

**OPERATION UPDATE**

**South Africa, Africa | KwaZulu-Natal Floods and Landslides**

<b>Emergency appeal №:</b> MDRZA012 <b>Emergency appeal launched:</b> 21/04/2022 <b>Operational Strategy published:</b> 13/06/2022	<b>Glide №:</b> <a href="#"><u>FL-2022-000201-ZAF</u></a>
<b>Operation update #1</b> <b>Date of issue:</b> 30/09/2022	<b>Timeframe covered by this update:</b> From 21 April 2022 to 31 July 2022
<b>Operation timeframe:</b> 19 months <b>(19/04/2022 - 31/10/2023)</b>	<b>Number of people being assisted:</b> (7500 HH) 37 000
<b>Funding requirements (CHF):</b> 7 million CHF through the IFRC Emergency Appeal 8 million CHF Federation-wide	<b>DREF amount initially allocated:</b> 332,000 CHF

The Emergency Appeal seeks CHF 8 million and to date stands at 14.9%. Further funding contributions are needed to enable The South African Red Cross Society with support from IFRC and other Movement Partners to provide long-term resilient programming to 37 000 people affected by the devastating floods that occurred in KwaZulu Natal, South Africa in April 2022.

**A. SITUATION ANALYSIS**

**Description of the crisis**

Between 8 April to 12 April, record-breaking rains inundated the region around the port city of Durban in KwaZulu-Natal Province, South Africa. The floods 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. On the night of 18 April 2022, the president of South Africa, declared the KZN floods as a national state of disaster to maximize national and provincial coordination to respond to the urgent crisis in affected communities.

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 were made of basic materials, tin sheets, wood (often salvaged), and mud, unfortunately, most of these homes were completely washed away with all of their belongings.



Figure 1: SARCS live on SABC News

The rains and floods came at night when everyone was sleeping, making the event even more frightening and deadly. Critical infrastructure, including major roads, 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 600 schools and 84 health facilities.

As the Province was still grappling with the aftermath of the April floods, the South Africa Weather Service (SAWS) issued an early warning LEVEL 10 Alert of disruptive rainfall in Hluhluwe, EThekwini, Jozini, KwaDukuza, Mandeni, Maphumulo, Mkhambathini, Mthonjaneni, Mtubatuba, Ndwedwe, Nongoma, Ulundi, Umdoni, Umhlabuyalingana, uMhlathuze, uMlalazi and uPhongolo municipal areas.

The storm on the 21<sup>st</sup> of May came affecting mainly the district of EThekwini, King Cetshwayo and Mkhanyakude resulting in flooding roads, human settlements, and damaged properties. Some already displaced people were further displaced as their evacuation centres got flooded as well. The Tehuis hostel, one of the evacuation centres in Umlazi, Durban, was flooded and 190 people were evacuated to the Wema Hall on the other side of Umlazi, Durban.



Figure 2: SARCS CVA Launch

Additionally, 44 units at the Waterways Retirement village in Tongaat collapsed and 40 people were evacuated to St Catherine in Ilembe district. The 2<sup>nd</sup> floods caused significant damage to the King Cetshwayo, Ilembe and Zululand districts. Table 1 below gives a holistic picture of the number of people affected by the floods per district. On 25 August, residents of Tongaat, one of the most affected districts, took to the streets to protest the lack of water in the city. A large area in this community located north of Durban has been without water since the floods. The floods destroyed the town's main water treatment plant resulting in water shortages.

Table 1: Cumulative summary incident per district

Municipalities	Households Affected	Houses Destroyed		Homeless	People Affected	Fatalities	Injuries	Missing Person
		Totally Destroyed	Partially Damaged					
uMkhanyakude	86	78	08	10	430	00	01	00
uThukela	2180	1692	1731	221	10 900	02	13	00
uMzinyathi	206	153	124	21	1 030	03	01	02
UMgungundlovu	687	242	796	97	3 435	02	04	08
Zululand	360	171	264	00	1 800	00	00	00
EThekwini	17158	3000	7200	5423	85 790	404	01	71
Ilembe	3000	1442	1406	399	15 000	31	21	00
Harry Gwala	650	297	252	250	3 250	03	02	00
King Cetshwayo	755	349	688	172	3 775	04	03	06
UGu	1769	1049	910	288	8 845	07	04	01
Amajuba	218	111	157	14	1 090	00	00	00
<b>TOTAL</b>	<b>27,069</b>	<b>8,584</b>	<b>13,536</b>	<b>6,895</b>	<b>135,345</b>	<b>456</b>	<b>50</b>	<b>88</b>

Due to support the KZN community is receiving from the Government, Humanitarian Agencies, and the private sector the number of evacuation centres reduced from the initial 195 shelters to currently 85 as illustrated by figure 3 and the SARCS is supporting 37 of the 5 281 shelters.

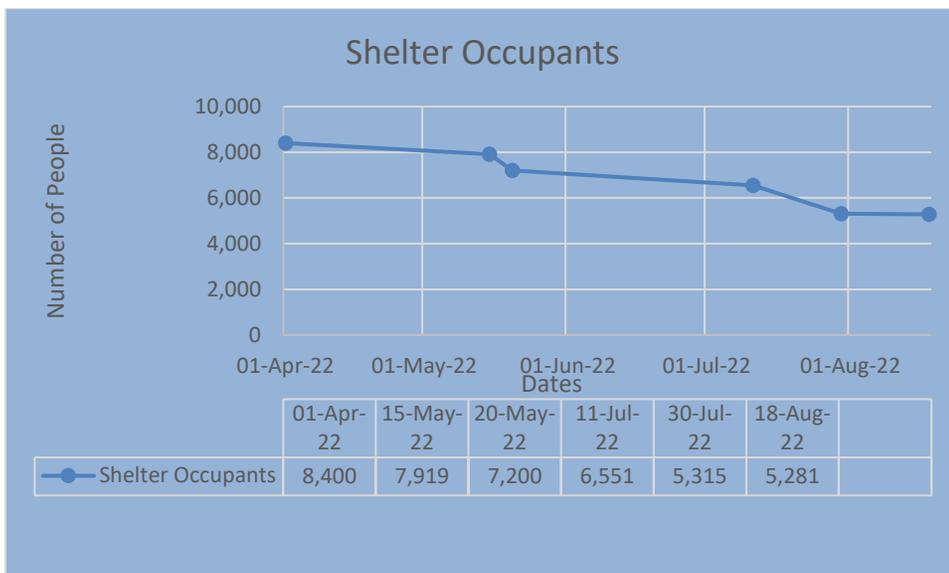


Figure 3: Shelter Occupants

### Summary of response

#### South African Red Cross Society Response Action

The current actions build upon the National Society’s history of Disaster Response actions that foster community resilience, especially in emergency and flood response. The SARCS is known for the capacities of its first responders, who act in coordination with the Government’s Disaster Management Committee. As a result, the SARCS has earned the trust of the communities with whom it works with, enabling its continued access to these and particularly to reach the population groups in situations of vulnerability. The SARCS works with local authorities and other humanitarian partners in line with the Movement Fundamental Principles with special attention to Neutrality, Impartiality, and Independence and this gives room for the sustainability of the interventions.

The NS has deployed the Disaster Management Manager to KZN to support the Provincial team. 35 volunteers have been activated and 25 NS staff have been trained on various elements of emergency response. The Finance and PMER team are working with the provincial teams to set up financial and monitoring and evaluation systems and develop the necessary tools needed for continued monitoring and reporting of the operation. Additionally, SARCS was able to embark on an integrated response in different sectors, through the support from the following donors and partners Swiss foundation, Risk Guard, UNDP, Doing Good SA, UNICEF, Santam, Ithuba Holding, L’Oréal, Foo Forward SA,

#### Red Cross Red Crescent Movement response Action

The IFRC continues to provide PMER, Finance, and Operational technical support. The NS has biweekly calls as a platform for information exchange with the IFRC technical leads and this is also a platform where critical operational decisions are made.

ICRC on the other hand continues to provide PFL support during the operation. PFL training has been conducted to ensure all volunteers can deliver the service where and when required. The Belgium RC provided bilateral support to the NS covering areas of First Aid skills and the Qatar Red Crescent bilaterally supported the NS with medical relief items.

SARCS have provided briefings regarding the security situation in the communities. Teams were informed as to which areas where protests were likely to occur or were underway.

## Response by other humanitarian organizations

The NDMC continues to coordinate humanitarian efforts in response to the impacts of the KZN floods. At a provincial level, weekly JOC meeting is held and SARCS actively participates in them. Through these meetings, it is made aware which partners were doing what and where. The table below highlights the support given to the KZN Community for the floods.

Table 2: Supporting Organizations for the KZN Floods

Organization	Support offered
<b>Government</b>	
Dept. of Social Development	Providing Psychosocial support to affected populations
Dept. of Water Affairs and Forestry	
Dept. of Roads and Transport	Restoring and rehabilitating damaged roads and bridges
Dept. of Infrastructure and Human Settlement	Have provided 24 community halls in the 11 affected districts
Dept. of Education	Assist the damaged schools
<b>Humanitarian Actors</b>	
Gift of the Givers	Promoted WASH and health and care initiatives, Search and Rescue, food parcels
MSF	Promoted WASH and health and care initiatives
Volunteer Medical Corps	Provided medical services and Psychological First Aid (PFA).
The Domino Foundation	Blankets at evacuation centres
City Hill Church	Hot meals in Howick
Ali-Imdaad	Mattresses in Ladysmith

## Needs analysis

The SARCS and the IFRC have continued to monitor the evolving needs in the country since the launch of the Emergency Appeal. The following section provides an overview of the central needs as related to the areas of action of the operation. The SARCS and the IFRC coordinate with other actors to avoid overlap of actions and complement the efforts of the Government in responding to this Disaster, However, some of the Community's basic needs are described in Table 4 below.

**Livelihoods and Basic needs:** KwaZulu-Natal's economy contributes [more than 16%](#) of South Africa's Gross Domestic Product (GDP). Unfortunately, 5.7 million individuals in the country live below the poverty line. As of 2022, KwaZulu-Natal is most notable for its impressive manufacturing capabilities and export businesses. The most significant economic industries in KwaZulu-Natal are manufacturing and exporting natural resources. However, KwaZulu-Natal's floods destroyed the port city of Durban, and the Department of Trade, Industry and Complete Haven has revealed that at least 826 companies were affected by the floods, with the cost of the damage estimated at R7 billion, whilst eThekweni Municipality alone accounts for 68% of the 31 220 affected jobs. Based on the surveys and focus group discussions, the community's most immediate needs are food; shelter; money; water; clothes, cooking equipment; blankets; hygiene materials.

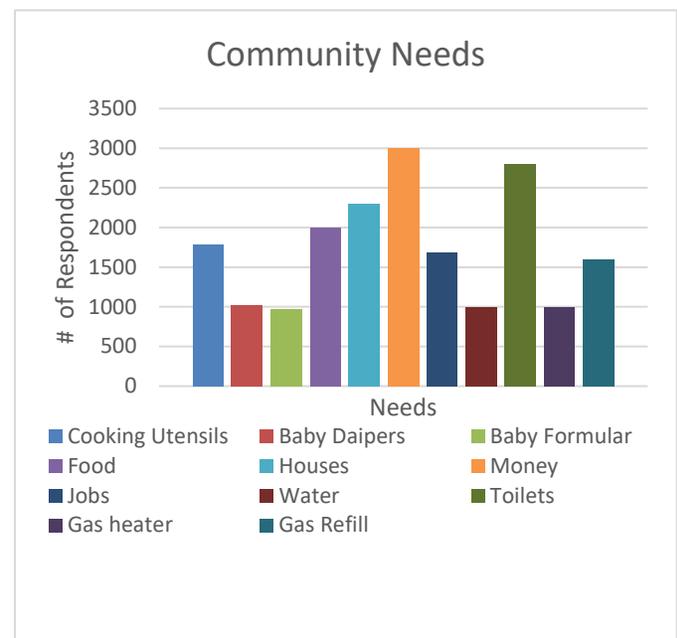


Figure 2: Community Needs

**Health and Care:** Many displaced people lost all their possessions including their chronic medications, especially for HIV, TB, diabetes, and hypertension, in the floods. They now struggle to access health services

due to the scale of infrastructural damage, and the steep challenges of daily survival. More awareness of COVID-19 and RCCE needs to be maximized in affected communities. Due to the trauma experienced by the affected families, several people are left distressed and worried about the loss of their assets, needing psychosocial support.

**WASH:** The devastating floods caused damage to key water storage and distribution infrastructure leaving people with unsafe sources of water. WASH facilities are very important for lactating women, babies, and toddlers and they also need to be easily accessible to people with disabilities or mobility challenges, for whom special considerations must be made.

The provision of relief materials like hygiene and dignity packs (including baby diapers and menstrual hygiene management packs) are key to promoting safer hygiene practices and ensuring limited exposure to COVID-19 and various waterborne diseases in evacuation camps and hosting households. Local government at municipality levels have played a crucial role to ensure that there is water supply in evacuation camps, but the challenge is limited hygiene materials among affected people to use.

**PGI:** The floods came with the risk of family separation, severe distress for children due to the shock and loss of homes and disruption in daily life, as well as a potential increase in gender-based violence (GBV) due to a breakdown in community structures, law and order, and a lack of physical protection. There is need for protection consideration, especially for population groups that have challenges coping with the aftermath of the floods like Children, Women, Older persons without support, Persons with disabilities, Unaccompanied children, Female- or child-headed households, Pregnant and lactating women/girls and mentally or chronically ill individuals. Toys for child protection programs are amongst the immediate needs of children in evacuation centres.

In responding to the Floods, the NS needs to:

- Ensure targeting of humanitarian assistance is done in line with the humanitarian principles, identifying the most vulnerable and potentially invisible individuals.
- Communicate the reasons for any differences in distribution or services across community lines clearly with the affected people, authorities, and all other stakeholders
- Ensure staff are aware of available protection services (GBV, CP, etc.) and how to provide a referral if e.g., a GBV survivor needs support safely and appropriately
- Engage directly with communities, through committees representational of gender, age and diversity
- Ensure that important information (e.g., about CVA explanations or distribution timings and notifications) reaches and is understood by the people who need it, including the extra vulnerable – communicate clearly
- Identify existing coping mechanisms and community-based protection mechanisms and ensure any intervention is built on and/or reinforces these
- Train staff and volunteers involved in assessments, assistance and distributions on a Code of Conduct (fraud, PSEA, Child Safeguarding, etc.) agreement and make sure all staff sign the agreement prior to implementing activities



*Figure 3: IFRC supporting NS with Community Feedback mechanism*

## Operational risk assessment

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 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. Table 5 describes the risks for the operation.

Table 5: Risk Management Framework

Risk	Likelihood	Impact	Mitigating actions
Limited Funding	High	High	The NS continues to approach various organizations and companies for more support to be able to reach the affected populations
Beneficiaries not redeeming their cash	Medium	High	The NS will communicate with beneficiaries on when to expect notifications and the NS will discuss with FSP to Include a 'Red Cross Relief' statement as part of the notification sent to beneficiaries to avoid confusion.
Makeshift evacuation centres	High	Medium	The NS will continue to engage with existing community structures and depend on volunteers to ensure that the genuinely most vulnerable people are the ones getting support
Limited access to basic supplies	Medium	High	Due to damaged infrastructure like roads, bridges, and shops the NS is advocating with 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)	medium	High	Continuous awareness of the Movement Code of conduct and the 'Do no harm' principle for staff and volunteers. GBV awareness campaigns for staff, volunteers, and affected populations.

## A. OPERATIONAL STRATEGY

### Proposed strategy

The SARCS team continues to conduct needs assessment in the affected areas as a way of ensuring that we are meeting the people's needs through our interventions. In all our work with the affected communities, SARCS ensures that Community Engagement and Accountability (CEA) and Protection, Gender, and Inclusion (PGI) aspects are integrated into all the response interventions as the community is continuously participating and is involved in this response. The SARCS continues to use existing community structures to implement the operations ensuring the involvement of key stakeholders such as community leaders and ensuring people with special needs are prioritized.

There are continued engagements with the Government relevant departments as the NS advocates for longer-term resilience programming. The NS attends the JOC meeting with the Government and other Humanitarian Agencies to coordinate on the task at hand and avoid duplication of efforts.

Our volunteers are constantly on the ground monitoring the situation and being available to support the communities where need be. A Community feedback mechanism was set up to listen to community concerns and feedback on matters related to the operation so that we can try and adjust our support to make the actual needs of the communities that we are serving. Through this feedback mechanism, targeted populations have given their preference for cash as it awarded them the flexibility on their immediate need expenses. Ahead of the cash distribution coming up monitoring tools like the beneficiary satisfaction survey and the PDM survey tools have been developed to help capture beneficiary and community sentiments.

## Next Steps

- A lesson learnt workshop will be conducted and several donors will be invited to participate as we draw lessons from the operation thus far and this will help us in ensuring that for the remaining part of the operation the NS is implementing very well and serving the affected communities efficiently and effectively.

## C. DETAILED OPERATIONAL PLAN

### STRATEGIC SECTORS OF INTERVENTION

	<b>Shelter, Housing and Settlements</b>	Female > 18: 220	Female < 18: 3,300
		Male > 18: 150	Male < 18: 1,566
<b>Objective:</b>	<i>Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions</i>		
<b>Key indicators:</b>	<b>Indicator Shelter and settlements and basic household items assistance is provided to the affected families.</b>	<b>Target</b>	<b>Actual</b>
	#Of people provided with basic emergency shelter that is safe and adequately enables essential household and livelihoods activities to be undertaken with dignity	500HH	0
	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.	500HH	0
	Number of people who attended training / awareness raising sessions on safe shelter.	500HH	0
	# Of displaced households in evacuation centers	4,500HH	5,281 HH
<p>Two Wendy Houses were provided at the Emhlasini shelter and the Sithundu Hill shelter with support from UNDP. These shelters were provided to enable sex segregation and ensure privacy for the women and children. One Wendy house accommodates up to 50 inhabitants.</p>			

	<b>Livelihoods</b>	Female > 18:	Female < 18: 30
		Male > 18:	Male < 18: 15
<b>Objective:</b>	<i>Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
	# of targeted households (and people) reached with food (in-kind)	12 000	0

% of 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	12 000	0
# of targeted people reached with essential on-farm, off-farm and non-farm inputs/materials/tools for livelihoods activities	12 000	0
#of targeted people who have completed practical and real-time training /awareness-raising sessions on improved income-generation risk management practices	12 000	0
# of community projects assisted with early recovery livelihoods funds assistance such as market gardening, bakeries, clothes making, livestock replacement	140	5

The livelihoods of many people have been affected as some companies have closed, some people have been relocated to stay in areas far from where they used to work which has really affected people's lifestyles. Those who had gardens have also lost their source of food, yet these vulnerable families still need food to eat.

SARCS ensured people had food through the provision of food parcels which was provided to 3162 people with support from Heineken. Additionally, with the support from Food Forward SA the NS was able to distribute 95 baby formula milk cartons. With support from PicknPay 5,273 people were reached with hot meals throughout the 37 evacuation centers the NS was supporting. With Support from UNDP, and through CVA, SARCS was able to support 45 small-scale farmers with agricultural materials.

 <b>Multi-purpose Cash</b>	Female > 18: 350	Female < 18: 4,150
	Male > 18: 200	Male < 18: 2 800

<b>Objective:</b>	<i>Households are provided with unconditional/multipurpose cash grants to address their basic needs</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
	# of people (and households) who successfully received cash vouchers after being identified and processed for support.	7,500 HH	1,500HH
	Percentage of beneficiaries reporting that humanitarian assistance is delivered in a safe, respectful, accessible, accountable and participatory manner	100	0
	% of targeted households reached with multipurpose cash transfers (MPCT) funding that is support appropriate to meet their emergency needs	100	20

SARCS chose to work with Nedbank as the financial service provider (FSP) for the Multi-purpose cash grant. The contract with the financial service provider was reviewed and extended in accordance with the emergency appeal. With support from IFRC 35 volunteers participated in a CVA briefing session ahead of the 1<sup>st</sup> cash distribution and they supported and monitored the cash transfer process to the beneficiaries.

A once off multi-purpose cash of R2258 was disbursed to the 1,500 households, which will allow families to sustain their basic needs and restart some form of livelihood and seek dignified shelter solutions. The 35 volunteers involved in the operation are instrumental to the implementation of the project as they were further deployed to support the Post Distribution Monitoring and a Beneficiary Satisfaction Survey.

#### Next Steps

- Conclusion and submission of the PDM and Beneficiary satisfaction survey with IFRC Cluster Delegation
- Conduct a Lessons learnt workshop

 <b>Health &amp; Care</b> <i>(Mental Health and psychosocial support / Community Health / Medical Services)</i>	Female>18: 220	Female: 1,067	
	Male > 18: 150	Male < 18: 494	
<b>Objective:</b>	<i>Strengthening holistic individual and community health of the population impacted through community level interventions and health system strengthening</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
	Number of people reached by other NS health service delivery in emergencies	100,000	1 931
	of people reached with first aid services	On need basis	
	Number of people reached with Search and Rescue activities conducted by the RCRC	On need basis	0
	Number of people reached with health promotion as a response to an emergency by community-based volunteers	100,000	131
	#of people who receive mental health and psychosocial services in emergency situations from RCRC	100,000	1 250
	# of people who receive mental health and psychosocial services in emergency	100,000	500
	of PSS kits delivered for children, teenagers, and adults		

SARCS provided first aid support to 50 people who suffered injuries with support from Belgian Red Cross and referred others to clinics and hospital for more professional assistance. The health of affected people is a priority for SARCS as we have been engaging in Mental Health and Psychosocial support (MHPSS) services provided to affected populations.

The NS staff and volunteers offered PFA support to individuals and families in distress to ensure calm and rebuild hope whilst identifying people with severe medical and psychological needs for referral to specialized services. Follow ups were done to find out how families are coping, and feedback was shared with livelihoods

and WASH teams on emerging needs at family and community level. With Support from IFRC SARCS reached out to 1,250 people (459 males and 791 females) through debriefing and support group sessions.

In collaboration with Department of Social Development (DSD) that provides support in the areas of MHPSS the NS was able to provide 500 one on one sessions and other serious cases were referred directly to DSD to offer specialized services. However, it is important to note that Provision of MHPSS/PFA sessions was not limited to the affected populations, the NS staff and volunteers were also getting PSS.



## Water, Sanitation and Hygiene

Female > 18: 220

Female < 18: 576

Male > 18:150

Male < 18: 248

### Objective:

*Ensure safe drinking water, proper sanitation, and adequate hygiene awareness of the communities during relief and recovery phases of the Emergency Operation, through community and organizational interventions*

Key indicators:	Indicator	Target	Actual
		# of people reached by WASH assistance	100,000
	% 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	100,000	0
	% of people (and households) that have an improved sanitation facility within 50 meters of their home during the response phase (source inspection plus spatial analysis of proportion of households within 50 meter radius)	100%	0
	Number of people (and households) reached by hygiene promotion activities in the response period	100,000	1,194
	% of people (and households) that have an improved sanitation facility within 50 meters of their home during the recovery phase	100%	0
	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	100,000	0

With support from IFRC 35 volunteers went through a Hygiene and Health refresher training ahead of the 6 Hygiene and Health sensitization sessions that were conducted.

Water, sanitation and hygiene promotion services were ensured, including the distribution of essential hygiene-related materials such as hygiene kits. SARCS provided 1,267 hygiene kits to the affected population targeting women, children, pregnant women, lactating women, the elderly, and people with disability with support from Qatar Red Crescent. Additionally, 18,852 packs of baby diapers were provided for women who has small babies.

Safe and clean water was provided in evacuation shelters by 8 water tanks and distributing household water treatment products and safe storage items as part of Qatar Red Crescent supporting 8 evacuation centres.

With support from MSF the NS was able to provide evacuation shelters with 14 emergency toilets designed in consultation with the community for proper waste management.



Figure 4: Water tank supplying clean water to a community in eThekweni



### Protection, Gender and Inclusion

Female > 18:	Female < 18: 20
Male > 18:	Male < 18: 15

**Objective:** *Communities identify the needs of the most at risk and particularly disadvantaged and marginalized groups, due to inequality, discrimination and other non-respect of their human rights and address their distinct needs*

	Indicator	Target	Actual
<b>Key indicators:</b>	# people reached by protection, gender and inclusion services	100 000	N/a
	# referrals made (SGBV, Child Protection or other) via a common referral pathway	On need basis	N/a
	Number of RCRC staff and volunteers trained on Minimum Standards for Child Protection in Humanitarian Response		35
	# of programme has completed the IFRC Child Safeguarding Risk Analysis		0

35 Volunteers participated in a PGI briefing session on Minimum Standards for PGI in emergencies to equip them with the necessary skills they needed to be able to support the affected communities.

SARCS has ensured that PGI is integrated into all programs by providing SGBV, PSEA, and Child Safeguarding awareness-raising campaigns in evacuation centres. To date, there have been no recorded cases of abuse, especially among women and children in the shelters. SARCS has provided dignity kits, targeting mothers, caregivers, and SGBV survivors on a need basis.

SARCS recognizes that Child-Friendly Spaces can improve children's psychosocial well-being by strengthening and nurturing children's cognitive, emotional, and social development. They can strengthen children's internal and external support systems by offering socializing and structured play activities with peers and these are very

important aspect, especially in an emergency. In efforts to ensure that children’s needs are well catered for SARCS donated toys to children at the evacuation centres with support from UNICEF and as part of the Movement response, ICRC supported SARCS in establishing jungle gym play areas for children.

SARCS continue to coordinate with local stakeholders to establish referral pathways for child protection and sexual- and gender-based violence (SGBV), with support from UNICEF the NS was able to carry out child protection awareness raising sessions at the 20 shelters, with community leaders and community members to increase male engagement on SGBV prevention and response.

With support from ICRC 3,430 people were supported with protection of family links (PFL) services (free phone calls, charging, internet connection, RC messaging and referral system for further services.

### Next Steps

In efforts to be closer to the communities SARCS plans to add a confidentiality aspect to the feedback mechanism targeted to 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. Currently SARCS has a strong working relationship with the Department of Social Development (DSD) that provides support in the areas of MHPSS and PSEA. Both SARCS volunteers and DSD social workers are working together in providing MHPSS and PSEA services in the affected communities. Individuals requiring more support are referred to DSD.



Figure 5: Children's play area at an evacuation center in eThekweni



## Community Engagement and Accountability

<b>Objective:</b> <i>Communities in high-risk areas are prepared for and able to respond to disaster</i>			
	<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<b>Key indicators:</b>	# Community feedback tools	1	1
	# of satisfaction surveys completed	4	1
	% of community members, including marginalized and at-risk groups, who know how to provide feedback or make a complaint about the operation	n/a	0
	% of people surveyed who report receiving useful and actionable information through different trusted channels	n/a	0
	#of staff, volunteers and leadership trained on community engagement and accountability (disaggregated by staff / volunteers / sex)	n/a	

35 volunteers participated in a CEA orientation session to equip them with the necessary skills as they support the intervention. The cluster delegation supported the establishment of a Community Feedback Mechanism by

deploying an RCCE expert and PMER to support the team and as part of the feedback mechanism a selected NS staff and 10 volunteers were trained on field data collection, capturing, coding, analysis, and dashboard development. SARCS through CEA approaches, ensures the engagement and involvement of all stakeholders including the communities being supported throughout the response, using Community Feedback Mechanism tools which help to ensure that relevant information is passed to and from the community.

## Enabling approaches



### National Society Strengthening

<b>Objective:</b> Support National Society Development including preparedness and response capacity			
<b>Key indicators:</b>	<b>Indicator:</b>	<b>Target</b>	<b>Actual</b>
	# of volunteers involved in the response operation that have increased their skills in response and management of operations	0	35
	# of staff trained on Disaster response		25
	National Society has successfully articulated short-term emergency and NSD objectives with long-term NSD ones		No
	<i>National Society has improved their preparedness, contingency, and response plans as a result of the recommendations and evidence of the operation</i>		No
	National Society has in place capacities to conduct Emergency Needs Assessment		Yes
	National Society is engaged in structured preparedness for response initiatives that inform/complement the NS operational priorities.		Yes

SARCS had a refresher training for 35 volunteers on cash voucher assistance and 25 staff were trained on disaster response. SARCS ensured the operation was strategized based on the availability and latest assessment and operational data.



### Coordination and Partnerships

<b>Objective:</b> Strengthen Coordination and Partnerships within the Movement and with relevant external actors			
	<b>Indicator</b>	<b>Target</b>	<b>Actual</b>

<b>Key indicators:</b>	# Of Movement coordination meetings organized, and updates are provided to the Movement partners	On need basis	9
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Through this appeal SARCS has advocated with relevant decision makers, donors, and other stakeholders to take appropriate steps to rebuild KZN communities in a safe and dignified manner. To strengthen coordination and partnerships in this response, SARCS participated in a total of 155 meetings which were hosted by Red Cross Red Crescent Movement and other relevant external actors including the government, UN agencies and Private sectors. Also, the platform for coordination meetings has been established by IFRC Pretoria where information exchange and updates on emergency appeal are done biweekly until the termination of the KZN emergency appeal response.



**Secretariat Services**

**Objective:** *Communities in high-risk areas are prepared for and able to respond to disaster*

	<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<b>Key indicators:</b>	#DREF / Appeal procedures applied during the implementation of the operation	Need based	1
	#Rapid response personnel support the operation	2	1

SARCS initially applied for a DREF but due to the intensity of the disaster it evolved into an Emergency Appeal and the Cluster Delegation has a taskforce team that is on standby to support the NS with the implementation of the Appeal. A roving operations manager was deployed to assist the NS in the transition from the DREF to the Emergency Appeal. In addition, the Cluster Snr DM Officer works closely with the whole team both from NS and Cluster to ensure coordination of operation and implementation. The Cluster and NS PMER work very closely in developing necessary monitoring and reporting tools for the operation. With support from the Cluster Snr Finance Officer, the NS Finance team has all the necessary technical support needed to ensure financial systems for the operation are set up and are being implemented well.

## **B. FUNDING**

Of the 8 million CHF requested for the operation, the appeal is 14.9% funded.

## Contact information

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

### South African Red Cross Society

- **Secretary General:** Molefi Takalo; Email: [TakaloMJ@redcross.org.za](mailto:TakaloMJ@redcross.org.za); Phone: +27836683776
- **Operational coordination:** Ireen Mutombwa, Email: [Imutombwa@redcross.org.za](mailto:Imutombwa@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)
- 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

## How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. 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.