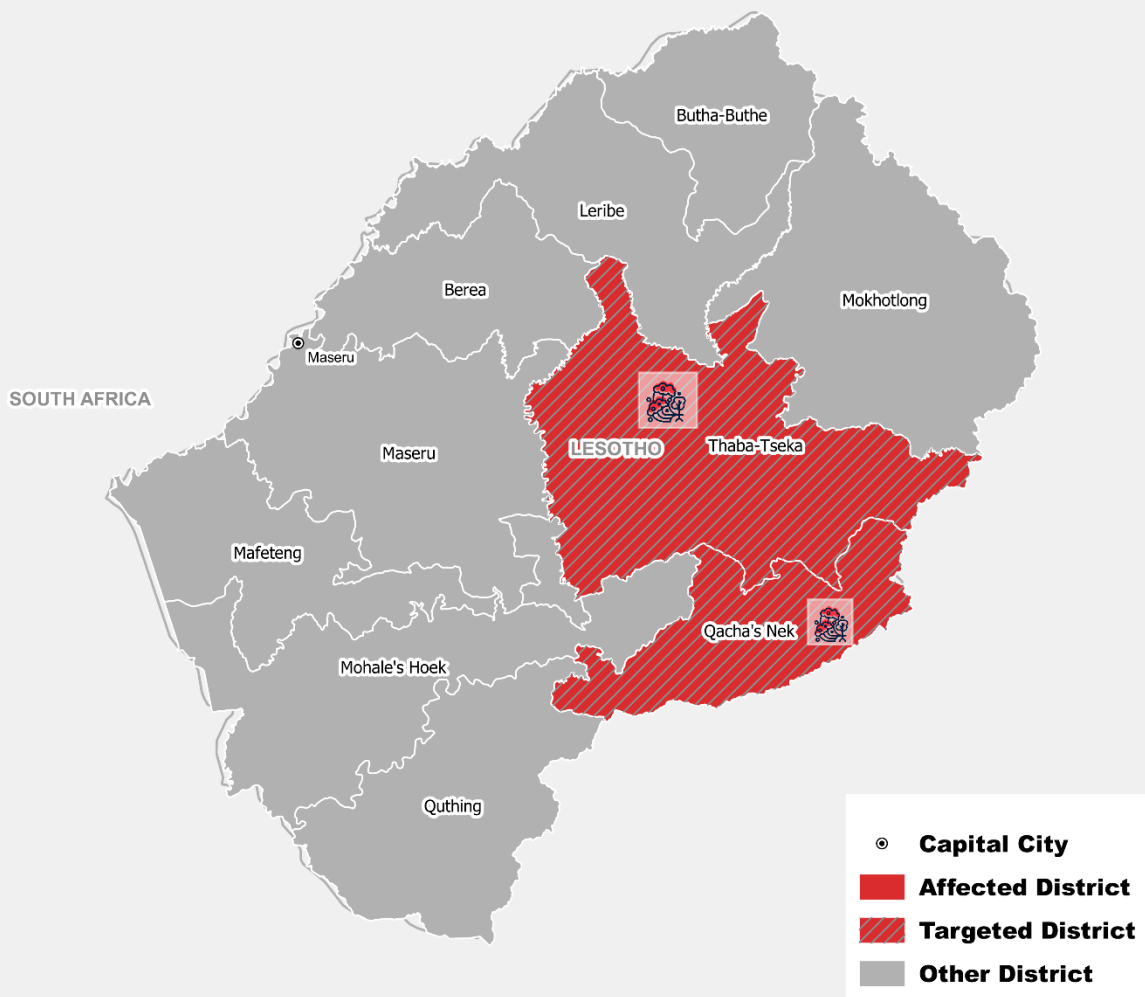
**Budget by Area of Intervention**

AOF3	Livelihoods and Basic Needs	150,462
AOF4	Health	824
SF11	Strengthen National Societies	18,948
SF12	Effective International Disaster Management	3,779
<b>TOTAL</b>		<b>174,013</b>

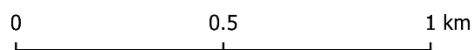


# Lesotho : Windstorms

10 September 2020 • VW-2021-000139-LSO



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, Lesotho RC, IFRC. Map produced by: IFRC Africa Regional Office, Nairobi



## CONTACT

### Reference documents



Click here for:

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

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

**For further information, specifically related to this operation please contact:  
In the National Societies**

- Lesotho Red Cross Society: Kopano Masilo, Secretary General; email: [kmasilo@redcross.org.ls](mailto:kmasilo@redcross.org.ls); Mobile: +26658869447

**IFRC Country Cluster delegation, Pretoria:**

- Michael Charles, Head of Cluster, IFRC Pretoria Cluster Delegation; phone: +27113039715; email: [michael.charles@ifrc.org](mailto:michael.charles@ifrc.org)
- Naemi Heita, Operations Coordinator, IFRC Pretoria Cluster Delegation; phone:

**IFRC Africa Regional Office:**

- Adesh Tripathee, Head of Disaster Crisis Prevention, Response and Recovery Department, Nairobi, Kenya; phone +254731067489; email: [adesh.tripathee@ifrc.org](mailto:adesh.tripathee@ifrc.org)

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

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

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

- **IFRC Africa Regional Office:** Philip Kahuho, PMER Manager, [Philip.kahuho@ifrc.org](mailto:Philip.kahuho@ifrc.org), Phone: +254 732 203081

## 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**.