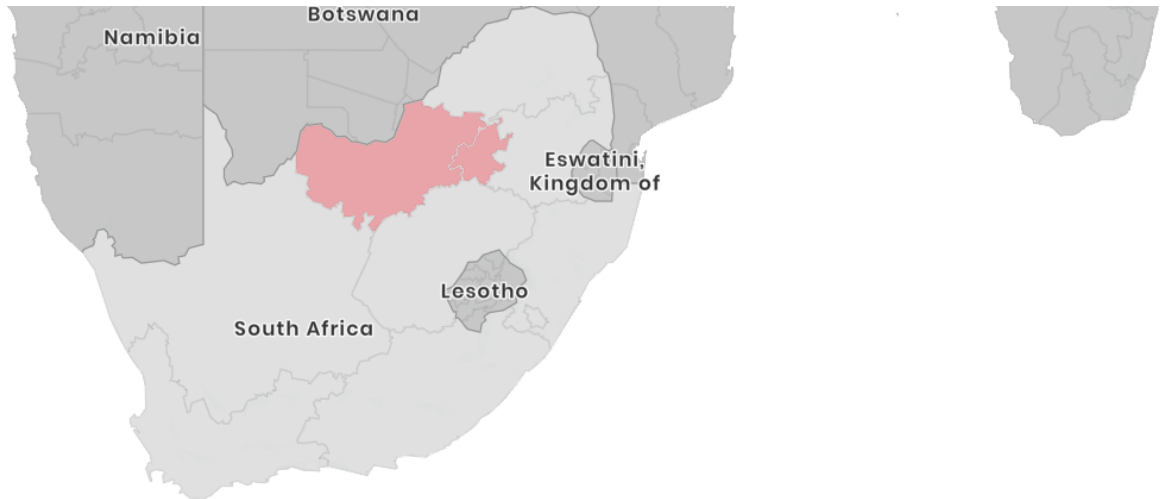




Gauteng and North West Floods December 2022

Appeal:	DREF Allocated: CHF 351,953	Crisis Category: Yellow	Hazard: Flood
Glide Number:	People Affected: 40,000 people	People Targeted: 6,500 people	
Event Onset: Sudden	Operation Start Date:	Operation End Date:	Operation Timeframe: 3 months
	Targeted Areas:	Gauteng, North-west	

Description of the Event



What happened, where and when?

Parts of Gauteng Province and North West Province were negatively affected by the recent floods that hit hardest areas like parts of Soweto, Erkhuleni, Johannesburg, Vereeniging, Brakpan (Gauteng Province), and Rustenburg, Bojanala (North West Province) on Saturday the 10 and the 11 of December 2022. This followed a media release by the South African Weather Service (SAWS) on Friday the 9th of December 2022.

https://www.weathersa.co.za/Documents/Corporate/Medrel_9_December_HD_09122022132545.pdf

South African Red Cross Society (SARCS) will intensify the dissemination of early warning messages to at-risk communities. Although dissemination efforts were done to minimise the impact of floods on risk communities the average rainfall which the province has been receiving the past week resulted in soil saturation. This resulted in flash floods as there was more water run-off with minimum drainage in affected areas.

Following the joint rapid assessments coordinated by Gauteng and North West Provincial Disaster Management Centers (PDMCs) in collaboration with other government sector Departments which include the Department of Social Development (DSD), Department of Home Affairs, South Africa Social Service Agency (SASSA) and South African Red Cross Society (SARCS) revealed that over 40,000 people have been affected while so far.

The affected people have been evacuated to safer areas which include community halls and educational centres. The most affected areas like Kliptown, Protea South, Bram fisher, Nancefield Hostel and Lenasia in Soweto, Alexandra in Johannesburg and Bojanala in Rustenburg, North West are currently cut off from electricity connection and infrastructure like roads to connect them to markets after flooding.

The humanitarian crisis in Gauteng and North-West province following the recent floods is quite overwhelming for SARCS to respond especially in Soweto, Erkhuleni, Bojanala districts where the organisation is operational and has a strong footprint. SARCS is calling upon corporates, institutions, governments, partners, individuals, and groups to support financially or through in-kind response, initiatives aiming to alleviate human suffering in KZN. All SARCS offices across the 9 provinces have been identified as drop-off centers for in-kind support.



SARC local volunteers assessing impact of the floods



Access for SARC local volunteers is on foot.

Scope and Scale

The consecutive rainfall that Gauteng and North West province have been receiving in the past week posed a great threat to communities especially the ones who live along riverbanks, flood plains, swampy areas, and low-lying areas. In addition, limited drainage, and absorption of run-off from roads and paved surfaces due to soil saturation resulted in incidents of flash floods in parts of Soweto and Rustenburg in Gauteng and North West provinces. Other areas like Alexandra where people live in flood plains had their household structures swept away. Overflowing along the Orange River and Vaal River is already affecting other provinces like Northwest, Free State, and Northern Cape that have started to experience occasional flooding too. SARCS prepositioned stock is depleting and requires support to provide timely responses to affected communities.

Heavy rain has left a trail of destruction in several areas across parts of Gauteng and Rustenburg areas, which led to severe flooding and havoc, damaging homes, cars and submerging electricity infrastructure, and washing away people's livelihoods.

Joint rapid assessments identified more than 40,000 people are affected. These include all people affected by the floods. So far out of this total, about 3,826 households have been significantly affected (3,326 in Gauteng and 500 in North West) and many have been displaced. These are households where serious flooding caused significant damage to their livelihoods, food stock, and shelter. Residents have lost their belongings and livelihoods, furniture, legal documents, etc, leaving the residents destitute and traumatized.

People are displaced, with some households being evacuated and placed at community centers. Markets are not well accessible, and small business and vendors can't do their usual business, as roads are closed, and some bridges are damaged. There were 65 passengers who were rescued after the bus got stuck on the flooded road and in other areas motorists were rescued from cars swept away. The people who are displaced are currently accommodated in evacuation centers. The most vulnerable groups include the elderly, children especially from child-headed households, and some people who live with disabilities.

The National Disaster Management Centre (NDMC) is also currently on high alert and is in contact with provincial and local disaster management centres and monitoring the situation.

SAWS has continued warnings of more rough weather to come in various parts of the country. Highlighting Gauteng, Western Cape, Free State, and KwaZulu-Natal as provinces already ravaged by severe floods last weeks, with more showers and thundershowers expected in the coming days (<https://www.sabcnews.com/sabcnews/south-africans-weary-as-floods-rolling-blackouts-dampen-the-festive-spirit/>). There is anticipated above normal rainfall and temperatures from the 28th of December 2022 according to South Africa weather Services (SAWS) and this poses a great threat to on-going operations of this flood's response. This can result in more flooding and thunderstorms in some areas and other areas in low-lying settlements and may result in adjustments of operations in effort to minimise the vulnerabilities of communities at risk of flooding. More flooding from major rivers like Orange and Vaal rivers due to high volumes of run-off will negatively affect the livelihoods of people who live along river streams and in flood plains who greatly rely on farming for their livelihoods. SARCS will continue to engage the communities at risk in anticipatory actions to ensure they construct flood ways and ridges to redirect run-off to other side of the stream where there are no crops and household structures to minimise further destruction of property.

SAWS latest media releases are found here: <https://www.weathersa.co.za/home/mediareleases> - SAWS report - Most of the country can expect rains over the coming days, with the risk of flash flooding in some places. The central and eastern parts of the country have already seen flooding in recent days and weeks due to a lot of rain that has been experienced since the beginning of the summer rainfall season. The ground in many of these places remains saturated and rivers and streams are running full. Under such conditions, a flash flood could be triggered quite easily, and the public is therefore strongly urged to be extra vigilant.

Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	No
Did it affect the same population groups?	No
Did the National Society respond?	No
Did the National Society request funding from DREF for that event(s)?	No
If yes, please specify which operations	-

Specify how the lessons learnt from these previous operations are being used to mitigate similar challenges in the current operation

There is a need for SARCS to invest more in Anticipatory Actions which include readiness, prepositioning and early action on a wider scale as the dynamics of at-risk communities keep changing. Intensifying awareness even in other areas which were not affected by floods in the past so that they become proactive when early warnings are issued.

The SARCS will consider developing anticipatory action planning for floods (potentially a simplified Early Action Protocols or proforma imminent DREF request) following this response.

In addition, there is need for continued collaborations with Department of Corporate Governance and Traditional Affairs (COGTA) and Department of Human Settlement (DOHS) at all levels to ensure enforcement of by-laws to mitigate erection of dwellings in flood risk zones like flood plains, along river banks, swampy areas and more.

Current National Society Actions

Water, Sanitation And Hygiene	WASH - • WASH awareness to curb water borne diseases
Health	Health and care - • Psychosocial support (PSS) to 2 shelters • 312 supported with protection of family Links (PFL) services (free phone calls, charging, internet connection etc)
Protection, Gender And Inclusion	Protection - • GBV awareness in shelters and affected communities
Livelihoods And Basic Needs	Livelihoods and basic needs - • Hot meals in 2 shelters
Coordination	<p>Due to the scope and extent of the floods, SARCS activated its National Response Team (NRT) and Emergency Operation Centre (EOC). The NRT closely coordinates operation interventions with the Provincial Response Team (PRT) which also ensure that the Branch Response Teams (BRT) are well coordinated and provide timely updates. Internal coordination of logistics, communication, and any skill gaps that might be identified are easily addressed through the established coordination system which strengthens SARCS's capacity for the major response of this nature.</p> <p>More so, the above-mentioned teams are responsible for ensuring SARCS participation, coordination, and collaboration with the government and other stakeholders at all levels. This ensures proper coordination of interventions to avoid duplication.</p> <p>SARCS has been active in the Gauteng and North West province to respond to the current crisis caused by the floods and has activated 60 volunteers and 20 staff members to conduct assessments and provide immediate relief and support services to affected people. So far, SARCS has provided 2300 people with relief which include clothes, blankets, mattress, Psychosocial First Aid (PFA), and Restoring Family links.</p>
Community Engagement And Accountability	<p>SARCS has community volunteers who are trained on Community Engagement and Accountability (CEA) and are currently activated to ensure that they fully engage affected communities with operations initiatives using participatory methods which promote contribution and input about issues affecting their lives. CEA is the central approach of the operation, and it is strengthened through established relations with the communities at risk through Red Cross previous dissemination.</p> <p>Additionally, SARCS through CEA approach ensures the engagement and involvement of all stakeholders, including the affected communities making sure that appropriate information is passed and collected that allows the building -back stronger and fewer risk communities. The Qualitative and quantitative data collection methods are incorporated for quality data collection.</p>
	<p>Through this DREF, SARCS plans to scale-up the ongoing response to needs generated by the impacts of the floods in Gauteng and North-West provinces.</p> <p>SARCS has a footprint in the 4 districts that are adversely affected (Bojanala, Johannesburg, Ekurhuleni, and Soweto). The NS has managed to activate</p>

Assessment	<p>60 volunteers (45 in Gauteng and 15 in North-West province) and 20 staff who include technical leads (Disaster, Health, Training, Volunteer management, Restoring Family Links) from Head Quarters and field staff in provinces and branches who have experience in Disaster Management and major response.</p> <p>SARCS activated a total of 60 volunteers (Gauteng 40 and North West 20) who are involved in conducting assessments and others in providing relief to affected communities. So far a total of 2,100 households have been directly reached through assessments and it has been noted that the key needs are food, shelter, clothes, blankets, and hygiene packs. Although early warning messages were shared with communities about possible floods the intensity level which was later experienced by affected communities was not expected especially in the Soweto area in Gauteng and Bojanala, Rustenburg in North West.</p>
Activation Of Contingency Plans	<p>Activities so far include -</p> <ul style="list-style-type: none"> • Early warning and evacuation • Search and rescue • Needs assessments • Providing immediate relief.
Shelter, Housing And Settlements	<p>Shelter and basic household items -</p> <ul style="list-style-type: none"> • Clothes to 2 shelters • 630 blankets • 550 mattresses

Movement Partners Actions Related To The Current Event

IFRC	The IFRC has been providing technical guidance to the NS for flood preparedness through reviewing of contingency plans and this current DREF application.
ICRC	The ICRC supported the SARCS to ensure training of response teams in order to prepare the both volunteers and staff with skills and capacities for major response. More so, ICRC provided first aid kits to assist the NS to attend to any injuries which might be experienced even in evacuation centers where affected people are accommodated.
Participating National Societies	None

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	The government through Cooperate Governance and Traditional Affairs (COGTA) and Disaster Management Centers (DMCs) has identified community halls in which the affected people are accommodated. Department of Social Development (DSD) is providing psychosocial support (PSS) and some

	blankets. More so, they are responsible for coordinating relief from other humanitarian organisations that provided relief to affected people.
UN or other actors	South African Weather Services (SAWS) continuously provide weather updates including early warning messages so that both government and humanitarian actors like SARCS intensify dissemination to communities especially to people living in risky areas. SARCS through its strength of community based volunteers reaches people at grassroots with timely updates in order to minimise vulnerabilities of communities at risk.

Are there major coordination mechanisms in place?

There are Joint Operation Committees (JOC) which were activated by Disaster Management Centre (DMC) at all levels which are national, provincial, district and local municipality levels and SARCS actively participate at all levels to strengthen its auxiliary role. DSD is responsible for coordinating relief from both the government and other partners involved in this response operation.

More so, Community Police Forum (CPF) has been responsible for mapping and allocating shelter halls to accommodate displaced people. DSD is providing psychosocial support (PSS) and some blankets. More so, they are responsible for coordinating relief from other humanitarian organisations that provided relief to affected people to avoid duplication of intervention. SARCS ensures active participation at all levels to ensure proper coordination of its response interventions.

Needs (Gaps) Identified



Livelihoods And Basic Needs

The livelihoods of the victims of the recent floods in both Gauteng (Soweto and Alexandra) and North West province (Bojanala district) were hampered. Most of the people who have been living along riverbanks have been relying on subsistence farming and in other areas who have been adversely affected were engaged in poultry and small trading. Floods swept away plants, inputs, materials, and equipment of livelihoods initiatives in which the affected communities were involved exposing them to more vulnerabilities. Of the 2,100 households assessed so far, food was identified as one of the priority needs.



Protection, Gender And Inclusion

Through collaborations with government sectors especially local municipalities, SARCS has been ensuring that PGI is integrated so far through providing SGBV, PSEA, and Child Safeguarding awareness raising in evacuation shelters. So far there have been no recorded cases of abuse, especially among women and children in the shelters but the overcrowding in established shelters exposes women and girls to increased risks of sexual assault. More so, the destruction of livelihoods and delayed response interventions to affected communities might push women and girls to resort to sexual favors for monetary gains. Utilisation of facilities that are not user-friendly to people living with disabilities results in them being excluded from using sanitation facilities available at evacuation centers.

SARCS will ensure that the community feedback mechanism that is to be set up will include a confidential mechanism to receive, handle and respond to sensitive complaints, including reports of sexual and gender-based violence (SGBV) and potential sexual exploitation and abuse (SEA) by SARCS staff and volunteers. Volunteers will disseminate information on various services available and how to access them



Health

South Africa has recently recognized a steady rise in COVID-19 cases. The overcrowding in the evacuation centers established especially in the Soweto area poses a great risk of infection to already vulnerable community members. This poses a great risk of increased COVID-19 infections in the coming weeks, especially among people accommodated in evacuation shelters. More awareness of COVID-19 and RCCE need to be intensified in affected communities.

Due to the floods, it is probable many chronic patients lost their medication, especially for HIV, TB, and diabetes which increases the 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.

In addition, due to the trauma experienced by the affected families, a number of people are left distressed and worried about the loss of their assets. SARCS has been providing PFA and DSD has also been providing PSS to affected people but there is still a need to reach more people and ensure that follow-up sessions are conducted to harness mental wellness recovery.



Water, Sanitation And Hygiene

It's estimated over 15,000 people have been displaced to evacuation centres and will need access to clean drinking water, sanitation, and hygiene promotion to about disease outbreaks. It is probable that water and sanitation infrastructure (community and household level) has also been damaged. As such, there will be a need for water and sanitation support at the community and household levels. Of the 2,100 households assessed so far, hygiene packs were identified as a priority need.



Shelter Housing And Settlements

Rapid assessment have revealed that so far 3,826 households have been affected (3,326 in Gauteng and 500 in North West) and many have been displaced to safer areas which include community halls and educational centres.

Of the 2,100 households assessed so far, shelter was identified as one of the priority needs. There is an immediate need to support those families held up in the evacuation centers with basic household items for sleeping, etc.

Houses have also been damaged and destroyed - the full extent has yet to be defined. It's probable that some households will need support to repair and or rebuild (in safe areas)

Operational Strategy

Overall objective of the operation

The overall objective of this operation is to respond to the immediate humanitarian needs of approximately 1,300 most vulnerable households (6,500 people) affected by the floods through the provision of a multipurpose cash grant, WASH, and health services in the next 3 months.

Based on Rapid assessments conducted so far and lessons from previous similar responses this operation will focus on;

1. Responding 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. Assisting affected communities to stabilize and raise more awareness and advocate for the provision of safe shelter and safe settlements.
3. Building community resilience through sustainable food security and livelihood support – also include shelters – but this depends on the Govt response.
4. Throughout the above phases SARCS will promote collaboration and coordination with partners and Government agencies to avoid duplication of services by actors.
5. Strengthen SARCS auxiliary role by complementing the government's efforts.

Operation strategy rationale

The operational strategy rationale seek to address the needs that have been identified during the Rapid Needs assessment. Detailed assessment which are ongoing will further inform the operation strategy if ever there is change of needs or if revision of strategy is required to ensure effective and integrated response.

The operational strategy also aims to mitigate the combined impacts of the floods, and COVID-19 response.

The operation management team and Movement partners will ensure that discussions and advocacy for linking emergency response to engagement in longer-term resilience programming with affected communities is carried out through coordination mechanisms and articulated efforts in liaison with public authorities and involved parties.

SARCS has activated its National Response Team (NRT) and Emergency Operation Center (EOC) to ensure proper coordination of floods response in Gauteng and North-West province. Engagements with local communities, government sectors and other stakeholders are prioritized in this operation to inform response measures which SARCS will be embarking on. SARCS response plan comprise of 3 main phases in which collaborations with government and other partners will be maximized.

- Respond to immediate humanitarian relief, ensuring that affected persons in SARCS operational areas are safe and that their basic needs are met
- Assist affected communities to stabilize and ensure they are provided with safe evacuation shelter
- Focus on early recovery through integrating Cash Voucher Assistance (CVA) and in-kind relief in its response efforts to address humanitarian crisis following the floods that different sectors which include WASH, Food security and Livelihoods, Health, and Shelter.

The Disaster Response Emergency Fund (DREF) support to SARCS from International Federation of the Red Cross and Red Crescent (IFRC) will cover the following;

- Detailed assessments in the 2 affected provinces
- Immediate relief which includes blankets, mattresses and hot meals.
- Multi-purpose grants to 1300 households
- Capacity building and sensitization to 60 volunteers on CVA, PGI and CEA.
- Visibility materials and protective clothing for operation response team.

All efforts will aim at restoring human dignity by providing beneficiaries with options to prioritize their needs and accommodate their preferences even in responding to humanitarian crisis. The cash voucher assistance ensures timely and effective response during humanitarian crisis for affected communities to meet their specific needs and SARCS has great experience in facilitating cash response initiative. The NS has utilized multi-purpose cash during major response like KwaZulu Natal floods, Eastern Cape Thunderstorms and Urban Violence which affected Gauteng and KwaZulu Natal Province.

Targeting Strategy

Who will be targeted through this operation?

At this time a total of 3,836 households (19,180 people), using average household number of 5 people were directly affected by the floods. These are households were serious flooding adversely affected their livelihoods, food stock and shelter. However, this is expected to increase as more detailed assessments are carried out.

The NS plan to target 1,300 households (6,500) with priority given to child headed households, people living with disability and those with very low income. The targeted provinces for this operation will be Gauteng (1,000 households and North West 300 households) adding to a total of multi-purpose grants to 1,300 families.

The targeting for this DREF operation aims to address the needs highlighted in sectors below;

- Shelter
- Livelihoods
- Health and care
- WASH

In Gauteng there are 2 evacuation centers set up and those severely affected are temporarily hosted there, whilst others are hosted by friends and family. SARCS will target those in the evacuation centers and those whose households were completely destroyed but living with friends and relatives.

In the North West the affected people sought refuge through friends and relatives and those will be targeted too. However special focus will be given to the most vulnerable groups which will include people living with disabilities, the elderly, women, child headed households and some of the children under the age of 5 from low income households.

SARCS is currently implementing Cash Voucher Assistance (CVA) under current EA in Kwa-Zulu Natal province which involves cash transfer through mobile money to 1000 households at a value of R2000 for 2 months (January and February 2022). Towards end of last year, the NS also implemented CVA in Gauteng and Kwa-Zulu Natal under the Urban Violence DREF where 1,636 households were given cash transfer through mobile money at R1000 a month for 2 months, which also included some of the migrants through Shoprite and Checkers supermarket chains, with the support of the International Organisation on Migration (IOM) between February and March 2021 and 1,900 PepsiCo vouchers in May 2021 across all provinces. SARCS managed to secure Nedbank as the financial service provider (FSP) for the thunderstorms DREF, who were also utilized for the Urban Violence DREF. IFRC Southern Africa Cluster Delegation will support the National Society to establish a longer agreement.

Explain the selection criteria for the targeted population

As part of the CEA approach, SARCS will conduct a verification process that will engage key role players like DSD and the traditional leadership council to verify the selected households to ensure that the selection criteria are respected and properly followed. In addition, the section criteria will be shared widely through trusted channels of communication which include community engagement forums which are usually spearheaded by traditional leaders and local authorities to ensure that people understand why they have or have not been selected, to minimize community tensions.

The National Society staff and volunteers will also collect feedback and complaints of targeted households during the selection and throughout the operation, based on the channels identified during the needs assessment as preferred by the affected communities. Feedback will be shared and analyzed at HQ to refine the selection process and criteria if necessary and ensure that complaints regarding the selection of community members are investigated and addressed in a timely manner. This feedback will also be used to adapt the intervention based on community needs, attitudes and perceptions.

The operation is currently targeting 6500 people (1500 households) of the 19 180 people affected by the floods. Priority on targeting and selection of beneficiaries will be given to the elderly above 70 years, people living with disabilities, child-headed households, and low-income households with children below the age of 5 years. Community Engagement and Accountability (CEA) will form an integral part of this response and during the development of selection criteria, the community members will be involved to ensure that they understand the targeting and beneficiary selection process.

Total Targeted Population

Women:	2,500	Rural %	Urban %
Girls (under 18):	1,500	20.00 %	80.00 %
Men:	1,250	People with disabilities (estimated %)	
Boys (under 18):	1,250	2.00 %	
Total targeted population:	6,500		

Risk and security considerations

Please indicate about potential operational risk for this operations and mitigation actions

Risk	Mitigation action
Continuous rainfall and possible widespread flooding which will overwhelm the NS.	Maximize dissemination of possible erratic and irrational changes in weather patterns as reported by South African Weather Services (SAWS) to ensure that benefi-

ciaries are evacuated to safer places where the risk is minimal or manageable. SARCS will intensify resource mobilization efforts.

Delayed imbursement of funds for the operation

SARCS will ensure the submission of all needed documentation and make regular follow-ups with the cluster office to ensure timely implementation during the operation


Please indicate any security and safety concerns for this operation

Promote gender disaggregated space in the evacuation centers to ensure Protection of Gender and Inclusion (PGI).

The environment of informal settlements will have its own local security context that needs to be considered. These areas can become volatile – reference South Africa - Urban Violence (MDRZA010). Project-based risk assessments will be carried out and measures identities to mitigate risks.


COVID-19 prevention messaging will also be conducted in areas where SARCS will be responding. PPE will be distributed to staff and volunteers involved in the response.


Planned Intervention


	Multi-purpose Cash	Budget	CHF 209,641
		Targeted Persons	6500
Indicators		Target	
Trained volunteers and staff deployed		60	
Detailed assessments reported		1	
Housholds recieved cash grangts		1300	
Priority Actions:		<ul style="list-style-type: none"> • Detailed assessment of the needs and vulnerabilities, damages of affected households by volunteers and staff for 5 days in North West and Gauteng provinces • Training for 60 volunteers on cash and voucher assistance (CVA) • Carry out a rapid market assessment • Validation of financial service provider • Deployment of 60 volunteers (30 per province) to support and monitor the cash transfer process to the beneficiaries. • Distribution of Multi-purpose Cash Voucher Assistance • Conduct post-distribution monitoring (PDM) of the response. 	

	Health	Budget	CHF 14,067
		Targeted Persons	6500
Indicators		Target	
Trained volunteers and staff deployed		60	
People reached through access to health activities		6500	
People reached through access to FA		6500	
People reached through access to PFA		6500	
Priority Actions:		<ul style="list-style-type: none"> • Refresher training of 60 volunteers on health promotion. • Conduct hygiene promotion and health awareness sessions. • Provide PFA services in affected communities - to 2 shelters. • PFA team meetings/stress management sessions for staff and volunteers • Assist injured people with first aid services • Sensitization on COVID-19 screening, testing, contact tracing and vaccination. 	


- Provision of face masks.
- Provision of hand sanitizers.


	Water, Sanitation And Hygiene	Budget	CHF 9,563
		Targeted Persons	6500
Indicators		Target	
Trained staff and volunteers deployed		60	
People reached through access to WASH activities		6500	
Priority Actions:		<ul style="list-style-type: none"> • Refresher training of 60 volunteers on hygiene promotion. • Conduct hygiene promotion and health awareness session. 	

	Protection, Gender And Inclusion	Budget	CHF 555
		Targeted Persons	6500
Indicators		Target	
Trained staff and volunteers deployed		60	
Priority Actions:		<ul style="list-style-type: none"> • Volunteers and staff sensitization on SGBV, Child protection, PSEA and PGI. • GBV awareness sessions in shelters and affected communities. • Identify safe referral pathways for patients needing counselling and refer them accordingly. 	


	Community Engagement And Accountability	Budget	CHF 8,637
		Targeted Persons	6500
Indicators		Target	
Trained staff and volunteers deployed		60	
Percentage of community members who find that information shared is useful, clear and actionable.		85	
Number and type of methods established to share information with communities about what is happening in the operation,		3	

including selection criteria if these are being used	
<p style="text-align: center;">Priority Actions:</p>	<ul style="list-style-type: none"> • CEA orientation for 60 volunteers • Engagement of local community leaders during assessments and planned targeting. • Set up community Feedback Mechanisms. • Use of the SARCS hotline, engaging the communities using household interviews/ engagements, focus group discussions and the use of community radios to remain in touch with the communities. 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 (focal group discussions, signboards, radio messages, etc) which help to ensure that relevant information is passed to and from the community. • Data from the community feedback will be reviewed weekly and quick updates on key issues will usually be shared daily to ensure urgent issues are attended to. • Ensure streamlining of CEA approaches in the operation as well as use CEA techniques for dissemination of early warning messages. • Sponsored messages on media platforms (Facebook, Youtube, Twitter, Instagram etc)•

	<p style="text-align: center;">Secretariat Services</p>	<p>Budget</p>	<p>CHF 3,085</p>
		<p>Targeted Persons</p>	<p>3</p>
<p>Indicators</p>		<p>Target</p>	
<p>Monitoring missions</p>		<p>3</p>	
<p style="text-align: center;">Priority Actions:</p>		<ul style="list-style-type: none"> • IFRC Field Monitoring • IFRC technical and coordination support • IFRC communications support 	

	<p style="text-align: center;">National Society Strengthening</p>	<p>Budget</p>	<p>CHF 55,506</p>
		<p>Targeted Persons</p>	<p>60</p>
<p>Indicators</p>		<p>Target</p>	
<p>Volunteers insured</p>		<p>60</p>	
<p>Lessons learnt workshop</p>		<p>1</p>	
<p>NHQ field missions</p>		<p>3</p>	

Priority Actions:	<ul style="list-style-type: none"> • Fuel for field supervision, coordination, monitoring etc costs • IT and Comms support • SARCS comms officers' deployment • Public relations (visibility materials of SARCS response) • Volunteers' insurance • Volunteers PPE (masks and sanitizers) • Bank and DHL charges • SARCS Field Missions from NHQ • NS Admin support • Conduct a lesson-learned workshop
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	Shelter Housing And Settlements	Budget	CHF 50,899
		Targeted Persons	5000
Indicators		Target	
Households received blankets		1300	
Households received mattresses		1300	
Priority Actions:		<ul style="list-style-type: none"> • Assessment of shelter needs, capacities, and gaps • Coordination with government and other stakeholders • Procurement and distribution of blankets and mattresses - 1,000 households with on average 2 blankets and 2 mattresses per household. 	

About Support Services

How many staff and volunteers will be involved in this operation. Briefly describe their role.

SARCS activated 60 volunteers and 20 staff members for this operation. The staff involved in this operation includes a technical team from Head Quarters which includes Disaster Management, Branch Development, Health, Training, Restoring Family Links, PMER, Finance, Communications, 2 provincial managers, 4 branch managers, and field staff. The 60 volunteers are evenly distributed in affected areas and they include 45 volunteers in Gauteng province and 15 volunteers in North West province.

If there is procurement, will it be done by National Society or IFRC?

The NS is having FSP agreement with Nedbank and is in the final stages of finalizing another agreement with Standard Bank. More so, the NS has an active database of suppliers who are always engaged to provide services and supply relief stock in emergency response within 48 hours of engagement as they are aware that SARCS is involved in providing immediate response during emergencies. This will ensure timely response during the operation

How will this operation be monitored?

The Provincial Managers and their teams are responsible to monitor the project continuously and to report weekly to the Programmes Managers at the National office. At the same time, financial reports are prepared by the Provincial Finance Administrators. The Provincial Managers have weekly meetings with the project team to discuss the challenges and achievements of the project. The Provincial Managers then have biweekly meetings with the Programmes Manager and National Finance Administrator to review budget implementation. The Provincial Managers consolidate monthly and final reports on the activities and submit to the National office. The national office staff provides oversight, technical support, and monitoring project implementation.

IFRC delegates or representatives will also provide technical support to the National Office team and Provincial Managers. IFRC representatives will conduct field monitoring to see the project implementation and provide feedback on submitted reports (both narrative and financial)

Please briefly explain the National Societies communication strategy for this operation.

SARCS has a communications unit, which works closely with different media houses to ensure that SARCS interventions are well published, and communities and stakeholders will be aware of SARCS readiness and early action interventions. Updates on the operation will be shared on the National Society's social media networks (websites, Facebook, Twitter). The National Society will also collaborate closely with the IFRC communication focal person for technical support to ensure sufficient media coverage of the response. Operations teams will utilize visibility clothing and equipment during the operations to ensure easy identification and avoid harm. Both the SARCS and IFRC communications officers will be actively engaged to ensure proximity support to the operation.

Since the South African Weather Services has warned that the rains will continue to pour SARCS Provincial and Branch Managers will convey early warning messages in the communities through loudhailers, group WhatsApp messages, and local Radio interviews.

Budget Overview



DREF OPERATION

MDRZA013 - The South Africa Red Cross Society Floods

Operating Budget

Planned Operations	293,362
Shelter and Basic Household Items	50,899
Livelihoods	0
Multi-purpose Cash	209,641
Health	14,067
Water, Sanitation & Hygiene	9,563
Protection, Gender and Inclusion	555
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	8,637
Environmental Sustainability	0
Enabling Approaches	58,591
Coordination and Partnerships	0
Secretariat Services	3,085
National Society Strengthening	55,506
TOTAL BUDGET	351,953

all amounts in Swiss Francs (CHF)

Contact Information

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

- **National Society contact:**

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- **IFRC Appeal Manager:**

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- **IFRC Project Manager:** Ruth Van Rooyen, Cluster Disaster Officer, ruth.vanrooyen@ifrc.org, +27 66 325 8526

- **IFRC focal point for the emergency:**

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- **Media Contact:** Robyn Doyle, Communication Officer, robyn.doyle@ifrc.org, +27 60 503 1833

[Click here for the reference](#)