

# Final Report

## South Africa: Urban Violence

<b>DREF operation</b>	<b>Operation n°:</b> MDRZA010
<b>Date of Issue:</b> 30 May 2022	<b>Glide number:</b> <a href="#">CE-2021-000086-ZAF</a>
<b>Operation start date:</b> 23 July 2021	<b>Operation end date:</b> 31 December 2021
<b>Host National Society:</b> South Africa Red Cross Society	<b>Operation budget:</b> CHF 350,491
<b>Number of people affected:</b> 130,000	<b>Number of people assisted:</b> 15,509 people (7,289 males and 8,220 females)
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC), Belgian Red Cross (BelCross) and Netherland Red Cross (NLRC).	
<b>Other partner organizations actively involved in the operation:</b> South African Government, Civil Societies, Novartis, and SA Home Loans	

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden, and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, Fortive Corporation and other corporate and private donors. The Canadian Government contributed to replenishing the DREF for this operation. On behalf of South Africa Red Cross Society (SARCS), the IFRC would like to extend gratitude to all for their generous contributions.

## A. SITUATION ANALYSIS

### Description of the disaster

During the second week of July 2021, South Africa experienced unprecedented levels of urban violence and destruction of public and private properties. These acts of violence affected areas surrounding the provinces of KwaZulu–Natal (KZN) and Gauteng. As of 16 July, 212 people had died in the unrest and 2,554 were arrested. The riots and looting resulted into shortages of food, fuel and medical supply as well as enormous destruction towards infrastructure, racial tensions inflamed and disrupted the country's economy.

Based on the above, a [DREF Operation](#) was launched for CHF 210,810 with focus on supporting the urgent needs of 2,500 people (500 HH) in the affected communities which included; first aid, safe evacuation and food provision for up to 3 weeks, while conducting a detailed assessment to allow a full multi-sectoral response. The initial timeframe for this operation was four (4) months, to be implemented in KwaZulu–Natal (KZN) and Gauteng.



Figure 1: A beneficiary signing for the voucher ©SARCS/IFRC

In September 2021, an [Operation Update](#) was published, to inform on progress and share results of the needs assessment conducted, which was released on 25 August 2021. The assessment took longer than anticipated due to the volatile security context which made it difficult to deploy volunteers and staff. This update also allowed for a revision of the target from 500 HH to 1,636 HH (900HH in KZN and 736HH in Gauteng i.e., additional 1,136 HH or 5,680 people), changing the operational target from 2,500 people to 8,180 people. It also reduced the amount and number of unconditional cash transfers provided to targeted families, from ZAR 3,273 (CHF 210) to ZAR 2,142 (137) and the disbursements from three (3) months to two (2) months of September and October 2021. This change led to a CHF

139,681 increase of the budget, to complement initially allocated CHF 210,810 hence the total budget for this operation was CHF 350,491. Lastly, this Operation update allowed for a one-month extension of the operational timeframe until 31 December 2021.

## Summary of response

### Overview of Host National Society

SARCS mobilized a total 255 volunteers (127 KZN and 128 Gauteng) who were deployed in locations across the provinces to help identify and verify number of affected so that distribution of the relief items could be initiated. Due to COVID-19 lockdown level 4, SARCS could not deploy its teams to conduct full needs assessments in the affected communities and local areas. As such, they worked with information from the municipalities and other NGOs like Gift of the Givers, who were on the ground. In addition, the Cooperative Governance and Traditional Affairs (COGTA) commissioned joint needs assessment with SARCS to get full impact of damages and number of affected people. Based on the identified needs, SARCS responded to the urban violence by undertaking the following activities.

Activities	People/Households reached				# Of item distributed
	Total	HHS	Male	Female	
Provision of hot meals	509	102	244	265	509 hot meals per day for 7 days provided to the affected people
Provision of food parcels	15,000	3,000	7,191	7,809	3,000 food parcels distributed to the affected people
Distribution of facemasks	509	102	244	265	509 facemasks, 4 masks per person were provided to the affected people
Distribution of hygiene pack	500	100	239	261	500 hygiene packs, 1 per person were provided to the affected people
Volunteer mobilization and orientation (briefing) on Safer Access	255		119	136	255 reached with safer access skills to deliver effectively during the response
Cleaning campaigns of affected towns					6 towns (Durban, Howick, Empangeni, Newcastle, Nongoma and Pietermaritzburg)
Distributed old clothes	509	102	244	265	Assorted clothes supported to the affected population
Provided Psychological First Aid (PFA)	1650	330	791	859	Provided PFA at the peak of the violence
Provision of Restoration of Family Links (RFL)	509	102	244	265	Provided RFL at the peak of the violence

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

The International Federation of Red Cross and Red Crescent Societies (IFRC) supported SARCS through its Cluster Delegation located in Pretoria, providing technical and financial support through this DREF operation. Other actions undertaken by IFRC, and Red Cross Movement partners are detailed in the [EPoA](#).

### Overview of other actors' actions in country

The National Disaster Management Centre (NDMC) coordinated all interventions by humanitarian agencies with support from other United Nations Agencies through the Command-and-Control Centre. Civil Society and non-government organisations worked jointly with government to provide immediate assistance at provincial level. To avoid duplication of efforts, the Joint Operating Committee (JOC) ensued that the response is implemented in a coordinated manner. More details on actions implemented by other partners can be found in the EPoA and Operation Update [here](#).

## Needs analysis and scenario planning

### Risk Analysis

Initially, SARCS collaborated with government and stakeholders in conducting a rapid needs assessment around end of July 2021 which established the enormous destruction towards infrastructure, disruptions supply chains, food security threatened, racial tensions inflamed and the country's reputation and investment taking a knock. This resulted into approximately 14,500 people losing jobs in Gauteng and about 150,000 jobs at risk in KZN. The incidence led to a total of 16 SARCS branches' operational areas (9 Gauteng and 7 KZN) largely affected by the impacts of the urban violence.

In addition, in the first two weeks of August, SARCS conducted a follow up needs assessments which reached 5,200 households in KZN and Gauteng. The assessment revealed that, most of the affected households were the elderly aged above 70 years, staying alone or with children and child headed households where the sole breadwinner lost their job or means of livelihoods due to the unrest. This prompted SARCS to utilize purposive sampling in targeting the elderly above 70 years and child headed households in its support. The elderly and children would not cope to walk long distances to access food outlet shops and with schools' opening, children need to be in school. Furthermore, the ongoing COVID-19 pandemic and prevalence of HIV/AIDS exacerbated their risks as well as vulnerabilities towards exploitation where child headed households are worst affected in different communities.

The assessment involved SARCS volunteers and local communities who collaborated with social workers from Department of Social Development and officials from local Disaster Management Centre (DMCs) in identifying the at-risk elderly and child headed households in their branches. The needs assessment conducted revealed that 3 400 households of elderly and child headed households were adversely affected. With the available resources, SARCS decided to reach out only 1,636 households with cash transfer through mobile money to assist the affected households cover their food and basic needs.

Furthermore, the remaining households that lost their jobs due to urban violence were supported by government and other partners through Solidarity Funds to shield them on the food security and livelihoods needs. This complemented SARCS efforts to reach out to the most vulnerable in the affected communities through an integrated and coordinated response.



Figure 2: Volunteer captured assisting with hand washing ©SARCS

## B. OPERATIONAL STRATEGY

The main objective of this DREF operation was to respond to the immediate humanitarian needs of approximately 8,180 people (1,636 households) affected by the urban violence through the provision of health care through psychological first aid (PFA), WASH and provision of cash transfers for an overall period of five (5) months.

### Proposed strategy

The initial and updated strategy for this operation can be found in the EPoA and Operation update [here](#).

To note, continuous needs assessments and analysis was very instrumental in the operation, and it helped to make informed decisions. For instance, the follow-up needs assessment that was conducted from in August revealed that there were still more households that required immediate humanitarian assistance compared to the initial targeted households. The findings of the assessment report enabled SARCS to review its targeted figures as shown below.

- Revised the number of targeted households from the initial plan of 500 to 1,636 households. As such, the target for the operation changed from 2,500 people to 8,180 people.
- Reduced the amount and number of unconditional cash transfers provided to targeted families, from ZAR 3,273 (CHF 210) to ZAR 2,142 (CHF 137) to reach more families in need.
- The disbursements period was revised from three (3) months to two (2) months of September and October 2021 to ensure more families in need were cushioned during the emergency period.

Based on preliminary information collected during the ongoing rapid assessments, markets were open and accessible. The only shops which were impacted were in the townships where violence was happening thus, markets were still accessible by communities in the cities. Table below shows content of food basket.

### Content of food basket for each household

Item description	Quantity per HH of per MEB in South Africa	Unit of measure	Cost in ZAR
Rice	10	Kgs	150
Mealie meal	10	Kgs	70
Cooking oil	2	litres	35
Fine salt	1	Kgs	15
Sugar	2	Kgs	40

Soup	5	sachets	30
Pilchards (canned fish)	5	cans	110
Tea bags	200	grams	85
<b>Total per month for food</b>			<b>535</b>
<b>Item description</b>	<b>Quantity per HH</b>	<b>Total cost in ZAR</b>	
Kitchen kits	1	350	
Jerry cans	1 (20L)	333	
Buckets	2	96 (ZAR 48 per bucket)	
Soap	15 pieces (5/HH/month)	270 (ZAR 18 per 400 g)	
Family hygiene kits	1	190	
Dignity kits for women and girls of childbearing age for three months	3	429 (ZAR 143 per pack)	
<b>Total for essential HHI</b>			<b>1,668</b>
<b>GRAND TOTAL FOR FOOD AND ESSENTIAL HHI</b>			<b>ZAR 1,774</b>

The total amount planned to be disbursed per household in this DREF operation was ZAR 1,607 as indicated in [Operation Update 1](#). However, thanks to SARCS mobilization, some local donors provided additional funding to the National Society, which was used to include the cost of soap and an additional dignity kit. This resulted in cash grants of ZAR 1,774 for each of the 1,636 households (8,180 people) reached.

To note, SARCS also used the opportunity of this operation to profile its works, especially in cash and voucher assistance as seen in below articles:

- Relief Web: <https://reliefweb.int/node/3781868>
- Soweto Urban: [ePaper Publications Archive - Soweto Urban](#)
- Soweto Rising: [SA Red Cross aiding Recovery efforts after Unrest – Soweto Sunrise News](#)
- Jozi FM: <https://www.facebook.com/1715305048687745/posts/international-federation-of-the-red-cross-and-red-crescent-societies-ifrcisiyeth/3023849467833290/>

### Community Engagement and Accountability (CEA)

The operation ensured that Community Engagement and Accountability (CEA) was mainstreamed. These were prioritized and integrated in the response to ensure that there is coherence, consistency, and accountability in operation. SARCS staff and Red Cross volunteers provided the affected households the immediate humanitarian assistance and ensured awareness raising on COVID-19 prevention, health care, clean-up campaigns, importance of adhering to WASH good practices and assisted beneficiaries on how to redeem and use their cash. The operation targeted elderly households, as such majority of messaging was achieved through household visits to ensure that appropriate messages was delivered to them.

The implementation of interventions ensured an integrated programming approach in delivering the cash to affected households. For instance, the project ensured that other cross cutting issues are mainstreamed. Community participation and involvement were undertaken to ensure that there was reduced incidences of conflict among communities. SARCS used Community Engagement and Accountability (CEA) approach and engaged communities in conflict resolutions and promoted peaceful local level advocacy. There was also an integration of peer education during implementation of interventions to empower youth on human rights and responsibilities. Furthermore, the National Society used existing community structures to implement the operation which ensured involvement of key stakeholders such as community leaders and ensured that people with special needs are prioritised. Feedback mechanism were set up to listen to community concerns and give feedback on matters related to the operation. The CEA methods was undertaken through household interviews/ engagements, Focus Group discussions and the use of community radio stations to promote awareness and community dialogues



*Figure 3: An elderly lady redeeming her CVA with support from the volunteer ©SARCS*

A total number of 255 volunteers (127 KZN and 128 Gauteng) were engaged in the operation who supported in provision in the areas of Cash and Voucher Assistance (CVA), psychological first aid (PFA), water and sanitation (WASH), Community Engagement and Accountability (CEA) and Protection, Gender, and Inclusion (PGI). These were prioritized

and integrated in the response to ensure coherence, consistence, and accountability in operation. SARCS staff and Red Cross volunteers provided relief items and created awareness raising to the affected population.

Initially, SARCS collaborated with government and stakeholders in conducting a rapid needs assessment around end of July 2021 which established the enormous destruction towards infrastructure, disruptions supply chains, food security threatened, racial tensions inflamed and the country's reputation and investment taking a knock.

In August, SARCS conducted a follow up needs assessments which reached 5 200 households in KZN and Gauteng. The assessment revealed that, most of the affected households are the elderly aged above 70 years, staying alone or with children and child headed households where the sole breadwinner lost their job or means of livelihoods due to the unrest. This prompted SARCS to utilize purposive sampling in targeting the elderly above 70 years and child headed households in its support and necessitated an increase on targeted beneficiaries from the initial plan of 500 to 1,636 households.

The operation continued to engage the communities using CEA where use of household interviews/ engagements, Focus Group discussions and the use of community radios assisted to remain in touch with the communities. In addition, staff and volunteers conducted door to door visits to the affected households to provide support cash redemption and its use. The different forms of interactions assisted to clarify any need for information on the operation. The post distribution monitoring (PDM) survey was also undertaken to understand how overall operation was perceived by the targeted communities in terms of addressing the needs of the affected population.

The DREF operation targeted and reached out to 1,636 households (8,180 people) with cash transfers valued at R1,000 per month for 2 months making total of R2,000. The use of CEA ensured that communities are involved at different stages of the operation by ensuring that the needs and targeting of affected people is done an accountable manner. This process helped to undertake efficient identification, registration, and verification exercise through use of local knowledge and capacities.

The programme targeted the elderly aged above 70 years, staying alone or with children and child headed households. In addition, those households with other vulnerabilities such as women-headed, and people living with disabilities. These households were targeted because they were more vulnerable due to the impacts of urban violence.

The project established the feedback mechanism which assisted to listen to community concerns and give feedback on matters related to the operation. As part of ensuring accountability, SARCS shared the selection criteria widely through different channels of communication which provided information why they have or have not been selected, to minimise community tensions. The National Society staff and volunteers also collected feedback and complaints of targeted households during the selection and throughout the operation. The feedback was also used to adapt the intervention based on community needs, attitudes, and perceptions.

The operation captured data and information using KOBO tool kit which support data collection and management. All the database is well stored in excel for easy referencing and decision making. In addition, the lessons learnt workshop was undertaken to reflect on overall DREF response operation in the provinces of KZN and Gauteng covering 16 Branches. The workshop report revealed that the project.

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

PGI was mainstreamed throughout the intervention to ensure communities dignity, access, participation and safety. The operation acknowledged that women, girls, men and boys with diverse ages, disabilities and backgrounds have different needs, risk and coping strategies. There was particular attention to protection and inclusion of vulnerable groups and on gender and diversity analysis. Gender roles were considered in targeting (e.g. if women have safe access to financial service providers (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 was included in all sector responses. All sectors sought to meet the [\*IFRC Minimum Standards on Protection, Gender and Inclusion in Emergencies\*](#). PGI activities included:

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

## C. DETAILED OPERATIONAL PLAN



### Livelihoods and basic needs

People reached: 10,129

Male: 4,666

Female: 5,463

#### Livelihoods Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
% of targeted households reached with multipurpose cash transfers (MPCT) funding that is appropriate to meet their emergency needs	80%	100% or 1,636 HH

#### Livelihoods and basic needs Output 1.1: Basic needs assistance for food security is provided to the most affected communities

Indicators:	Target	Actual
# of households receiving hot meals for 2 weeks	500 HH	1,949 people
# of staff trained in Cash and Voucher Assistance (CVA)	15	15
# of people provided with cash grants	8,180 people	8,180 people
# of volunteers engaged in Cash and voucher Assistance (CVA) activities	200 volunteers	255 volunteers engaged

#### Narrative description of achievements

The operation embarked on provision and distribution of 1,949 hot meals which to 1,949 people (821M; 1,128F) were reached against target of 500 households. It was noted during distributions that the recipients of hot meals consumed it on the spot, while they were hosted at the temporary shelters. As such, SARCS only recorded the number of people who received the food and not households.

A total of 8,180 people (3,845M; 4,335M) were reached against initial target of 2,500 households with cash assistance for 2 months with each household receiving R2,000 (R1,000 per month). There were more people reached due to increased number of affected households as informed by the follow up needs assessment which was conducted from mid-August to 25 August 2021. In total, SARCS provided support to 10,129 people through cash and voucher assistance (8,180 people) and hot meals (1,949 people) as described in above paragraphs.

The operation involved 255 volunteers against targeted of 200, more volunteers were engaged due to increased scope of work.

There was also provision of food parcels targeting 15,000 people (3,000 households) which translated to 7,191 males and 7,809 females as well as 509 people (244M; 265F) as SARCS received assorted old clothes to assist with clothing materials from local partners such as City Hill Church, SA Home Loan Foundation, Domino Foundation, and other stakeholders. The recipients of this support are not recorded as part of the overall beneficiaries of this DREF operation but indicated as this complemented SARCS response.

The operation trained 15 staff members in cash and voucher assistance. This was essential to prepare the team in the cash distributions exercise. In addition, 15 staff were also trained in KOBO tool kit to assist in data collection and management. The trained staff further trained 80 volunteers (5 per Branch for the 16 Branches) who were tasked with data collection in the different Branches.

#### Challenges

The following were main challenges faced.

- More people affected due to the urban violence hence there was an increased number of targeted households from 500 to 1,636 households.
- Delay in procurement of FSP which took longer than planned.

As mitigation measure, there was continued engagement with key personnel to ensure that approvals were coordinated. Again, there was limitation on number of volunteers involved in the operation due to COVID-19 pandemic. The few people involved had to multi-task to meet the objectives but also staff members complimented to efforts.

#### Lessons Learned

- The operation trained SARCS staff and volunteers in CVA and KOBO tool kit which enhanced their capacity to implement the operation. The skills acquired assisted to provide better service to the affected population.

- The CVA launch helped the beneficiaries to understand CVA and their cash entitlements to be redeemed through mobile money which SARCS was providing.
- Facilitation of the CVA lesson learnt workshop involving beneficiaries and other stakeholders assisted people to appreciate and share their feedback on the operation.
- In addition, the beneficiaries appreciated more receiving the cash compared to the hot meals and food parcels. This is because they had more flexibility in using the cash to address their needs. This approach should be continued in future programs. SARCS needs to continue with similar sensitization of beneficiaries on how and where to redeem their vouchers including its associated use. This will ease and strengthen swift disbursement of cash and impactful utilization of the cash by the beneficiaries.
- The operation targeted elderly group of people who were not able to use their phones regularly to track receipt of message alerts for cash received. The use of proxies as well as volunteers in liaison with the Branch Managers who assisted them to redeemed cash on their behalf. Volunteers need to be more engaged in supporting some elderly beneficiaries because they could not realise, they received the SMS alerts on their phones
- Involvement of Government and other stakeholders was very good and needs to be continued in branches hence, support towards similar initiatives will be enhanced
- Nedbank was able to share more of its related packages on cash access through their banking services that can be explored further by some beneficiaries
- Involvement of IFRC team during the CVA launch assisted to provide strategic direction of cash programming and visibility of SARCS interventions.



### Health

**People reached: 15,509**

Male: 7,289

Female: 8,220

**Health Outcome 1:** The immediate risks to the health of affected populations are reduced and they are aware and practicing COVID 19 protocols.

Indicators:	Target	Actual
% of people reached with health activities	100% (2,500 people)	620%
# of people sensitized on COVID-19	8,180 people (3,845M; 4,335F)	15,509 people

**Health Output 1.1: Improved access to health care and emergency health care for the targeted population and communities.**

Indicators:	Target	Actual
# of people reached with first aid services	Need based	289 people
# of community members reached with psychosocial first aid services	2,500 people	1,650 people
# of volunteers reached with psychosocial services	100 volunteers	255 volunteers

#### Narrative description of achievements

The operation reached 15,509 people (7,289 males and 8,220 females) with sensitisation messages on COVID-19 as part of ensuring that the pandemic does not escalate further. This was achieved through different channels and approaches during the operation. The awareness campaigns were intensified to ensure that all households being targeted are reached and ended in September 2021, which justifies why more people were not reached.


In addition, a total of 289 people (98F;191M) were supported with first aid services and this was on need basis during the peak time of the violence.

The operation embarked on provision of Psychological First Aid (PFA) to address the mental and psychological impacts following the trauma caused by the urban violence. This led to SARCS reaching out to 1,650 people (791 males and 859 females) being supported. This is less than the planned 2,500 people which was wrongly set in as indicator, given that PSS services are needs based. As such, SARCS reached out to all the affected who presented signs and symptoms of stress related to the violence experienced.

Furthermore, 509 people (244 males and 265 females) were provided with Restoration of Family Links (RFL) services to whose households were disrupted after being displaced by the violence.

A total of 255 volunteers (119M; 136F) against targeted of 200 were involved in provision of psychosocial services across the provinces.

<b>Challenges</b>
It was noted that not many people were coming up to access first aid services and psychosocial services during the violence. There was intensified dissemination of messages to provide information on availability of the services through SARCS staff and volunteers. COVID-19 prevention materials were still in high demand by the beneficiaries and to mitigate this, SARCS sourced more PPEs that were distributed to the affected population.
<b>Lessons Learnt</b>
The integration of COVID-19, first aid services and psychosocial services in the CVA operation was a good development as this addressed other needs that directly affect people's lives. The training for volunteers in psychosocial services was timely as it reminded them on capacity to undertake the implementation with ease. This should be maintained and continued in the future programs. People were reached with information as a package hence, this helped uptake of the program.
It was imperative to train the staff and volunteers to increase their capacity in data collection which will eventually improve the quality of our reporting.

	<p><b>Water, sanitation, and hygiene</b></p> <p><b>People reached: 2,545</b></p> <p>Male: 1,222</p> <p>Female: 1,323</p>	
<b>WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
% of targeted people reached with hygiene promotion activities	100%	100%
<b>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</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of volunteers engaged in hygiene promotion activities	50 volunteers	255 volunteers
# of hygiene promotion sessions conducted	6 sessions	32 sessions
<b>Narrative description of achievements</b>		
<p>The National Society conducted 32 hygiene promotion sessions across the targeted provinces, 509 households (2,545 people) who were displaced and accommodated in the shelters. Like the awareness sessions, hygiene promotion did not continue after September 2021, which justifies why more families were not reached with this activity by December 2021. The sessions integrated COVID-19 sessions and targeted families that were displaced and accommodated in the shelters. A total of 255 volunteers assisted with hygiene promotion activities against target of 50. More were involved due to increased needs on the ground.</p> <p>In addition, SARCS collaborated with partners from Health on the clean-up campaign and managed to reach 6 towns in KZN. This assisted towards removal of waste that was littered in the towns due to burning of infrastructure in the areas. There was promotion of good hygiene practices through the distribution of 500 hygiene packs and support in maintaining the dignity of those families accommodated in shelters. Furthermore, there was dissemination information on the importance of adhering to good WASH practices which also mitigated COVID-19.</p>		
<b>Challenges</b>		
No major challenge was faced however, there was need for more hygiene promotion activities in most of the communities that were affected, these activities would mainly emphasize living in clean environments which would eventually help in cleaning up of the vandalized and unkempt areas after the violence. There was need to continue with dissemination of messages among the communities.		
<b>Lessons Learned</b>		
Hygiene promotion campaigns assisted to increase a culture of good sanitation in some cities through involvement of the volunteers and stakeholders.		

## Strategies for Implementation

**Outcome S2.1: Effective and coordinated international disaster response is ensured.**

**Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained**

Indicators:	Target	Actual
# of detailed assessment reports produced	1	2
# of affected regions assessed	2 provinces	2 provinces
# of volunteers participating in the response	200	255
# of supervision missions conducted by the SARCS	3 missions	3 missions
# of community feedback received and processed	At least 80%	75%
# of IFRC monitoring missions	2 missions	3 missions
# of lessons learned workshop conducted	1	2

### Narrative description of achievements

The National Society conducted two needs assessment against 1 planned assessment. Both the rapid and detailed needs assessments were conducted in collaboration with Government and other stakeholders to inform the response operation targeting the two provinces of KZN and Gauteng. The two assessments complemented each other and assisted to reach out to the desired needs at household level. A total of 255 volunteers were involved against target of 200 in the response operations supporting different activities. More were engaged due to increased scope of work on ground.

IFRC communication and Partnership Engagement personnel conducted monitoring mission to KZN and Gauteng to appreciate the roll out of CVA operation in the two provinces. The visits helped to discuss technical issues on the ground but also highlight the CVA launch session. The operation conducted two lessons learnt workshop against target of 1. This was due to distance between KZN and Gauteng hence, it was imperative that two workshops be undertaken between the two provinces which was later consolidated into one report.

### Challenges

- Delayed submission of returns by Branch Managers and this affected timely consolidation of financial reports. As mitigation measures, there was regular reminders to the responsible officers but also adopted approach of disbursing funds after receiving returns for the previous disbursed funds. In addition, there is need to support the Project Managers with training on Finance especially those who do not have a finance background, this would help in managing project resources better.
- The response targeted elderly people who were not able to use their phones regularly to track receipt of message alerts which advised them to go and redeem their cash. As mitigation measure, there was use of proxies as well as volunteers in liaison with the Branch managers who redeemed cash on their behalf.
- Delays in procurement of financial service provider (FSP) to disburse cash. The process took nearly a month to recruit a successful FSP and this affected timeliness of the operation. As mitigation measure, there is need to pre-qualify FSP to be engaged faster when disaster happens.

### Lessons Learned

- Beneficiaries and stakeholders showed great appreciation towards cash response modality as it enabled flexibility on accessing the desired needs at household level. The approach should be scaled up more in the future programming as it addresses multiple challenges.
- There was good coordination among SARCS staff, volunteers and stakeholders played an important role in ensuring shared responsibilities in delivering the operation. This should be promoted further in the future and similar programmes.
- Involvement of IFRC team at different stages of the operation assisted to provide strategic direction of cash programming, visibility, and successful delivery of the interventions. The regular engagement further helped to align programming needs to IFRC strategies and policies.
- Engagement of volunteers was very fundamental in supporting the operation. Specifically, the volunteers helped at different stages of the programme as well as assisting the elderly people who were unable to access their cash entitlements because they were not able to use the phones appropriately due to age.
- Community engagement and accountability (CEA) played a catalytic role in ensuring that beneficiaries are engaged at different stages but also share their opinion regarding the operation by using the communication channels that were set up.

## D. Financial Report

The overall amount allocated for this operation is CHF 350,491 of which CHF 275,977 (78.7%) was expensed. A balance of CHF 74,513 will be returned to the DREF.

### Explanation of variances:

- The **food** budget line was overspent by CHF 4,355 (55%) due to the increase in cost of ingredients for the hot meals during the unrest.
- **Transport and Vehicles Costs** budget line was spent although not planned because the areas that had to be reached were sparsely populated, with vast travel distances between the areas. Additionally, many areas had poor road conditions.
- **International staff** budget line was underspent CHF 21,742 (89%) because the operation had sufficient support from the CVA surge delegate and did not require further international staff support.
- The **National Staff** budget line was exceeded by CHF 1,326 (105%) as being their first CVA operation, more staff members were required in the field for longer lengths than anticipated.
- **Volunteers** budget line was expensed because of the increased need for community engagement, more volunteers were required for the operation taking note that many areas were vast and sparsely populated. In addition, most volunteer cost were booked as part of the activities, which justifies why it seems there were no planned volunteer costs.
- **Workshops and Training** were expensed as the staff and volunteers required additional training on CVA.
- **Travel** budget line was overspent by CHF 10,246 (151%) because the travel costs for staff and volunteers were immense, acknowledging that they had to travel vast distances to reach the target populations.
- **Information and public relations** were overspent by CHF 8,313 (659%) because taking into consideration this was the National Society's first CVA operation, more efforts were required to inform and sensitize the affected communities on CVA.
- **Office costs, Communications, Financial Charges and Other general Expenses** were all expensed as these were coded wrongly and were to be coded under operation provisions.

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/07-2022/4	Operation	MDRZA010
Budget Timeframe	2021-2022	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 23/May/2022

All figures are in Swiss Francs (CHF)

### MDRZA010 - South Africa - Urban Violence

Operating Timeframe: 23 Jul 2021 to 31 Dec 2021

#### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>350,491</b>
DREF Allocations	350,491
<b>Expenditure</b>	<b>-275,977</b>
<b>Closing Balance</b>	<b>74,514</b>

#### II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods	8,457	15,231	-6,775
PO03 - Multi-purpose Cash	236,301	213,194	23,107
PO04 - Health		352	-352
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery	71,078	1,369	69,710
PO10 - Community Engagement and Accountability		1,191	-1,191
PO11 - Environmental Sustainability			0
<b>Planned Operations Total</b>	<b>315,836</b>	<b>231,337</b>	<b>84,499</b>
EA01 - Coordination and Partnerships	1,342	866	477
EA02 - Secretariat Services	31,971	18,410	13,561
EA03 - National Society Strengthening	1,342	25,365	-24,023
<b>Enabling Approaches Total</b>	<b>34,655</b>	<b>44,641</b>	<b>-9,985</b>
<b>Grand Total</b>	<b>350,491</b>	<b>275,977</b>	<b>74,513</b>

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/07-2022/4	Operation	MDRZA010
Budget Timeframe	2021-2022	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 23/May/2022

All figures are in Swiss Francs (CHF)

### MDRZA010 - South Africa - Urban Violence

Operating Timeframe: 23 Jul 2021 to 31 Dec 2021

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>229,202</b>	<b>194,278</b>	<b>34,924</b>
Food	7,941	12,296	-4,355
Cash Disbursement	221,261	181,983	39,279
<b>Logistics, Transport &amp; Storage</b>		<b>4,368</b>	<b>-4,368</b>
Transport & Vehicles Costs		4,368	-4,368
<b>Personnel</b>	<b>25,680</b>	<b>10,362</b>	<b>15,319</b>
International Staff	24,420	2,678	21,742
National Society Staff	1,260	2,587	-1,326
Volunteers		5,097	-5,097
<b>Workshops &amp; Training</b>		<b>3,771</b>	<b>-3,771</b>
Workshops & Training		3,771	-3,771
<b>General Expenditure</b>	<b>8,025</b>	<b>46,355</b>	<b>-38,330</b>
Travel	6,757	17,004	-10,246
Information & Public Relations	1,260	9,573	-8,313
Office Costs		413	-413
Communications		2,973	-2,973
Financial Charges	7	725	-718
Other General Expenses		15,667	-15,667
<b>Operational Provisions</b>	<b>66,192</b>		<b>66,192</b>
Operational Provisions	66,192		66,192
<b>Indirect Costs</b>	<b>21,391</b>	<b>16,844</b>	<b>4,548</b>
Programme & Services Support Recover	21,391	16,844	4,548
<b>Grand Total</b>	<b>350,491</b>	<b>275,977</b>	<b>74,513</b>

## Contact information

Reference documents



Click here for:

- [Operation Update](#)
- [Emergency Plan of Action \(EPoA\)](#)

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

### In the South African Red Cross Society

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

### In the IFRC

#### IFRC Southern Africa Country Cluster

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

#### IFRC Regional Office

Adesh Tripathee, Head of DCPRR Unit, Kenya; phone: Mobile +254 731 067489; email: [adesh.tripathee@ifrc.org](mailto:adesh.tripathee@ifrc.org),

#### In IFRC Geneva

- **Programme and Operations focal point:** Nicolas Boyrie, Operations Coordination, Senior Officer, DCPRR; email: [nicolas.boyrie@ifrc.org](mailto:nicolas.boyrie@ifrc.org)
- **DREF Compliance and Accountability:** Eszter Matyeka, DREF Senior Officer, DCPRR Unit Geneva; Email: [eszter.matyeka@ifrc.org](mailto:eszter.matyeka@ifrc.org)

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

- Louise Daintrey ; [Louise.DAINTREY@ifrc.org](mailto:Louise.DAINTREY@ifrc.org);

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

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

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

IFRC Africa Regional Office: Philip Komo Kahuho, PMER Coordinator, Email: [Philip.kahuho@ifrc.org](mailto:Philip.kahuho@ifrc.org)

## 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.

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

Saving lives, changing minds.

