



*Devastating impact of the KZN floods: @SARCS*

Appeal No: <b>MDRZA012</b>	To be assisted: <b>37,000 people</b>	Appeal launched: <b>21/04/2022</b>
Glide No: <a href="#">FL-2022-000201-ZAF</a>	DREF allocated (loan): <b>332,000 CHF</b>	Disaster Categorization: <b>Orange</b>
Operation Start date: <b>19/04/2022</b>	Operation End date: <b>31/10/2023</b>	

**IFRC Secretariat Funding requirement: 7 Million CHF**  
**Federation-wide funding requirement: 8 Million CHF**

## TIMELINE



*SARCS staff and volunteers first on the scene to provide lifesaving support and carry out assessment: @SARCS*

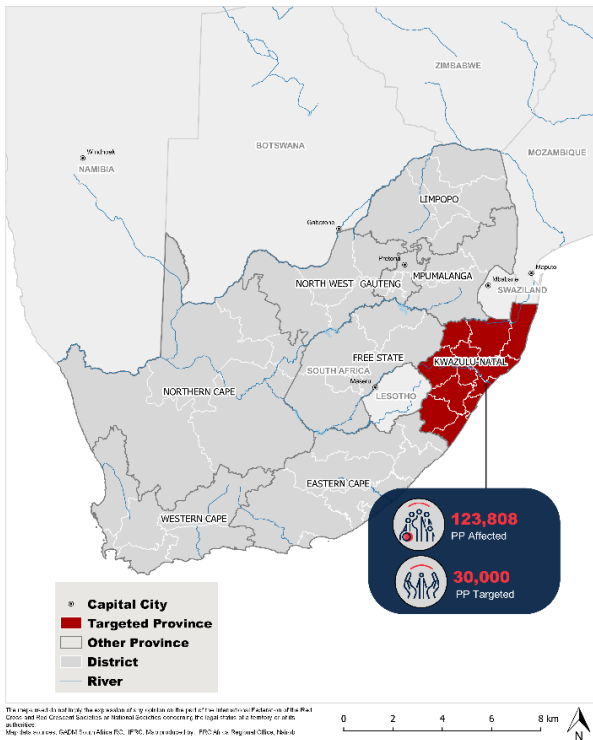
- April 2022: South Africa | KwaZulu-Natal Floods**
- 19 April 2022:** Government declaration of national disaster
- 19 April 2022:** 332,000 CHF allocated from the IFRC's [Disaster Response Emergency Fund](#) (DREF)
- 24 April 2022:** IFRC issues [Emergency Appeal](#) for 8 million Swiss francs and aiming at providing support for 30,000 people.

# DESCRIPTION OF THE EVENT



South Africa : Floods

21 April 2022 • MDRZA012 • FL-2022-000201-ZAF



Between 8 April to 21 April record-breaking rains inundated the region around the port city of Durban in KwaZulu-Natal Province, South Africa. The floods that followed washed away infrastructure, land, houses, and livelihoods. Sadly, 435 people lost their lives and to date 80 are still reported missing. A total of 19,113 households with 128,743 people have been affected by the disaster.

Since the original floods rains have continued and part of KwaZulu-Natal continue to be struck by devastating flooding with reports of more people being evacuated to safe areas and more roads and houses have been flooded. On 23 May, an orange level warning has been issued for disruptive rain, floodings and mudslides over the extreme north-eastern parts of KwaZulu-Natal.

Six weeks later and thousands remain in evacuation shelters with an uncertain future. It's a long journey ahead for many people who have lost family member, their homes or livelihoods. As the true picture of the devastation caused by the floods emerges, many still need all help. On rebuilding homes for families, the government is working to identifying suitable land to house new settlements

for the displaced. But in the meantime, thousands of people have been left homeless and are living in shelters across the province.

The storm of April 11 dumped nearly 300mm of rain in just over 24 hours and became the deadliest to hit South Africa in recent history eclipsing one-day rainfall totals from previous disasters. Including the 1987 Durban floods that brought on average 225mm rainfall in 24 hours and killed as many as 500 people and the 2019 floods with 165mm rainfall in 24 hours left at least 80 dead.

On the night of 18 April 2022, the president of South Africa, declared KZN floods as national state of disaster to maximize national and provincial coordination to respond to urgent crisis in affected communities

The impact of the disaster was not equally felt. South Africa is the world's most unequal country, and it was in the poorer regions where the consequences of the extreme weather were most severe.

The hardest-hit areas were informal settlements built close to the rivers, below flood lines and rural areas especially on steep hillsides with little or no infrastructure to protect them from the elements. Many of the houses are made of basic materials, tin sheets and wood (often salvaged) and mud. Rushing floodwaters collapsed riverbanks and hillsides. Homes were completely washed away with all of their belongings. The rains and floods came at night when everyone was sleeping which made the event even more frightening and deadly.

5,704 houses are reported destroyed and 9,659 damaged. A total of 6,814 people are currently homeless in over 50 evacuation shelters (most in eThekweni). The eThekweni metropolitan municipality reports that most of its 1,152 formal businesses were impacted by the flooding. Small scale and commercial farmers suffered R20 million in crop and infrastructural damages due to the floods.

Critical infrastructure, including major roads, transportation, water treatment and supply, communication, and electrical systems, were also impacted by the flooding, and this damage greatly hampered recovery and relief efforts. Extensive damage to community infrastructure, including

schools, health facilities. 270,000 learners have been affected and over 600 schools have been damaged and are closed. 66 public health care facilities have been affected.

Flooding also disrupted operations at one of Africa's busiest ports in Durban. Parts of KwaZulu-Natal are still without power and water, and some areas are difficult to reach because of damage to bridges, roads, and rail lines. The KwaZulu-Natal provincial government estimates that billions of rand worth of damage has been caused to properties and infrastructure, describing the heavy rains as unleashing "untold havoc".

A recent survey by the [Department of Trade, Industry and Competition](#), 20 May, states the floods had affected 31,220 jobs with eThekweni accounting for 68% of the jobs affected. Manufacturing has been badly impacted with temporary closures leaving an estimated 30,000 employees across the industry out of work and without pay for at least three months.

The disaster came at a time when South Africa, which is already struggling with high unemployment and soaring inflation. KwaZulu-Natal Health has warned about the soaring number of new COVID-19 cases.

The devastating floods in KwaZulu-Natal have brought into sharp focus the material threat posed by extreme weather and climate change. Also, rapid urbanization has seen informal settlements grow continuously in number and size. A quarter of the city's population lives in informal settlements unplanned constructions which have been built on vacant land with poor-quality materials.

## Severity of humanitarian conditions

### 1. Impact on accessibility, availability, quality, use and awareness of goods and services.

The damage to land in some lower-income areas and informal settlements is at least partly due to these settlements being established in flood-prone areas or on hillslopes that are steep – because these more dangerous settings are all that is available. So, the impacts of any flooding event will very often be greater here; people are more exposed, and their homes, roads, and other facilities are not as robust.

Three weeks after the disaster we have families who remain in evacuation shelters or with host families who have lost everything and, in some cases, even the physical land their houses were built on and who have no clear plan of where they are to go. There are families who have returned to unsafe areas and are trying to rebuild with what they have. There are families whose houses might have been flooded and damaged, but survived, but they know they are living in unsafe areas and are living in fear that they might be affected next.

Many in the evacuation shelters and the surrounding areas have limited access to water and power. In some cases, they are relying on the intermittent public water system and in others on non-profit relief efforts and municipal water tankers. Schools and health facilities have reduced services.

### 2. Impact on physical and mental well being

Many people are experiencing severe distress after having lost their homes, livelihoods, and in some cases their family members. In these areas, most families rely on informal jobs to generate income, and because of the storm have lost their means of livelihood. The evacuation shelters are relying on public donations, non-profit relief efforts, and the local government to provide hot meals or dried food to cook with, however, some evacuation shelters lack adequate cooking facilities.

Many of the people in the evacuation centers have lost family member, friends, their houses, possessions, and livelihoods and with no clear plan as to where they will go next many people have been traumatized.

The evacuation centers are often overcrowded and lack minimum protection standards such as segregation between male and female and safe space for children. Protection risks, particularly Sexual Gender Based Violence (SGBV) cannot be ruled out.

### 3. Risks & vulnerabilities

Critical infrastructure, including major roads and transportation, has hampered recovery and relief efforts. The most affected areas are not only the most vulnerable and impoverished in South Africa but have also been overwhelmed by other disasters this season, including the effects of Tropical Cyclones Ana and Batsirai, as well as direct and indirect impacts of the COVID-19 pandemic.

Vulnerable groups include the elderly, female headed, and child headed households, and the disabled.

KwaZulu-Natal Health MEC has warned about the soaring number of new COVID-19 cases, which have peaked recently with the eThekweni Municipality accounting for at least 80% of the new cases<sup>1</sup>. After a steady climb over the past weeks, it is the latest

figures have pushed the seven-day average from 414 to 1,171.

This series of shocks, socio-economic impacts and unemployment have resulted in riots that led to repeated instances of violence, such as the one that broke out in July 2021 in KwaZulu-Natal resulting in over 200 deaths. Protests and looting have already been witnessed and may escalate further.

## CAPACITIES AND RESPONSE

### 1. National Society response capacity

#### 1.1 National Society capacity and ongoing response

The South Africa Red Cross Society (SARCS) operations are centrally coordinated and led through the Secretary-General's office at the headquarters in Johannesburg. The SG's office is supported by a Senior Management Team (SMT) comprising managers from different departments such as Disaster Management, Health and Care, Branch Development, Finance, and Organizational Development. This team supports the decentralized structure of provincial and branch offices that leads the implementation of activities and community engagements.

SARCS is currently implementing Cash Voucher Assistance (CVA) under a current DREF ([MDRZA011](#)) in Eastern Cape province which involves cash transfer through mobile money to 1000 households at a value of R2000 for 2 months (January and February 2022). Towards the end of last year, the NS also implemented CVA in Gauteng and KwaZulu Natal under the Urban Violence DREF ([MDRZA010](#)) where 1 636 households were given cash transfer through mobile money at R1000 a month for 2 months. In the current emergency response, SARCS through the DREF will be providing one off, mobile money cash transfers to 1,500 households to the value of R2 250.



*SARCS volunteers preparing food for hot meals in evacuation centers: @SARCS*

The KwaZulu Natal (KZN) SARCS provincial office takes lead of the flood's response with support of the HQ, IFRC and ICRC. 300 volunteers and 30 full-time staff which includes 10 national technical staff have been deployed. The national technical staff will provide both technical support and supervision to field teams to ensure project adherence, effectiveness, and efficiency to achieve intended outcomes.

#### 1.2 Capacity and response at national level

The local government is focused on the task of rebuilding and repairing the provinces' damaged infrastructure. While water and electricity have been restored in many areas, some localities in both urban areas and rural areas are still experiencing irregular or no running water.

<sup>1</sup> <https://www.kznhealth.gov.za/coronavirus.htm>

The government through Cooperate Governance and Traditional Affairs (COGTA) and Disaster Management Centres deployed teams from both national and provincial centres who are collaborating with SARCS and other stakeholders to conduct assessments. South African Defence Force has been deployed in KZN to provide aerial support where necessary as the impact of the weather conditions continues to cause havoc across the province. The Department of Social Development, SASSA, and the Department of (COGTA) are continuing with profiling, provision of psychosocial services, and the provision food vouchers.

With the aim of relocating the affected populations to safer and minimal risk residential areas, the government has reported the commencement of construction of Residential Temporary Units in the Ilembe District in ward 11 and 12 KwaSonkombo, Ugu at Malangeni under uMdoni and at Ray Nkonyeni, Nquthu and eThekweni (Emachobeni in Inanda, Molweni). Other sites in Durban are being assessed for their suitability for construction. The government's plan is to accommodate more than 4,396 families that are accommodated in halls, churches, and schools. They are also paying special attention to those accommodated by neighbors and relatives.

## 2. International capacity and response

### 2.1 International Red Cross Red Crescent Movement capacity and response

#### *IFRC membership*

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 provided 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 such as the Belgian Red cross and the ICRC. As part of the first response IFRC Cluster Delegation deployed Disaster Manager staff, a Communications team and a Community Engagement and Accountability team. The IFRC regional officer deployed Operations Management support. High level visits were made by the Head of Country Cluster Delegation. The IFRC office is providing PRD support for resource mobilization and support services such as finance, logistics, etc. Additionally, the IFRC provided Psychological First Aid (PFA) training to SARCS as part of their preparedness activities. This is proving to be useful in this current emergency response as the SARCS volunteers and staff are providing ongoing PFA support.

For this response, the first aid skills which have been imparted to volunteers in the past through support from **Belgian Red Cross (BRC)** which has proven to be useful among first responders who have been displaying capacity to attend to emergencies and crisis in their communities.

*SARCS recently underwent the National Response Team (NRT) training that was facilitated by the IFRC. This training was found to be useful, as SARCS was able to adequately distribute valuable information timeously and plan of their response to the disaster. To enable SARCS to fulfil their auxiliary role, the IFRC through this emergency appeal, will assist the National Society to undergo the Preparedness for Emergency Response (PER) approach. This entails assessing, measuring, and analyzing the strengths and gaps of their preparedness and response mechanism, and ultimately take action to improve it.*



**SARCS relief teams were mobile and fast getting support to small communities across the affected areas (SARCS photo)**

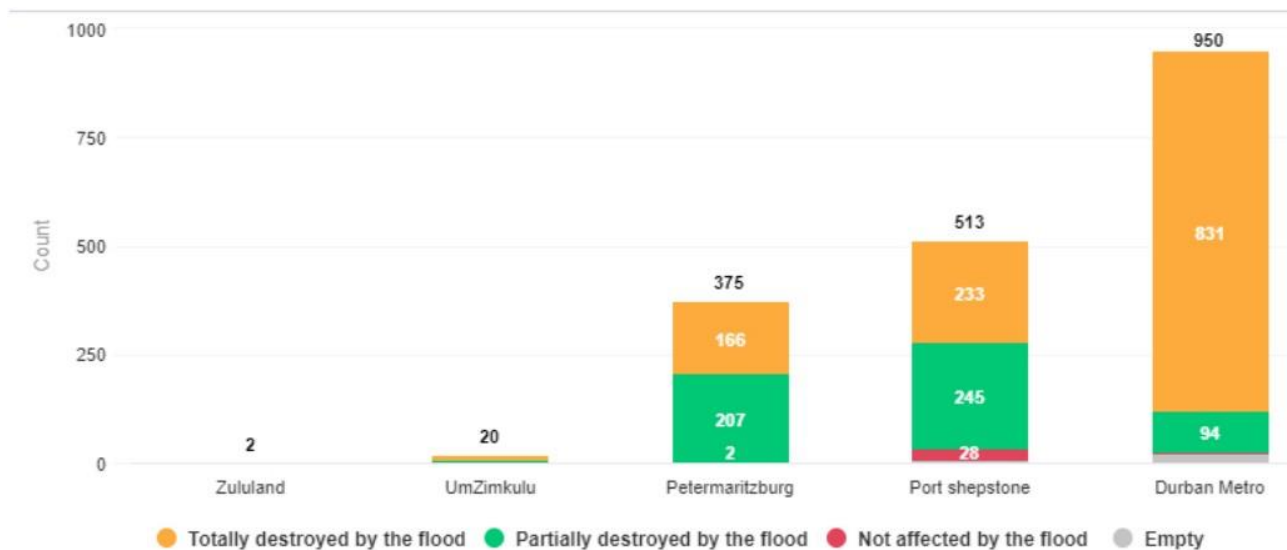


urban centers more formal rural low income/subsistence communities have also been affected – often characterized by houses built primarily of mud.

The households in the informal settlements are typically vulnerable and poor, many have been there for a long time and are second-generation inhabitants. Their parents might have migrated to the urban center for employment opportunities but now this generation is locked in a cycle of poverty living in these high-risk areas. Many were unemployed before the floods and survive on social grants and the informal economy.

*Shelter and basic household needs*

According to the latest government report, 5,704 houses were destroyed and 9,659 damaged and a total of 6,814 people are still homeless and are occupying over 50 evacuation shelters (most in eThekweni). From the SARCS sample of 3,792 households, the following damage was reported.



The above graph displays that 87% of the households engaged in the survey in eThekweni and iLembe under Durban branch highlighted that their households were destroyed and 10% of the households were partially destroyed. Being the most affected metropolitan municipality, this points out that there is great need for durable solutions on shelter interventions in urban setting of affected areas which most of them are characterised by informal settlements located in flood plains. Through its auxiliary role SARCS will participate in engagements with government for special considerations by Department of Human Settlement to ensure people are settled in less risky areas to minimise their vulnerability of related hazards in future with considerations of socio-economic pursuits of affected communities.

In addition, 45% of respondents under Port Shepstone branch indicated that their households were totally destroyed and 48% of the households were partially destroyed. Most of these households are located in the rural setting and there are mostly mud structures which becomes weakened by harsh weather conditions like heavy rains. Shelter interventions in such rural settings where affected people have access to land through traditional leaders should include raising awareness 'building back better' and ensure that affected communities are supported to construct safe and strong shelters using good quality materials.



SARCS volunteers on assessment: @SARCS

The evacuation centers are typically community halls, churches, etc. Many are open plan and provide little privacy. Many are not receiving enough support for water, do not have enough latrines, bathing or handwashing facilities and items to respond to basic needs. There is a need to continue to provide humanitarian assistance to the families that are accommodated in evacuation shelters with basic household items, water sanitation, health, protection and basic needs. Consideration should also be given to those families accommodated by neighbours and relatives.

Unless sustainable solutions can be found quickly there will be a need to provide temporary support to the families in evacuation shelters. There is a need for longer term planned for durable housing solutions outside of the high-risk areas. This applies to all families in high-risk areas but in particular to families that have returned to rebuild in high-risk areas and families in damaged houses still living in high-risk areas.

### *Livelihoods and basic needs*

The eThekweni metropolitan municipality reports that most of its 1,152 formal businesses were impacted by the flooding. Small scale and commercial farmers suffered R20 million in crop and infrastructural damages due to the floods. Given the reported damage, markets in the form of supermarket stores, factories and malls that sell multiple commodities remain accessible and functional to the affected populations.

Based on SARCS assessments people in some evacuation centers pointed out food shortages specially to provide balanced meals and some require cooking equipment so that they can prepare timely meals in the centres to accommodate those on chronic medication. Although food can be accessed in local markets the affected communities do not have money to buy the food for themselves and would require cash vouchers for support.

Most of the respondents which were reached are in evacuation centers (Shelters) which are usually relying on food assistance from government, humanitarian organisations and other community groups sometimes do not reach all the 74 shelters which were established to accommodate those whose households were destroyed. Some respondents highlighted that sometimes they receive one meal in a day and some centers are not having cooking equipment for them to cook if provided with groceries. The request from such groups was provision of cooking equipment so that the centers will be able to cook for themselves and those on chronic medication to be able to adhere to their medication properly as most of the medication must be taken with food.

In addition, some respondents highlighted that they lost their means of livelihoods as they were involved in income generating initiatives like community fast foods, painting, plumbing, building, sewing, saloon (hair dressing) and small trading. It came out during FDGs that these affected groups require livelihoods support which can be provision of start-up capital or equipment for them to recover from the loss incurred during the floods. This will enable them to restore their livelihoods and provide for their basic needs.

There is an urgent need to continue to provide hot meals and food packs and quickly scale up the use of multipurpose cash grants by mobile vouchers. In the early recovery phase, there will be a need to restore livelihoods by replacing lost assets and providing start-up capital.

### *Health*

At least 58 healthcare facilities eThekweni, iLembe, Ugu, Umgungundlovu, and King Cetshwayo districts were severely affected by the floods - with most buildings suffering damage of their roof, floors and fencing. The ministry of health is cognisant of the criticality of water availability within a healthcare setting. That is why all emergency cases are counter referred to those hospitals with the necessary means and appropriate level of care.



*Some families have few options and are rebuilding shelters and consequently rebuilding their old vulnerabilities: @SARCS*

Due to the floods, many chronic patients lost their medication especially for HIV, TB, and diabetes which increases risk of infection considering most are housed in overcrowded and not well-ventilated evacuation centers. Due to the shortage of water and related sanitation challenges, authorities are monitoring health data for early identification of significant rises in water-borne or diarrheal diseases. This includes the quality monitoring of potable water that is being transported by tankers, and in halls where displaced members of the community are being housed. Due to the potentially traumatic experience of the affected families, several people are left distressed and worried about the loss of their assets, and they may require psychosocial support (PSS) and trauma counselling.

Due to overcrowding in shelters, it has been difficult for people to adhere to COVID-19 prevention regulations during evacuation. 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 Risk Communication and Community Engagement (RCCE) need to be maximised in affected communities.

Healthcare facilities have been affected by the event and the reduced clinical services capacity and damage to infrastructure pose significant barriers to accessing health care. Considerable gaps remain in terms of maternal and child health, and nutritional care. Overall health needs (such as access to chronic medication, treatment for flu, and diarrhea) are increased due to a limited access to water, sanitation, hygiene, and shelter, increasing the risk of epidemics and aggravating chronic illnesses and non-communicable diseases. Limited community health services and knowledge of or access to health-promoting behaviours necessitate investment in community-level health response to meet current and emerging health needs. Given the magnitude of impact on family's lives, there is a need to provide MHPSS to address their emotional, social, mental, and spiritual needs. This need was identified from the sectorial assessments after the crisis, as well as needs in terms of Protection, Gender, and Inclusion (PGI). Additionally, prioritized target groups for these interventions include women and children.



*SARCS quick to respond bringing hot meals to the relief and hot meals to the most affected: @SARCS*

### **WASH**

Based on field assessments overcrowding at the temporary shelters significantly compromises good hygiene practices. Women and girls indicated that they find it challenging to manage their menstruation in the absence of adequate water, sanitation, and hygiene (WASH) facilities in some shelters. The devastating floods caused damage to key water supply and distribution infrastructure which then leaves people in great need of water for some days in other shelters which do not have reservoirs (water tanks). Other shelters which were engaged in the survey were not having WASH facilities and they resort to neighbors and bush. Although some facilities which were reached are having WASH facilities like toilets, they are not easily accessible by people living with disabilities or mobility challenges, for whom special considerations must be made. All shelters which were reached during the needs assessment by SARCS were not having handwashing facilities which needs to be taken into consideration in response plans to ensure good hygiene practices are promoted. Provision of relief materials like hygiene and dignity packs (including baby diapers and menstrual hygiene packs) are key to promote safer hygiene practices. Although local government at municipality levels have been trying to ensure that there is water supply in some of the shelters, but the challenge of hygiene materials among affected people remain a challenge for them to practice good hygiene.

Based on field assessments and information from coordination mechanisms, there are acute WASH needs in the targeted communities. Water supplies have been disrupted. Access to toilets has been affected. Increased disease transmission risks require hygiene promotion. Hygiene items are lacking due to displacement of individuals. Many local water and sewerage structures were destroyed. Affected communities have now intermittent, reduced or in still some cases no access to piped water. More water containers are required. Equally the evacuation shelters also have limited access to water. Many rely on tanks and water trucking. Some evacuation shelters have been provided with mobile latrines other have limited sanitation facilities and use others from the neighborhood. Handwashing and bathing facilities are also limited. Solid waste management can be improved. Hygiene items are needed along with hygiene promotion.

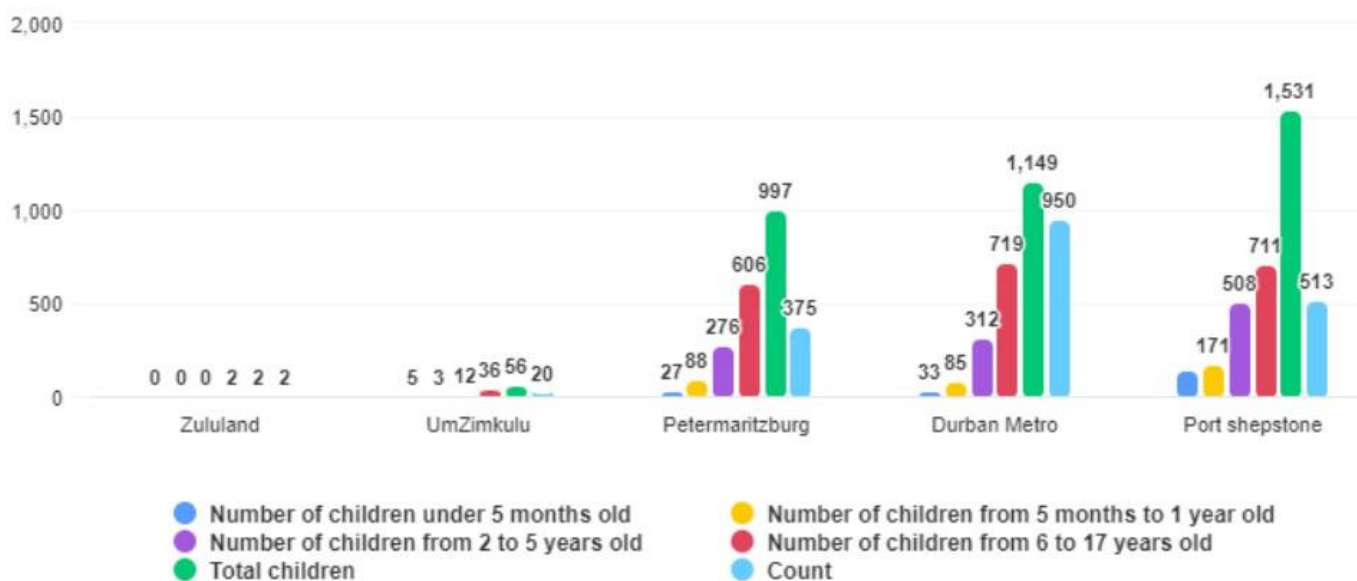
The challenge of inadequate access to water and sanitation facilities and basic hygiene (including menstrual hygiene) poses a risk of increase in transmission of water borne disease.

*Protection*

With crowded spaces protection risks, particularly Sexual Gender Based Violence (SGBV) cannot be ruled out. Based on SARCS assessment of 3,792 households there were:

7,494 children	541 breastfeeding women	206 pregnant	776 elderly	162 people with disabilities
----------------	-------------------------	--------------	-------------	------------------------------

Based on SARCS assessment those households had a total of children between 0-17 years with Port Shepstone branch in Ugu district being the highest with 40% (children) which is a rural setting, and most parents leave behind their children with caregiver (most of them are grandparents) as they pursue economic opportunities in towns and cities like Durban. eThekwin and iLembe have 31% representative of children between 0-17 years staying with their caregivers who were affected by floods as shown in figure 3 below:



Most children in all the districts they are between the age group of 6-17 years which is a great concern as it is 'school going age' and they have lost their uniforms and stationery. Although most public schools in through Department of Education (DoE) usually provides free stationary to children in public schools there is need for humanitarian agencies to support with school uniforms.

The evacuation shelters are mostly open plan hall with little or no segregation or privacy. There is limited targeted support for child friendly spaces, aged or for people with disability. There is a need for prevention and response to SGBV awareness, mapping clear and safe referral paths.

The SARC assessments highlighted some protection risks due to poor light during the night in shelters, poor sanitation facilities and sharing space by men, women, girls, and boys in shelters. Observations pointed out to 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. SARCS has been ensuring that Protection and Gender Inclusion (PGI) is integrated so far in its response efforts through providing prevention and response to SGBV, Prevention of Sexual Exploitation and Abuse (PSEA) and Child Safeguarding awareness raising in evacuation shelters. There will be community feedback mechanism set up which 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. Currently SARCS has a strong working relationship with the Department of Social Development (DSD) that provides support in the areas of MHPSS and PSEA. During the response, both SARCS volunteers and DSD social workers are working together in providing said services in the affected communities. Individuals requiring more support are referred to DSD.

### *Disaster risk reduction*

There is need for disaster risk reduction activities to combat impacts of the climate change and the unplanned urbanization of informal settlement. Key informants highlighted the essence of enhancing local capacities in Disaster Risk Reduction (DRR) initiatives to ensure communities embark on actions that minimise risks to both natural and man-made disasters. Capacity building to local disaster management forums and community gate keepers has been identified as measure that can form part of community preparedness to adverse events. Ensuring that local municipalities design contextualised Disaster Preparedness Plans (DPPs) which take into consideration local risks and measure which also incorporates Indigenous Knowledge Systems (IKS) in specific contexts.

## **OPERATIONAL CONSTRAINTS**

Employment and livelihood crises, prolonged economic stagnation, and environmental damage are the most concerning risks. The combination of these risks, the impacts of COVID-19, and the Ukraine crisis will impose a toll on the country, already struggling with low growth, extreme weather events, and precarious food security situations. Ultimately funding opportunities to cover this operation may be impacted due to multiple global risks that require equal attention for humanitarian support.

Based on the current level of assessment the following are the primary operational constraints:

- Physical access is better but still a challenge due to damaged infrastructure.
- Damage to critical infrastructure such as roads, water and power supply systems continues to pose further challenges to the restoration of normal services, healthcare, and education facilities. Power and water are still off in some locations, intermittent in others.
- Reoccurring damages due to future heavy rainfall - many slopes and riverbanks remain precarious and highly vulnerable
- Lack of partners supporting the displaced and lack of govt information on the long-term plan could lead to dissatisfaction within the community.
- Community has expectations but if these are not met could lead to lack of cooperation.
- The most affected communities are the most disadvantaged in the area and there is a risk they will respond negatively. Some of the residents embarked on pickets pleading for assistance.

### **Security**

- The environment of informal settlements will have its own local security context that needs to be considered. These areas can become volatile – reference the [South Africa - Urban Violence \(MDRZA010\)](#). 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.

# FEDERATION-WIDE APPROACH

The Emergency Appeal is part of a **Federation-wide approach**, based on the response priorities of the Operating National Society and in consultation with all Federation members contributing to the response. The approach, reflected in this Operational Strategy, will ensure linkages between all response activities (including bilateral activities and activities funded domestically) and will assist to leverage the capacities of all members of the IFRC network in the country, to maximize the collective humanitarian impact.

The Federation-wide funding requirement for this Emergency Appeal comprises all support and funding to be channeled to the Operating National Society in the response to the emergency event. This includes the operating National Society's domestic fundraising ask, the fundraising ask of supporting Red Cross and Red Crescent National Societies, and the funding ask of the IFRC secretariat.

To date partners supporting the Federation Wide Appeal are:

## IFRC Emergency Appeal and bilateral support

Japan Red Cross, Canada Red Cross, German Red Cross, Netherlands Red Cross, Belgium Red Cross, UNICEF ECHO, Korean Embassy

## SARCS domestic fundraising

In-kind and financial support: Swiss RE Foundation, Uber, Lottery, Pick n Pay, Loreal, Richard Bay Colliery, Aranda, CAF America, Santam

# OPERATIONAL STRATEGY

## Vision

To enable 37,000 people affected by KZN 2022 floods to meet their essential needs in a safe and dignified manner recover from the crisis and strengthen their resilience to future shocks. Based on detailed assessments and lessons from previous similar responses this will be done by

1. Respond to immediate humanitarian needs through providing relief and ensuring that affected people in SARCS operational areas are safe and their basic needs are met
2. Assist affected communities to stabilize their housing and raise more awareness and advocate for provision of safe shelter – this will complement the ongoing and planned government support.
3. Building community resilience through sustainable food security and livelihoods support –
4. Throughout the above phases SARCS will promote collaboration and coordination with partners and Government agencies.
5. Strengthen SARCS through capacity development activities in accordance with their strategic plan.

## Anticipated climate related risks and adjustments in operation

- **Lack of funding** is high risk and would lead to a reduction in scale with corresponding prioritization of target areas and activities. In the case of reduced income, the response will prioritize multipurpose cash and the provision of water while maintaining support for WASH and health promotion activities.
- **New variants or increased outbreak of COVID-19 that threaten the health and safety of personnel and affected populations:** This could require the operation to bring in safety protocols to protect community, staff and volunteers. May lead to adjustment to the planned operations with reference to the COVID19 Emergency Appeal.
- **Floods and reduced access:** Rains are likely to continue that could prolong repeat and or increase displacement. This would require adjustment to the planned operations to address new emergency needs.

# Targeting

## 1. People to be assisted

At the time of launching this Emergency Appeal, at least 128,743 people are confirmed to be severely affected by this disaster, including over 32,500 living in evacuation centres. The affected community can be categorized and targeted by the following groups:

Through this emergency appeal, SARCS will target 100,000 people, primarily households in both high-risk informal settlements in urban and rural areas with destroyed or severely damaged houses and those who are economically vulnerable, having lost their livelihoods and with no alternative coping mechanisms to meet their basic needs. Particular attention will be given to displaced women, children and people living with disabilities that are more exposed to Sexual and Gender Based Violence (SGBV) or may resort to negative coping mechanisms in order to survive.

Targeting will consider groups based on the impact of the floods, where they are currently living and any plans for future relocations, such as:

People from informal urban and rural areas.	People with destroyed houses living in evacuation shelters to be relocated	People with destroyed houses living with friends and family (host families) to be relocated.	People with destroyed houses who have gone back to rebuild their houses in high-risk areas	People still living in damaged houses in high-risk areas	People in the wider affected community with no damage but living in high-risk areas
---	--	--	--	--	---

Targeting will be coordinated across all sectors to have an integrated approach from response to recovery supporting overall resilience building in the community. Targeting will consider the governments short- and long-term plans with regards to the provision of immediate humanitarian relief at the evacuation centers and plans to temporarily relocate people displaced from the informal urban settlements to temporary Residential Units and then longer-term permanent solutions. Consideration will be given to support families housed in the evacuation centres, families relocated to the Temporary Residential Units and options for others such as support to host families and in some cases rental support for high-risk vulnerable cases as alternatives to the evacuation centers – particularly where there are protection risks. For the longer-term durable solutions support will be given to permanent durable shelters to a targeted group prioritizing the most vulnerable people not already being supported mainly from the rural affected areas.



*The floods are an urban and rural disaster (SARCS photo)*

## 2. Considerations for protection, gender and inclusion and community engagement and accountability

The final selection and targeting will be confirmed when complete needs assessment data has been received. The following selection criteria related to PGI will be considered during the targeting process: Child-headed households; Elderly-headed households; Households with chronically ill/HIV-AIDs affected members; Female-

headed households; Households with children receiving or in need of supplementary or therapeutic feeding; Households caring for orphaned children less than 18 years old; Those directly affected by strong winds, stormy rains and floods; Pregnant women, lactating mothers and children under 2 years; People living with disabilities.



<p><b>Activities so far include</b></p> <ul style="list-style-type: none"> <li>• Early warning and evacuation</li> <li>• Search and rescue</li> <li>• Needs assessments and providing relief.</li> </ul>	<p><b>Shelter and basic household items</b></p> <ul style="list-style-type: none"> <li>• Clothes to 10 shelters</li> <li>• 2,306 blankets</li> <li>• 1,637 mattresses</li> </ul>
<p><b>Livelihoods and basic needs</b></p> <ul style="list-style-type: none"> <li>• Hot meals in 8 shelters</li> <li>• Dry food stock to 6 shelters</li> <li>• Orientation and selection of 1,500 households for MPCGs</li> </ul>	<p><b>Health and care</b></p> <ul style="list-style-type: none"> <li>• Psychosocial support (PSS) to 6 shelters</li> <li>• First Aid to 6 shelters</li> <li>• CBHFA in the affected communities and 6 shelters</li> </ul>
<p><b>WASH</b></p> <ul style="list-style-type: none"> <li>• In coordination with MSF supporting portable latrines and water tanks</li> </ul>	<p><b>Protection</b></p> <ul style="list-style-type: none"> <li>• Providing significant support on PGI including working on GBV cases – supporting and referrals</li> <li>• 1,637 supported with protection of family links (PFL) services (free phone calls, charging, internet connection etc)</li> </ul>
<p><b>CEA</b></p> <ul style="list-style-type: none"> <li>• IFRC RCCE coordinator is here (part of UNICEF and WHO RCCE Collective Service project) – supporting on refresher training, development of Community feedback tools, field teams translate community feedback into actions, development of 4Ws dashboard.</li> </ul>	

## PLANNED OPERATIONS

Through this Emergency Appeal, the International Federation of Red Cross and Red Crescent Societies (IFRC) is seeking **6 million Swiss francs** to support SARCS to scale-up the ongoing response to needs generated by the impacts of the floods and landslides. South African Red Cross Society (SARCS) has a footprint in 8 out of the 11 affected districts and has managed to activate 6 of its branches to respond to the current humanitarian crisis following the recent floods. The 3 most affected districts are 'Durban Metro'/eThekweni, iLembe and Ugu district and SARCS has strong fingerprint in Durban Metro.


The strategy of the IFRC supported response focuses on attention to urgent needs of people in the evacuation shelters, supporting risk reduction and early recovery in communities when appropriate, noting that safe housing solutions must be found as return to informal and hazardous settlements is not an option. Presently, priority areas at this stage are the following: 1) Integrated Household Assistance (household items, food, and multi-purpose cash); 2) Health (including PSS) and Water, Sanitation and Hygiene (WASH), and 3) Protection and Prevention.

## INTEGRATED ASSISTANCE


	<b>Shelter, Housing and Settlements</b>	Female > 18: 13,209	Female < 18: 5,661	<b>2,104,000 CHF</b>
		Male > 18: 12,691	Male < 18: 5,439	<b>Total target: 37,000 people</b>
<b>Objective:</b>	Communities in disaster- and crisis-affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions			
<b>Priority Actions:</b>	<p><b><i>Emergency assistance to cover essential needs as part of integrated support with other sectors.</i></b></p> <ul style="list-style-type: none"> <li>• <b>4,500 displaced households in evacuation centres:</b> procurement, distribution, and monitoring of essential household items (blankets, mattress) tailored to specific needs of target groups. Additional materials and tools for divisions for privacy, securing doors windows, etc.</li> <li>• <b>1,500 displaced households with host families:</b> procurement, distribution and monitoring of essential household items (double counting with CVA/MPC, see below).</li> <li>• <b>Supporting 500 households' transit out of evacuation shelters</b> to government built temporary relocation shelters – setting up and providing essential household items.</li> <li>• <b>Supporting 500 households' transit out of evacuation shelters</b> with options for hosting arrangements.</li> <li>• Options will be provided through rental allowance for <b>100 high-risk vulnerable households/individuals</b> to leave the evacuation centres – identified via the protection services.</li> </ul> <p><b>Recovery shelter assistance</b></p> <ul style="list-style-type: none"> <li>• <b>500 displaced most vulnerable households from affected rural areas:</b> support households to move from temporary to longer-term build back better shelter solutions with security of tenure. These shelters will be durable solutions with water and sanitation. They will be designed based on community consultation with a priority on disability inclusion.</li> <li>• <b>Displaced and non-displaced households:</b> support communities safer shelter awareness and advocate with stakeholders for longer term resilient solutions.</li> <li>• <b>Build partnerships</b> to support and develop an advocacy strategy for long term urban resilience building providing valid technical solutions. SARCS will continue to work with the government agencies to use existing by laws as part of disaster risk reduction to ensure people have safe locations to live.</li> </ul>			
	<b>Multi-purpose Cash</b>	Female > 18: 13,209	Female < 18: 5,661	<b>2,742,000 CHF</b>
		Male > 18: 12,691	Male < 18: 5,439	<b>Total target: 37,000 people</b>
<b>Objective:</b>	Households are provided with unconditional multi-purpose cash grants to address their basic needs			

**Priority Actions:**


- **7,500 households** provided Multipurpose Cash Assistance to 7,500 households, which will allow families to sustain their basic needs and restart some form of livelihood and seek dignified shelter solutions, when appropriate and safe. The breakdown is as follows:
  - 4,500 households with destroyed houses are living in evacuation shelters.
  - 1,500 households with destroyed houses living with friends and family (host families).
  - 500 households with destroyed houses have gone back to rebuild their houses.
  - 1,000 households still living in damaged houses
- SARCS has an existing contract in place with Nedbank. Cash is issued by mobile phone and selected communities can withdraw cash from the bank or use it as a voucher on their phones in shops to buy goods.
- SARCS will coordinate with national/local cash working groups to calculate transfer value/vouchers. A data management set up with activation of CEA mechanisms will be established prior to starting registration of affected households. Post distribution monitoring including market/price monitoring is planned.

	<b>Livelihoods</b>	Female > 18: 4,284	Female < 18: 1,836	<b>610,000 CHF</b>
		Male > 18: 4,116	Male < 18: 1,764	<b>Total target: 12,000 people</b>
<b>Objective:</b>	Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods			
<b>Priority Actions:</b>	<ul style="list-style-type: none"> <li>• <b>Emergency assistance in 20 evacuation shelters to cover essential needs as part of integrated support with other sectors</b> evacuation shelters will continue to be supported with hot meals, and food packs.</li> <li>• <b>Early recovery livelihoods assistance for 140 community projects</b> such as market gardening, bakeries, clothes making, livestock replacement, and <b>300 small traders</b> such as market stalls, painters and decorators, mechanics with capital investment through cash and voucher assistance. These communities and individuals will be targeted in conjunction with the shelter project to support families as much as possible to recovery and build a more resilient future.</li> <li>• Complimentary activities such as capacity building through awareness raising and different training including, project management, finance management, record keeping, vocational trainings, etc.</li> </ul>			

## HEALTH & CARE, WATER, SANITATION AND HYGIENE


	<b>Health &amp; Care</b>	Female > 18: 35,700	Female < 18: 15,300	<b>65,000 CHF</b>
		Male > 18: 34,300	Male < 18: 14,700	<b>Total target: 100,000 people</b>

<b>Objective:</b>	The immediate risks to the health of affected populations are reduced
<b>Priority Actions:</b>	<p><b>Health and care assistance in 20 evacuation shelters and affected communities to cover essential needs and lead to recovery as part of integrated support with other sectors</b></p> <ul style="list-style-type: none"> <li>• First aid and access to health care will be facilitated through provision of first aid/medical services or access to referral pathways and ambulance services.</li> <li>• Community Based Health and First Aid (CBHFA) interventions will be implemented 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. This will be done through the working relationship between the government community workers and the Red Cross volunteers at the community and district levels Health promotion and epidemic prevention activities, such as Community Based Health and First Aid, encouraging COVID-19 vaccination uptake, etc. will be implemented to prevent, rapidly detect, and respond to communicable disease outbreaks and improve knowledge of preventable illnesses.</li> <li>• Community feedback mechanisms will be encouraged within affected communities and areas at risk, to ensure that health services provided are appropriate and accessible to the most vulnerable.</li> <li>• The intervention will assess MHPSS needs, set up referral pathways, provide psychological first aid (PFA) and establish an MHPSS support systems for vulnerable people within the affected population and responders.</li> <li>• Due to the current surge in COVID19 and the increased risk in evacuation shelters there will be support to all shelters through RCCE and PPE and linked to WASH with provision of hand washing facilities and the health/hygiene promotion activities.</li> <li>• A strategy is also developed to link the operational response with the ongoing preparedness and recovery measures to ensure a proper transition to long-term programming.</li> <li>• A capacity building component that supports volunteers and community members will ensure implementation and sustainability of the operational strategy.</li> </ul>


 <b>Water, Sanitation and Hygiene</b>	Female > 18: 35,700	Female < 18: 15,300	<b>464,000 CHF</b>
	Male > 18: 34,300	Male < 18: 14,700	<b>Total target: 100,000 people</b>
<b>Objective:</b>	The risk of water related diseases is reduced through provision of water, sanitation and hygiene promotion to the affected population.		
<b>Priority Actions:</b>	<p><b>WASH assistance will be provided in 20 evacuation shelters and affected communities to cover essential needs and lead to recovery as part of integrated support with other sectors</b></p> <ul style="list-style-type: none"> <li>• Water, sanitation and hygiene promotion services will be ensured, including the distribution of essential hygiene related materials.</li> </ul>		

- Safe water will be provided in evacuation shelters by distributing household water treatment products, safe storage items, water tanks and distributing treated water.
  - Evacuation shelters will be provided with hand washing / bathing facilities.
  - Evacuation shelters will be provided with emergency toilets designed in consultation with the community.
  - Evacuation shelters will be provided with solid waste management.
- Early recovery WASH assistance** will include
- Support to shelter project with provision of water and sanitation for **500 durable shelters in affected rural areas**.
  - Rehabilitation of water supplies in the affected community.
  - Rehabilitation of toilets at household and institutional level in the affected communities.

## PROTECTION AND PREVENTION

 <b>Protection, Gender and Inclusion</b>	Female > 18: 35,700	Female < 18: 15,300	<b>201,000 CHF</b>
	Male > 18: 34,300	Male < 18: 14,700	<b>Total target: 100,000 people</b>
<b>Objective:</b>	The operation ensures safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.		
<b>Priority Actions:</b>	<p><b>PGI assistance in 20 evacuation shelters and affected communities to cover essential needs and lead to recovery as part of integrated support with other sectors</b></p> <ul style="list-style-type: none"> <li>• Orientation of staff and volunteers on PSEA, PGI in emergencies, identify safe referral pathways for patients needing counselling and refer them accordingly.</li> <li>• SARCS will provide dignity kits, targeting mothers, caregivers, and SGBV survivors on a need's basis.</li> <li>• Set up and maintain child friendly spaces in 20 evacuation shelters.</li> <li>• SARCS has been ensuring that Protection and Gender Inclusion (PGI) is integrated so far in its response efforts through providing SGBV prevention and response, Prevention of Sexual Exploitation and Abuse (PSEA) and Child Safeguarding awareness raising in evacuation shelters.</li> <li>• SARCS will continue to coordinate with local stakeholders to establish referral pathways for child protection and sexual- and gender-based violence (SGBV), and carry out child protection awareness raising sessions, with community leaders and community members to increase male engagement on SGBV prevention and response.</li> <li>• Staff and volunteers will be orientated on a survivor-centered approach to enable them to support the SGBV survivors better and make safe referrals.</li> <li>• There will be community feedback mechanism set up which will include a confidential mechanism to receive, handle and respond to sensitive complaints, including reports of sexual and gender-based violence</li> </ul>		

(SGBV) and potential sexual exploitation and abuse (SEA) by SARCS staff and volunteers.

	<b>Community Engagement and Accountability</b>	Female > 18: 35,700	Female < 18: 15,300	<b>77,000 CHF</b>  <b>Total target: 100,000 people</b>
		Male > 18: 34,300	Male < 18: 14,700	
<b>Objective:</b>		Develop and deploy standardized approaches for community engagement, collection and use of qualitative community feedback data to better understand community perspectives		
<b>Priority Actions:</b>		<p><b>CEA in 20 evacuation shelters and affected communities to cover essential needs and lead to recovery as part of integrated support with other sectors</b></p> <ul style="list-style-type: none"> <li>• Through CEA the operation will ensure the engagement and involvement of all stakeholders including the communities being supported throughout the response, ensuring that appropriate information is passed that allows building-back stronger and less risk-exposed communities.</li> <li>• Training on the development and roll out of Community feedback tools</li> <li>• Training the field teams on how to collect data from the affected communities</li> <li>• Training the M&amp;E staff in data capturing, data coding, and data analysis</li> <li>• Training data management team on the production of Community feedback dashboards. Development of 4Ws dashboard</li> <li>• Training field teams on how to translate community feedback into action.</li> <li>• Exit strategy developed that includes community consultation and lessons learnt workshops at various stages of the response. There will be a final evaluation which will incorporate community feedback on the implementation and impact of the response.</li> </ul>		

	<b>Risk Reduction, climate adaptation and Recovery</b>	Female > 18: 35,700	Female < 18: 15,300	<b>275,000 CHF</b>  <b>Total target: 100,000</b>
		Male > 18: 34,300	Male < 18: 14,700	
<b>Objective:</b>		Communities in high-risk areas are prepared for and able to respond to disaster		
<b>Priority Actions:</b>		<p><b>Given the disaster profile of the country and considering the vulnerability and capacity of the target communities, the Operational Strategy will focus on the following areas with relevant risk reduction, adaptation, and recovery activities:</b></p> <p>Strengthen partnerships with government departments, UN agencies, national and international non-government agencies to advocate for</p>		

application of existing by-laws to promote disaster risk reduction in informal settlements and develop an advocacy strategy for long term urban resilience building providing valid technical solutions.

Community preparedness and capacity building:

- Community organization and engagement
- Contingency planning and simulation drills
- Conduct enhanced vulnerability and capacity assessment
- Develop and implement a community plan of action
- Establish a community early warning system
- Public awareness and public education
- School-based DRR
- Training in risk reduction and adaptation


Prevention and mitigation activities:

- Identify and mitigate disaster risk (e.g., landslide prevention -- reinforcement of floor slabs/external walls in existing buildings; installation of drainage pipes; planting of slopes, etc.)
- Take mitigation measures (e.g., making houses/buildings resistant, secure evacuation routes, etc)
- Apply nature-based solutions

Protecting development projects: health and educational facilities, from the impact of disaster and climate impact.

- Identify development projects at risk and move them to a safer location
- Locate the schools, hospitals, clinics in areas free from the impact of disaster and climate impact.

## Enabling approaches

 <p><b>National Society Strengthening</b></p>		<b>187,000CHF</b>
<p><b>Objective:</b></p>	<p>Support National Society Development including preparedness and response capacity.</p>	
<p><b>Priority Actions:</b></p>	<p><b>1. Operational Support Services:</b>            IFRC will support the National Society and the affected branches to enhance their capacities in risk management, financial management, reporting and transparency, and duty of care. This Emergency Appeal will provide means for the National Society to:</p> <ol style="list-style-type: none"> <li>a. Improve finance policies and financial management, including all aspects of accountability, integrity, and fraud &amp; corruption, in National Head Quarter (NHQ) and branches in the targeted provinces.</li> <li>b. Strengthen its supply chain management capacity, including adequate storage, maintain stock reports, transportation, and distribution of items.</li> <li>c. PMER will be improved at NHQ and selected branches, ensuring adequate systems for assessments, data collection, monitoring and evaluating the development of the program.</li> <li>d. Infrastructure development in Information Technology and digitalization development in NHQ and selected branches</li> </ol>	

2. **National Society Development including Volunteering**  
**Development:** Duty of care will be a priority (for all personnel and volunteers involved in the operation, including insurance, psychosocial support, and personal protective equipment). The National Society capacity building and organizational development objectives are facilitated to ensure they have the necessary ethical, policies and financial foundations, systems and structures, competences, and capacities to plan, perform and carry out operations with minimum support.
3. **Response capacity strengthening:** The National Society will be supported in enhancing Disaster Response Management including disaster preparedness stocks. Reference will be made to the Preparedness for Effective Response assessment which will be enabled through this Emergency Appeal.



## Coordination and Partnerships

17,000 CHF

### Objective:

Strengthen Coordination and Partnerships within the Movement and with relevant external actors

### Priority Actions:

#### Membership Coordination

This Emergency Appeal promotes a Federation-wide approach to the response, inclusive of all partner National Societies. It builds on their expertise, capacities, and resources as active members in the targeted areas and in support to SARCS. The National Society will develop one response plan, and a Federation-wide approach to resourcing and implementation will be adopted. The IFRC will put emphasis in building a holistic approach to programming, reporting, risk management, information management, external communications, resource mobilization, and peer-to-peer exchange between National Societies. The IFRC Pretoria Cluster initiates regular partners' meetings for information exchange and updates on the Emergency Appeal response and other partner National Societies' activities in South Africa.

#### Engagement with external partners

Through this appeal we will continue to advocate with decision-makers, donors and other stakeholders to take appropriate steps to rebuild communities in a safe and dignified manner. Strengthen coordination and partnerships within the Red Cross Red Crescent Movement and with relevant external actors, including the Government, UN agencies and the private sector.

Documenting the impact of the disaster in communities and monitor the needs of the affected communities with a view to assessing and addressing longer term needs.

#### Movement Cooperation

As part of Strengthening Movement Coordination and Cooperation (SMCC), PRC, IFRC, ICRC, and participating National Societies continue to coordinate via established platforms such as Movement Coordination meetings hosted by PRC. IFRC and PRC

are also coordinating with the ICRC on security considerations for some affected areas as well as on potential complementarity of action where required.



**IFRC  
Secretariat  
Services**

**215,000 CHF**

**Objective:**

Effective and coordinated international disaster response is ensured

**Priority Actions:**

**Planning, Monitoring, Evaluation, & Reporting (PMER):** The established PMER department/unit at the National Society will be responsible for implementing a monitoring, evaluation and reporting system whereby volunteers will submit reports to respective branch coordinators monthly.

**Information Management:** The PMER, CVA, and CEA will engage in the use of digital data collection applications and analysis platforms. Information Management (IM) will keep close coordination with heads of sector and partners and developed an efficient data collection system. SARCS will ensure that the operation is strategized based on the availability and latest assessment and operational data. The IFRC will further support the SARCS and place priority on data collection and analysis as well as information management that will inform all programmes.

**Communications:** Support will be provided for both content generation and National Society capacity building. A communication strategy has been developed to promote a campaign approach advocating greater support for the response.

**Logistics and supply chain, procurement:** Both local and international procurement will be carried out in accordance with the IFRC standard procurement procedures. The logistics responsibilities will include sourcing the most urgent and relevant relief items, delivered and distributed equitably to those in need, in a timely, transparent, and cost-efficient manner. International procurement support will be provided by the Logistics Procurement and Supply Chain Management (LPSCM) Units in Nairobi and Dubai.

**Finance and Administration:** Support will be provided to ensure all finances are reported on time and in accordance with the IFRC Standard Financial Management procedures. This will be ensured through a close working relationship between the IFRC Pretoria cluster finance and the SARCS finance team.

**Human Resources:** Based on the demand for the technical and coordination support required to deliver in this operation, the following programme support functions will be put in place to ensure an effective and efficient technical coordination: human resources, logistics and supply chain; information technology support (IT); communications; security; planning, monitoring, evaluation, and reporting (PMER); partnerships and resource development; and finance and administration.

**Security:** Security High levels of violent crime including armed robbery and theft pose a threat to RCRC 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 neighborhood should be considered immune. Other significant threats road traffic accidents (RTAs) caused by 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. Service Delivery Protests were reported in KZN North Coast on 6 May protesters blocked the intersection on the R102 near Ottawa. Metro police, Public Order Police and other units responded. Although foreign nationals are not usually targeted in such disturbances, bystanders would face indirect risks.

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 for 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 and CCSTs 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 based in country following the GSU/RSU Advisories.

## Risk management

Risk	Likelihood	Impact	Mitigating actions
Threat to limited food supplies	Medium	High	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	High	<p>Congested conditions in temporary shelters (community and school halls) increase the likelihood of GBV as privacy and security are compromised</p> <p>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.</p>
COVID-19	High	High	<p>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.</p>
Security	High	High	<p>Informal settlements can become volatile. Project based risk assessments will be carried out and measures identities to mitigate risks.</p>

## Quality and accountability

	Key Indicators <sup>2</sup>
	<b>Shelter and essential household items</b>
	Number of people provided with basic emergency shelter that is safe and adequately enables essential household and livelihoods activities to be undertaken with dignity
	Number of people (and households) provided with durable / sustainable shelter that is safe and adequately enables essential household and livelihoods activities to be undertaken with dignity.
	Number of people who attended training / awareness raising sessions on safe shelter.
	<b>Multipurpose cash grants</b>
	Number of people (and households) who successfully received cash vouchers after being identified and processed for support.
	Percentage of beneficiaries reporting that humanitarian assistance is delivered in a safe, respectful, accessible, accountable and participatory manner
	<b>Livelihoods and basic needs</b>
	Number of targeted households (and people) reached with food (in-kind)
	Number of targeted households (and people) reached with essential on-farm, off-farm and non-farm inputs/materials/tools for livelihoods activities
	Number and % households (and people) receiving essential on-farm, off-farm and non-farm inputs/materials/tools from RCRC are satisfied with the types of items received
	Number of targeted households (and people) who have completed practical and real-time training /awareness-raising sessions on improved income-generation risk management practices
	<b>Health and care</b>
	Number of people reached by other NS health service delivery in emergencies
	Number of people reached with first aid services
	Number of people reached with Search and Rescue activities conducted by the RCRC
	Number of people reached with health promotion as a response to an emergency by community-based volunteers
	# of people who receive mental health and psychosocial services in emergency situations from RCRC

<sup>2</sup> List of key indicators and explain the Monitoring & Evaluation (M&E) approach. List of indicators is accessible here: [https://ifrcorg.sharepoint.com/:x/s/IFRCSharing/EcVyVhV866FKtpJhb0luEJQBMViAleBLDNh2X\\_2eVFTW3w?e=Drox15](https://ifrcorg.sharepoint.com/:x/s/IFRCSharing/EcVyVhV866FKtpJhb0luEJQBMViAleBLDNh2X_2eVFTW3w?e=Drox15)

Number of PSS kits delivered for children, teenagers, and adults
<b>WASH</b>
Number of people reached by WASH assistance
% of people (and households) that have access to sufficient safe water which meets Sphere and WHO standards in terms of quantity and quality in the response period
% of people (and households) that have an improved sanitation facility within 50 metres of their home during the response phase (source inspection plus spatial analysis of proportion of households within 50 metre radius)
Number of people (and households) reached by hygiene promotion activities in the response period
Number and % of people (and households) that have access to sufficient safe water which meets Sphere and WHO standards in terms of quantity and quality in the recovery period
% of people (and households) that have an improved sanitation facility within 50 metres of their home during the recovery phase
<b>Protection gender and inclusion</b>
Number of people reached by protection, gender and inclusion services
Number of referrals made (SGBV, Child Protection or other) via a common referral pathway
Programme has completed the IFRC Child Safeguarding Risk Analysis
Number and % of RCRC staff and volunteers trained on Minimum Standards for Child Protection in Humanitarian Response
<b>Disaster risk reduction</b>
Number of people reached through DRR and Climate Change Adaptation activities
Number of community members trained (first aid, response, etc.)
Number of community early warning systems established
<b>Community engagement and accountability</b>
Number of satisfaction surveys completed
% of community members, including marginalized and at-risk groups, who know how to provide feedback or make a complaint about the operation
% of people surveyed who report receiving useful and actionable information through different trusted channels
% of staff, volunteers and leadership trained on community engagement and accountability (disaggregated by staff / volunteers / sex)
<b>National Society development</b>
National Society has successfully articulated short-term emergency and NSD objectives with long-term NSD ones
National Society has improved their preparedness, contingency, and response plans as a result of the recommendations and evidence of the operation
Number of volunteers involved in the response operation that have increased their skills in response and management of operations
National Society has in place capacities to conduct Emergency Needs Assessment
National Society is engaged in structured preparedness for response initiatives that inform/complement the NS operational priorities.
<b>Coordination and Partnerships</b>
Movement coordination meetings organized, and updates are provided to the Movement partners
<b>IFRC Secretariat Services</b>
DREF / Appeal procedures are applied during the implementation of the operation
Number of rapid response personnel support the operation

# FUNDING REQUIREMENT

## Federation-wide funding requirement\*

<p>IFRC Secretariat Funding Requirement in support of the Federation Wide funding ask</p> <p>7 million CHF</p>	<p>Federation Wide Funding Requirement including the National Society domestic target, IFRC Secretariat and the Partner National Society funding requirement</p> <p>1 million CHF</p>
--	---

\*For more information on Federation-Wide funding requirement, refer to section: Federation-wide Approach

## Breakdown of the IFRC secretariat funding requirement



## OPERATIONAL STRATEGY

### MDRZA012 - South Africa KZN Floods

#### FUNDING REQUIREMENTS

<b>Planned Operations</b>	<b>6,581,000</b>
Shelter and Basic Household Items	2,104,000
Livelihoods	610,000
Multi-purpose Cash	2,742,000
Health	108,000
Water, Sanitation & Hygiene	464,000
Protection, Gender and Inclusion	201,000
Risk Reduction, Climate Adaptation and Recovery	275,000
Community Engagement and Accountability	77,000
<b>Enabling Approaches</b>	<b>419,000</b>
Coordination and Partnerships	17,000
Secretariat Services	215,000
National Society Strengthening	187,000
<b>TOTAL FUNDING REQUIREMENTS</b>	<b>7,000,000</b>

all amounts in Swiss Francs (CHF)

Reference documents



Click here for:

- [Emergency Appeal](#)

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

**South African Red Cross Society**

- **Acting Secretary General:** Fernel Campher; Email: [fcampher@redcross.za](mailto:fcampher@redcross.za) ; Phone: +27720421494
- **Operational coordination:** Ireen Mutombwa, Email: [lmutombwa@redcross.org.za](mailto:lmutombwa@redcross.org.za) ; Phone: +27719360221

**In the IFRC**

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

**IFRC Africa Region:**

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

**In IFRC Geneva**

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

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

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

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

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

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

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