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Emergency Plan of Action (EPoA)

South Africa: Floods in KwaZulu Natal

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation:	MDRZA012	Glide n°:	FL-2022-000201-ZAF
Date of issue:	19 April 2022	Expected timeframe:	4 months
		Expected end date:	31 August 2022
Category allocated to the of the disaster or crisis: Yellow			
DREF allocated: CHF 332,222			
Total number of people affected:	40,723 people (16,262 households)	Number of people to be assisted:	7,500 people (1,500 households)
Provinces affected:	Kwa-Zulu Natal	Provinces/Regions targeted:	Kwa-Zulu Natal
Host National Society presence: 35 volunteers and 18 staff members at provincial level. The Headquarters staff members are providing technical support to the provincial teams who include provincial managers, branch managers, coordinators, officers, and volunteers.			
Red Cross Red Crescent Movement partners actively involved in the operation: IFRC, ICRC and Belgian RC			
Other partner organizations actively involved in the operation: South African Government and other civil society organisations (Volunteer Medical Corps)			

<Please click [here](#) for the budget and [here](#) for the contacts>

A. Situation analysis

Description of the disaster

On 11 April 2022, a weather system triggered floods in the Kwa Zulu Natal (KZN) province leading to an excess of 300mm of rainfall over a 24-hour period. Reportedly, most damage has been localized in the Durban area, which is the country's third most populous city. As of the 15 April, media reported [395 fatalities](#) with the Kwa Zulu Natal authorities indicating that homes, businesses, roads, bridges as well as electricity and water infrastructure have been damaged or destroyed. An estimated **40,723** people have been affected with more than **16,262** houses and **264** schools destroyed. The affected populations are exposed to high levels of food insecurity, water borne diseases and risks of COVID-19 infections as a majority are accommodated in evacuation shelters that are crowded with limited hygiene materials to use.

On Wednesday 13 April, the Kwa Zulu Natal floods were [declared a provincial disaster](#). The number of [fatalities has risen to 395 as of the 15 April](#) with the South Africa Weather Service warning of more rainfall over the easter weekend as they issued a [level 5 warning](#). The table below reflects the disaggregation of people and households affected per district.



Figure 1: Floods damage in Tongaat area in eThekweni

District	Totally destroyed houses	Partially destroyed houses
Umzinyathi	29	03
Amajuba	0	19
uMgungundlovu	28	66
uThukela	67	49
Ugu	511	90
Zululand	26	93
uMkhanyakude	17	04
King Cetshwayo	49	103
iLembe	210	412
Ethekwini Metro	11 492	3000
Grand Total	12 429	3839

Table 1: Households affected by floods

The floods have greatly affected the health, WASH, food security and livelihoods sectors and people are struggling to cope with the ripple effects which include trauma, stress, limited hygiene materials and food insecurities. Coupled with lower-income levels due to disturbed livelihoods; people's well-being is at risk especially with the prevalence of COVID-19 infection and the recent Urban Violence that affected the province. Based on the above, this DREF operation will focus on supporting the urgent needs of affected communities which include psychosocial first aid (PFA), food, hygiene materials, and replacing lost essential household items like blankets, mattresses as well as building materials.



Figure 2: Negative impact of floods to shelter in KZN© SARCS

Summary of the current response

Overview of Operating National Society Response Action

The South African Red Cross Society (SARCS) conducted joint assessments with government through its local municipalities, disaster management centres at both district and provincial levels. SARCS continues to actively participate in Joint Operations Committee (JOC) which are spearheaded by both provincial and district municipalities to ensure well-coordinated response and recovery interventions which minimize duplication of efforts to same communities whilst other communities are still in need. A few [media reports](#) highlight some of the interventions the NS has embarked on.

Since the devastating incident of floods, SARCS has mobilized 35 volunteers. Some 25 staff members (7 headquarters, 18 provincial) were coordinated to ensure timely response to affected communities. The headquarters deployed the National Disaster Manager to the province to assist with response interventions. SARCS' current response in Kwa-Zulu Natal includes the following.

- Activation of 35 volunteers and 25 staff members (7 headquarters, 18 provincial)
- 2,041 affected persons were provided with hot meals and 500 beneficiaries were provided psychosocial support service/PFA.



Figure 3: SARCS team in Tongaat area conducting needs assessment

- 2,000 blankets and clothes have been distributed to 8 out of 24 evacuation camps and the need is still high. Out of the 2,000 blankets, 500 were from the NS stock and will be replenished through this DREF.
- Provision of relief through the distribution of 500 mattresses.
- Initial Rapid Assessments in collaboration with government at both local municipalities, districts, and provincial teams.
- SARCS additionally issued a call for support and has received food items to the value of R10,000 from Pick N Pay and a R500,000 pledge from Santam Insurance towards KZN relief efforts.



Figure 4: Distribution of relief in KwaZulu Natal © SARCS

Although SARCS have been trying to address some of the immediate needs of affected communities with the above interventions, the demand for humanitarian assistance is quite overwhelming. SARCS team in Kwa-Zulu Natal have been using their prepositioned stock which has now been depleted. SARCS team in Kwa-Zulu Natal has been providing relief which includes blankets, mattresses, hot meals, food parcels and clothes to some of the affected people. SARCS has a strong volunteer base of first responders in Kwa-Zulu Natal having capacity in disaster management (DM); health; WASH; community engagement and accountability (CEA); protection, gender, and inclusion (PGI) and psychological first aid (PFA).

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 Country 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.

In addition, Protection of Family Links (PFL) support to affected communities has been possible through support from ICRC. The PFL services which have been provided so far include phone calls and phone charging services. The first aid skills which have been imparted to volunteers in the past through support from Belgian Red Cross (BRC) has proven to be useful among first responders who have been displaying capacity to attend to emergencies and crisis in their communities.

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 resolved 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 damaged 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 ongoing to fully record the impact of damages and number of displaced people. Once the assessments are finalised a formal release of the assessment findings will be made.

Other implementing partners which include NGOs like Volunteer Medical Corps have been collaborating with SARCS to provide medical services and Psychological First Aid (PFA). The government, through Department of Social Development, is providing psychosocial support to affected population. The Department of Infrastructure and Human Settlement have provided 24 community halls in the 10 affected districts and is currently collaborating with Department of Education to assist with damaged schools. Government has called for a collaborative and coordinated response with partners and various stakeholders to ensure that maximum effort and support is rendered.

Needs analysis, targeting, scenario planning and risk assessment

From the onset of the floods in KZN, SARCS has been collaborating with Provincial Disaster Management Centres (PMDCs) to conduct joint rapid assessments to note the urgent needs in affected communities. The closure of many major roads has prevented assessment teams from reaching some of the affected communities. SARCS currently relies on data from the initial rapid assessment conducted jointly with local government as highlighted earlier.

The needs analysis will continue to be updated 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.

So far, the following sectors were revealed as the most affected from the rapid assessment conducted by SARCS and key stakeholders including the government.



Figure 5: Preparation of hot meals in temporary shelter ©SARCS

Food Security and Livelihoods: The impact of the floods is posing a threat to the food security and livelihoods of the affected communities, especially the most vulnerable ones who have limited or no savings, thus few coping strategies. Most of the affected people lost their food stocks which were damaged by the rains. Further destruction is expected as the affected province continues to receive heavy rains which, combined with the COVID-19 prevalence, will increase the levels of food insecurity in the affected communities requiring an integrated response.

Shelter: In total 16,262 houses are affected. While 12,429 suffered total damage of their shelter structures, both walls and roof collapsed due to the severe floods, some 3,839 houses are partially damaged. Displaced families have also lost their basic household items such as blankets, kitchen utensils and clothing. So far, SARCS in Kwa-Zulu Natal has distributed 2500 blankets and 500 mattresses to the affected community members.

The affected people have been evacuated to 24 community halls. Although not yet reported, risks of sexual and gender-based violence targeted towards women, girls and children may be increased when their shelter is compromised, and when accommodated in open congested halls with no security and poor lighting. The Department of Human Settlement is involved in the JOC, though they have not clearly committed how they will assist communities to rebuild, which means it is not clear how long the communities will stay in the provided shelters.

Health and Care: Due to overcrowding in shelters, it has been difficult for people to adhere to COVID-19 regulations during evacuation and effort to save their lives. This poses great risk of increased COVID-19 infections in the coming weeks especially among people accommodated in evacuation shelters. More awareness on COVID-19 and RCCE need to be maximised in affected communities. Due to the trauma experienced by the affected families, a number of people are left distressed and worried about the loss of their assets, needing psychosocial support.

Water, Sanitation and Hygiene (WASH)

Overcrowding at the temporary shelters significantly compromises good hygiene practises. Women and girls may also find it challenging to manage their menstruation in the absence of adequate water sanitation and hygiene (WASH) facilities. The devastating floods caused damage to key water storage and distribution infrastructure which then led people to resorting to fetching water from the river and drinking it as well as using it for cooking. WASH facilities are also very important for lactating women, babies and toddlers. WASH facilities also need to be easily accessible by people with disabilities or mobility challenges, for whom special considerations must be made. Provision of relief materials like hygiene and dignity packs (including baby diapers and menstrual hygiene management packs) are key to promote safer hygiene practices and ensure limited exposure to the virus in evacuation camps and hosting households. Local government at municipality levels have played a crucial role to ensure that there is water supply in evacuation camps, but the challenge is hygiene materials among affected people to use.

Protection and Gender Inclusion (PGI):

Through collaborations with government sectors especially local municipality, SARCS has been ensuring that PGI is integrated so far through providing SGBV, PSEA and Child Safeguarding awareness raising in evacuation shelters. So far, there has been no recorded cases of abuse especially among women and children in the shelters. SARCS will ensure that the community feedback mechanism set up will include a confidential mechanism to receive, handle and respond to sensitive complaints, including reports of sexual and gender-based violence (SGBV) and potential sexual exploitation and abuse (SEA) by SARCS staff and volunteers. Volunteers will disseminate information on various services available and how to access them.

Targeting

In total, 16,268 households were affected by the floods. The NS will target 1,500 households whose houses have been severely damaged with priority given to child headed households, people living with disability and those with very low income.

Estimated disaggregated data for population targeted

The estimated disaggregated data for targeted population according to age and sex is not yet available in detail as the assessments are on-going and will be provided once assessments are finalised. A total of 1,500 households (7500 people using standard value of 5 members per household) are targeted by the NS. Most interventions like food security and shelter will target households whilst hygiene targets people.

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 overall operation focuses on health and care, WASH, shelter, food security and livelihoods and basic needs with PGI and CEA mainstreamed. 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
Best Scenario: The floods subside within next one week, with limited additional injuries and no further deaths recorded.	Loss of livelihoods minimised. Affected and displaced people can return home and begin recovery process	The implementation of this DREF operation is finalized, in coordination with national authorities and other stakeholders. The assessments results are used to source funding for recovery actions with support from partners and government.
Most likely scenario: The floods continue in the coming two weeks especially in KZN which is has recorded more fatalities so far.	Affected areas do not have access to basic needs More damage to property Disruption of livelihoods	Review of the current DREF operation following assessments to broaden the scope of the response, with a possible change in strategy, a longer timeframe, request for second allocation. Continue monitoring while working closely with both local and national JOCs.
Worst case scenario: Intensification of floods with the impact spreading to other provinces, leading to increased death toll and injuries within the next two weeks.	Mass displacements are recorded Mass destruction of infrastructure, property, and loss of livelihoods, leading to food insecurities. WASH situation deteriorates	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.

Operation Risk Assessment

This 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 supplies	Medium	The National Society will forge response collaborations with the Government to ensure that relief items get to the targeted population timely. The National Society will also conduct Rapid Assessment of Markets (RAM) to understand market dynamics and establish if markets can meet demand and supply. Where supply is affected by damaged infrastructure the NS will advocate for the government to re-establish routes as soon as possible to ensure the target population has access to basic services.
Sexual and Gender Based Violence (SGBV)	High	Congested conditions in temporary shelters (community and school halls) increase the likelihood of GBV as privacy and security are compromised

		Measures will be put in place to ensure that staff and volunteers adhere to the “Do no harm” principle whilst working with affected populations. More so, awareness raising will be conducted in affected communities to curb SGBV and referral pathways will be mapped and communicated for use by survivors. Trained SARCS volunteers will provide MHPSS support for survivors of SGBV.
COVID-19	High	PPE will be distributed to staff and volunteers involved in the response and will also be given to target communities especially the 185 people who were displaced. COVID-19 prevention messaging will also be conducted in areas where SARCS will be responding.

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 13 April 2022, the country has recorded 3,735,578 COVID-19 positive cases and 100,132 deaths with 10 995 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 to COVID-19 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 disseminate in the evacuation centres.

B. Operational strategy¹

Overall Operational objective:

The overall objective of this operation is to respond to the immediate humanitarian needs of approximately 7,500 people (1500 HH) affected by the floods through the provision of a multipurpose cash grant, WASH, and health services 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.

Proposed strategy

The operational strategy of this operation is the outcome of continuous follow-up, assessments including market 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 to mitigate the combined impacts of the floods, 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 NS 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.

SARCS's main response strategy will include provision of multipurpose cash transfers to support 1,500 families to meet their most pressing needs regarding food and household items as these are the main needs indicated by affected communities. In addition, the DREF will replenish 500 blankets distributed at the onset of the disaster.

SARCS is currently implementing Cash Voucher Assistance (CVA) under the response to severe thunderstorms ([MDRZA011](#)) funded by the DREF in Eastern Cape province, which involves cash transfer through mobile money to 1,000 households at a value of R 2,000 for 2 months (January and February 2022). Towards end of last year, the NS also implemented CVA in Gauteng and KwaZulu Natal under the DREF-funded Urban Violence response ([MDRZA010](#)) where 1,636 households were given cash transfer through mobile money at R1000 a month for 2 months. The targeted branches which include Durban Metro, Howick, Pietermaritzburg, Zululand, uMzimkhulu, Newcastle and Port Shepstone

¹ The plan should be prepared by the National Society, with support from the Secretariat technical departments and support services.

implemented distributions of food voucher cards to 950 families which also included some of the migrants through Shoprite and Checkers supermarket chains, with support of the International Organisation on Migration (IOM) between February and March 2021 and 1,900 PepsiCo vouchers in May 2021 across all provinces. SARCS managed to secure Nedbank as the financial service provider (FSP) for the thunderstorm response, which was also utilized for the Urban Violence response. IFRC Southern Africa Cluster Delegation will support the National Society to establish a longer agreement.

Based on preliminary information collected during the ongoing rapid assessments in KZN, markets remain open and accessible thus cash assistance is feasible, and the below actions will be implemented through this operation.

1. Shelter (250 households)

Some affected households are being accommodated in community and school halls and blankets were distributed. Through this DREF operation, SRCS will replenish the 500 blankets distributed to 250 HHs in the early hours of the response and conduct advocacy for government Department of Infrastructure and Human Settlement to assist affected households to re-build their homes. As such, the lone activity under this section will include:

- Procurement of 500 blankets for replenishment

2. Food Security, Livelihoods and Basic needs (Target: 7500 people or 1500 households)

SARCS will ensure that the most vulnerable families with limited or no savings are provided with multipurpose cash grants to support access to food for two months (based on monthly food basket in South Africa), as well as provision of essential household and emergency shelter items as detailed in table below. The cash value to be disbursed per household is a once off South African Rand (ZAR) 2,258 and this unrestricted cash transfer will allow families the flexibility to use based on their specific needs. The amount has been calculated based on a month's worth of basic food basket, household items and although the calculation does not include this, there is an expectation that some households may use some of the cash transfer to purchase shelter materials. The SARCS will be targeting 1,500 households with severely damaged houses with priority given to child headed households, people living with disability and those with very low income.

SARCS has faced challenges in the procurement of food parcels, as well as shelter related relief items in past operations supported by DREF and expects that by utilizing multipurpose cash grant as a response modality, it will mitigate some of the possible delays that could be faced to implement a rapid response. Additionally, through the ongoing assessments, target populations have given their preference for cash as it will award them the flexibility on their immediate need expenses.

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	90
Fine salt	1	Kgs	15
Sugar	2	Kgs	40
Soup	5	sachets	30
Pilchards (canned fish)	5	cans	110
Tea bags	200	grams	85
Total per month for food			590
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 two months	2	429 (ZAR 143 per pack)	
Total for essential HHI			1,668
GRAND TOTAL FOR FOOD AND ESSENTIAL HHI			ZAR 2,258

The 35 volunteers will be engaged in the cash distribution process. This will entail engagement from the identification and registration of beneficiaries to the monitoring of the cash distributions to ensure beneficiaries have no challenges, and finally engaging in the post monitoring (PDM). Their engagement will be in intervals.

The activities will include:

- ❖ Briefing of 35 volunteers in cash and voucher assistance (CVA) for 1 day
- ❖ Reviewing of agreement with financial service provider (FSP). SARCS currently has Nedbank as the FSP. The current contract expires at the end of this month and will be reviewed and extended in accordance with this DREF.
- ❖ Distribution of cash grants for food (once off), essential household and shelter items to 1500 households.
- ❖ Conduct PDM for 3 days by 35 volunteers. This will be supervised by the provincial branch manager to ensure rotation amongst volunteers and objectivity of monitoring.

3. Health and care (Target: 7,500 people and 1,500 households)

There is need to intensify psychological first aid to ensure communities affected by floods have necessary attention, and sensitization with regards to COVID-19 and vaccination, screening, testing and contact tracing. To note, SARCS is already providing first aid to those who suffered injuries and refer others to clinics and hospital for more professional assistance.

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. 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 35 volunteers for 3 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

Community Based Health and First Aid (CBHFA) will additionally complement PFA and COVID-19 interventions to promote health, prevent disease and reduce the suffering of those affected. Initial assessments conducted revealed potential health needs and risks in the affected communities. SARCS will work closely with the Ministry of Health to support the continuity of care for essential services. These activities will include:

- ❖ Provision of first aid services to injured people
- ❖ Advocacy for continued supply of medication for HIV/AIDS patients within the affected communities
Support MOH with COVID-19 screening, testing, and contact tracing. This will be done under the ongoing COVID-19 emergency appeal.

4. Water, Sanitation and Hygiene (Target: 7500 people or 1500 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 evacuation camps. SARCS will ensure access to hygiene packs (including menstrual hygiene), buckets, and soaps to the 1,500 targeted households. Indeed, the cost of Wash, hygiene and dignity items have been included in the cash transfer calculation, with the expectation that households will use the cash to prioritize these needs as highlighted under the Livelihoods section. As the country is currently affected by COVID-19, good hygiene promotion and awareness is needed. More so, CEA is key, and Risk Communication and Community Engagement (RCCE) activities will be strengthened and incorporated into WASH interventions.

In this area, SARCS will 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 35 volunteers

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 the following and will be integrated with CEA activities:

- ❖ Sensitization sessions will be organized within affected communities, sharing basic social cohesion and protection messages, and sharing referral pathways in case of any SGBV cases.
- ❖ Protection of Family Links (PFL) services will be provided to those who lost contact with their families, in cooperation with the ICRC RFL team using the available PFL services and in case missing persons, an active and immediate coordination with the ICRC central tracing agency will be made.
- ❖ Conduct refresher session for 35 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 which include community engagement forums which are usually spearheaded by traditional leaders and local authorities 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 35 volunteers. Building back safer messages will be incorporated in the information to be shared with the communities,
- ❖ 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 and has strong footprint in Kwa-Zulu Natal with a functional Provincial office and 7 branch offices. Volunteers and staff members from these branches have experience with responding to floods and other emergencies. SARCS has mobilized 35 volunteers and 18 staff members to support the overall response, whom will be covered through this DREF operation. The DREF will cover insurance for the 35 volunteers who will support implementation of activities under the operation through the IFRC insurance scheme.

Further support will be sorted through IFRC to assign staff members/ delegates under this DREF operation to enhance the capacity of the NS in operations interventions.

Logistics and supply chain: The National Society has a functional Logistics department which will oversee all the procurement process. The SARCS logistics department will additionally work with the IFRC procurement department to ensure IFRC procurement standards are met. The financial service provider (FSP) which is being utilized during implementation of the thunderstorm's response operation will be engaged to support the cash and voucher assistance which will be conducted by SARCS with support from IFRC Cluster Delegation and Regional office Logistics departments. 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 should the floods in Kwa-Zulu Natal province intensify, potentially leading to network disruptions due to destruction of existing infrastructure and potentially affecting 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 are 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.

Planning, monitoring, evaluation, and reporting (PMER): PMER activities such as planning, monitoring and reporting will be carried out throughout the operation and reports will be shared timeously. 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 IFRC Cluster Delegation. PMER will also support regular assessment to inform the response targeting and ensuring 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 lesson 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 IFRC will monitor all expenses which will be made based on the DREF project framework agreement. Indeed, given the pending report for the Urban Violence response and given the humanitarian imperative with the ongoing floods and SARCS need to respond, it has been agreed that the IFRC Pretoria Delegation will make direct payments for procurement and work closely with NS finance throughout the operation. In addition, the NS has signed an agreement indicating the commitment to refund the outstanding amount from the Urban violence operation.

Security Situation Review

Heavy rain and associated flooding remain a significant threat in parts of KwaZulu-Natal. The South African Weather Service (SAWS) on 14 April issued a yellow level 4 (denoting a low likelihood but significant impact) warning of rainfall in parts of KwaZulu-Natal on 15 April. Poor weather will likely persist until at least 24 April affecting ongoing relief and rescue efforts in the affected areas. Over 400 people have lost their lives. Homes, roads, and bridges were reportedly damaged, while water and electricity supplies have also been impacted in the affected areas. Other affected areas of KwaZulu-Natal include the eThekweni Metropolitan, iLembe, King Cetshwayo, Ugu and uMkhanyakude municipalities.

High levels of violent crime, including armed robbery and theft pose a threat to RCRC (Red Cross Red Crescent) personnel. Although most of the criminal activity is concentrated in high-density, low-income residential areas, most urban areas are affected by crime and no neighbourhood should be considered immune. Other significant threats include road traffic accidents (RTAs) caused by damaged roads, poorly maintained vehicles and erratic driving standards (frequently resulting in accidents fatal to both passengers and pedestrians), as well as exposure to violent disturbances over socio-economic issues. Most protests, which on occasion lead to episodes of unrest, take place in major city townships and central business districts, including Durban. Protests were reported in townships near Durban on 13-14 April amid reported disruption to supply of essential services. The security forces used stun grenades to disperse demonstrations. Looting targeting grocery stores has also been reported in Durban. Although foreign nationals are not usually targeted in such disturbances, bystanders would face indirect risks. In addition, instances of xenophobic violence have targeted foreign nationals, particularly from neighbouring countries.

SARCS is working closely with communities from these areas and there is no threat posed to the response team. Government law enforcement is always present in these areas to provide a secure environment to the communities and other organizations working within these areas. Roads in affected areas may be flooded, so 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.

The Regional Security Unit will support and work with the COs (Country Offices) and CCSTs (Country Cluster Support Teams) in monitoring the security situation and will provide safety and security related inputs regarding the operation. There will also be close coordination between RCCE and security to ensure community feedback can also be used to inform security analysis. All personnel under IFRC security responsibility will operate in accordance with the existing IFRC security frameworks. The IFRC Country Security Plan includes security risk assessment, contingency plans and security regulations.

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. Minimum Security Requirements (MSR) is in place for South Africa.

The Regional Security Unit has been extending daily support to the Country Delegation and maintaining close monitoring of the developments. The head of the Cluster Delegation extending advisory to PNS (Partner National Societies) based in the country following the GSU/RSU Advisories.

C. Detailed Operational Plan



Shelter and Settlement

People targeted: 1,250 people (250 households)

Male: 600

Female: 650

Requirements (CHF): 10,286

P&B Output Code	Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions								<ul style="list-style-type: none"> # of blankets procured for replenishment (Target: 500 blankets) # of households reached with distributed blankets (Target: 250 households) 														
	Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.																						
	Activities planned							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Week																						
AP005	Procurement of 500 blankets for replenishment																						



Livelihoods and basic needs

People targeted: 7500 people (1500 households)

Male: 3,600

Female: 3,900

Requirements (CHF): 253,565

Population to be assisted: SARCS will provide multipurpose cash grants (Cash Voucher Assistance) to 1500 households of the value of R 2,258 as a one-off. The groups to be targeted include households who were severely destroyed and other partially destroyed for child-headed households, elderly living with children or alone, 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 and market dynamics in affected communities.

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) reporting that the support is appropriate to meet their emergency needs (Target: at least 80%)

Livelihoods and basic needs Output 1.2: Basic needs assistance for food security is provided to the most affected communities		<ul style="list-style-type: none"> # of households provided with cash grants (Target: 1500) # of volunteers engaged in CVA activities (Target: 35 volunteers) 																
		Activities planned		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AP081	Detailed multisector needs assessment																	
AP081	Refresher/Briefing of 35 volunteers in cash and voucher assistance (CVA) for 1 day																	
AP081	Validation of financial service provider																	
AP081	Carry out rapid market assessment																	
AP081	Provision of multipurpose cash for 1 month to 1500 households																	
AP081	Conduct PDM for 3 days																	
AP084	Set up feedback mechanisms																	



Health

People targeted: 7500 (1500 households)

Male: 3,600

Female: 3,900

Requirements (CHF): 2,263

Risk analysis: During the phasing out of the State of Disaster whilst the country transitions to the amendment of the National Health Act, it will be difficult for National Society to implement the operation due to uncertainties. There is also heightened risk of COVID-19 infection with overcrowding in shelters, as it has been difficult for people to adhere to COVID-19 regulations during evacuation and efforts to save their lives. Due to the trauma experienced by the affected families, several people are left distressed and worried about the loss of their assets

Population to be assisted: Psychological First Aid (PFA) and First aid services will be provided to the target population 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: 7500)																
	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: 7500 people)																
	Activities planned	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	

	Week																	
AP023	Rapid situational analysis in 1 province (10 districts) affected																	
AP021	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 affected people reached with PFA																
	Health Output 2.1: Improved access to health care and emergency health care for the targeted population and communities.	<ul style="list-style-type: none"> # people reached with first aid services (Target: needs based) # of community members reached with psychological First Aid services (Target: 7500 people) 																
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP023	Provide PFA services in affected communities																	
AP022	Assist injured people with first aid services																	
AP023	PFA team meetings/stress management sessions for staff and volunteers																	



Water, sanitation and hygiene

People targeted: 7500 (1500 households)

Male: 3,600

Female: 3,900

Requirements (CHF) 2,812

Population to be assisted: SARCS targets 7500 people that are affected by floods, the displaced families to be accommodated at community centres and there is need to provide them with proper hygiene promotion to avoid the spread of diseases such as COVID 19 and waterborne diseases. The damage brought to infrastructure for water provision means that the affected people are resorting to collecting water from river. Potential contamination means that there might be need for water filtration and cleansing by means of chemicals. 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 and most vulnerable community members)

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: 7500)															
	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"> # of volunteers engaged in hygiene promotion activities (Target: 35 volunteers) # of hygiene promotion sessions conducted (Target: 6 sessions) 															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP030	Refresher Training of 35 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): 63,296

P&B Output Code	Outcome S2.1: Effective and coordinated international disaster response is ensured.	<ul style="list-style-type: none"> # of assessment reports produced (Target: 1) # of volunteers participating in the response (Target: 35 volunteers). # of supervision missions conducted by the SARCS (Target: 3 missions). # of community feedback received and processed (Target: at least 80%) # of IFRC monitoring missions (Target: 2 missions) # of lessons learned workshop conducted 															
	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 35 volunteers	■	■														
AP084	PGI briefing on Minimum Standards for PGI in emergencies	■	■														
AP042	Conduct continuous assessment of situation in target communities	■	■	■	■												
AP042	Deploy 35 volunteers for the assessment and implementation of response activities	■	■	■			■				■						

AP042	NS branch & national level monitoring of activities																		
AP042	Deployment of Cash and Relief Surge for three months																		
AP084	Setup and run feedback mechanism																		
AP049	DM monitoring mission for coordination (IFRC)																		
AP084	Provision of PPE for 35 volunteers																		
AP084	Organize a Lesson Learned workshop																		

DREF OPERATION

MDRZA012 - DREF SOUTH AFRICA - FLOODS IN KWAZULU NATAL

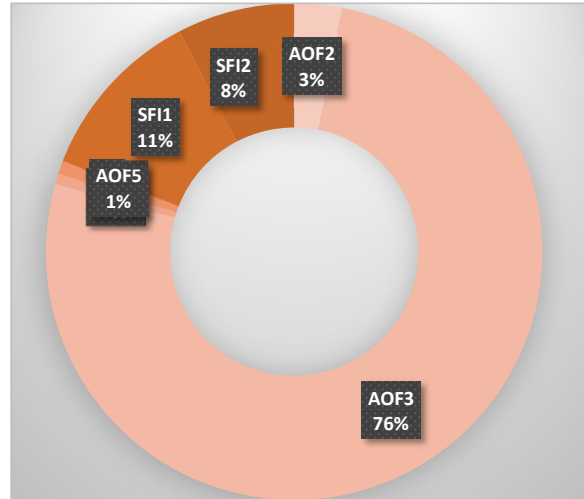
19/04/2022

Budget by Resource

Budget Group	Budget
Shelter - Relief	2,318
Clothing & Textiles	9,659
Medical & First Aid	193
Cash Disbursement	224,632
Relief items, Construction, Supplies	236,801
Distribution & Monitoring	6,851
Transport & Vehicles Costs	5,409
Logistics, Transport & Storage	12,260
International Staff	14,810
National Society Staff	3,868
Volunteers	6,220
Personnel	24,898
Workshops & Training	3,413
Workshops & Training	3,413
Travel	10,624
Information & Public Relations	2,254
Office Costs	322
Financial Charges	966
Other General Expenses	20,408
General Expenditure	34,573
DIRECT COSTS	311,945
INDIRECT COSTS	20,276
TOTAL BUDGET	332,222

Budget by Area of Intervention

AOF2 Shelter	10,286
AOF3 Livelihoods and Basic Needs	253,565
AOF4 Health	2,263
AOF5 Water, Sanitation and Hygiene	2,812
SFI1 Strengthen National Societies	37,841
SFI2 Effective International Disaster Management	25,455
TOTAL	332,222



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: fcampher@redcross.za ; Phone : +27720421494
- **Operational coordination:** Ireen Mutombwa, Email: lmutombwa@redcross.org.za ; Phone: +27719360221

In the IFRC

- Dr Michael Charles, Head of Cluster Office; phone: +27834132988; email: Michael.charles@ifrc.org
- Naemi Heita, Operations Manager; phone: +27829264448; email: naemi.heita@ifrc.org
- Ruth Malala Mufalali Van Rooyen, Disaster Management Senior Officer; Phone: +27663258526; email: Ruth.VANROOYEN@ifrc.org

IFRC Africa Region:

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

In IFRC Geneva

- Nicolas Boyrie, Senior Officer Operations Coordination; email: nicolas.boyrie@ifrc.org
- Eszter Matyeka, DREF Senior Officer; email: 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 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; 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; 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