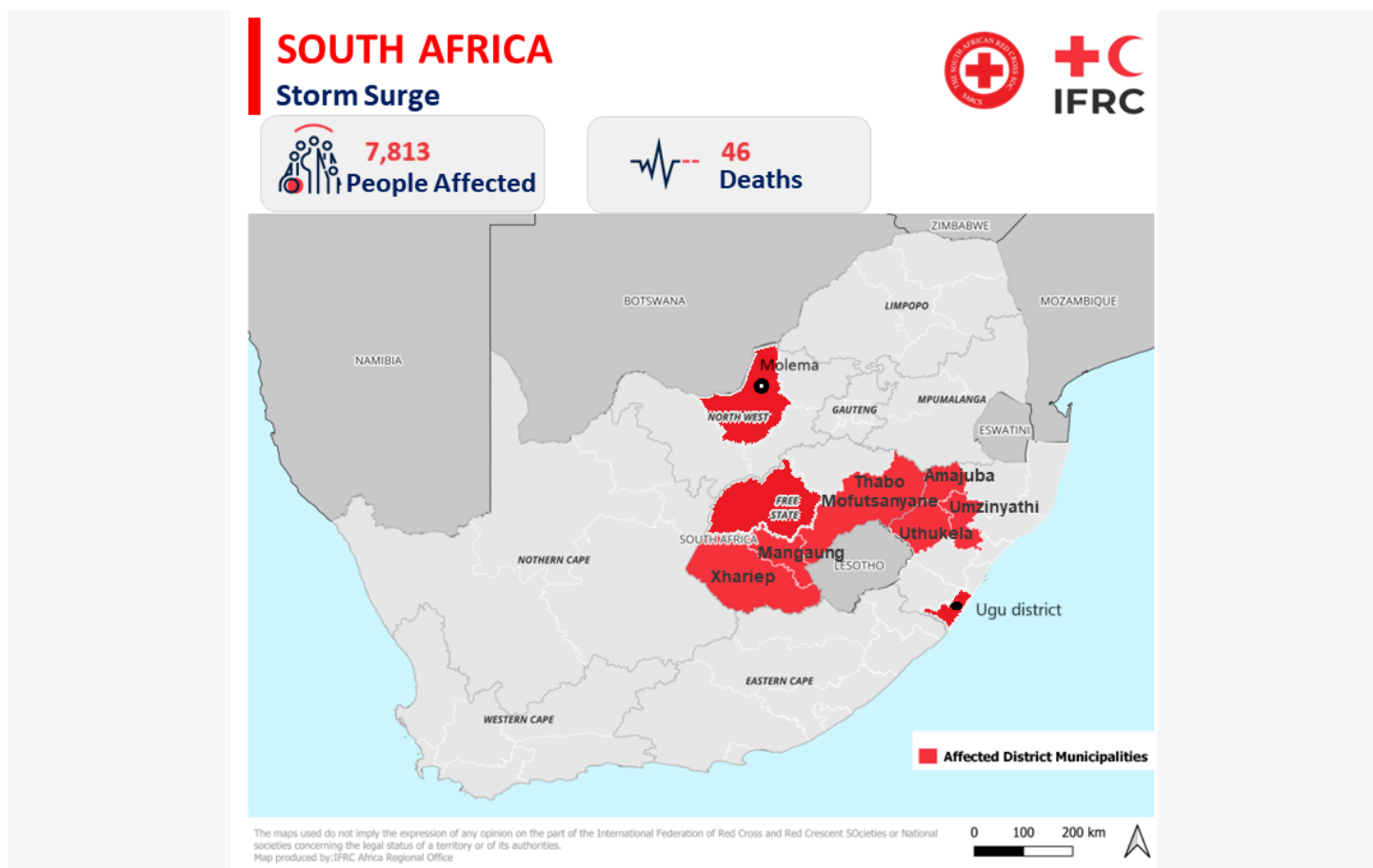




SARCS distributing relief items in the affected communities in Ladysmith, KwaZulu Natal Province.

Appeal: MDRZA016	Total DREF Allocation: CHF 353,285	Crisis Category: Yellow	Hazard: Storm Surge
Glide Number: -	People Affected: 7,813 people	People Targeted: 3,357 people	
Event Onset: Sudden	Operation Start Date: 25-01-2024	New Operational End Date: 31-07-2024	Total Operating Timeframe: 6 months
Reporting Timeframe Start Date: 25-01-2024		Reporting Timeframe End Date: 24-04-2024	
Additional Allocation Requested: 120,415		Targeted Areas: Free State, Kwazulu-natal, North-west	

Description of the Event



Affected District Municipalities

Date of event

2024-04-16

What happened, where and when?

Ladysmith area in KwaZulu-Natal and the Free State province witnessed storm surge resulting on flooding on 7th January 2024. Around 1,226 households, (6,418 people) were affected in Free state and Kwa Zulu. 41 fatalities. Severe damages were also reported in different districts in KwaZulu Natal, especially uThukela (Ladysmith), uMzinyathi, Amajuba district Municipality where fatalities were reported due to drowning, displacement and other people still reported missing. Source: Data from Government preliminary report. on 7th January 2024.

Between the 15th to 17th April 2024, violent storm and heavy rains hit the again Kwazulu Natal and Northwest provinces while the National Society was already responding to the previous events. The localities of Margate in the Ugu District (Kwazuluas well as the Moshana Village in the Ngaka Modiri Molema District (Northwest Province). The ongoing heavy rains and storms requires SARCS to intervene due to the growing needs and vulnerabilities in the recently affected areas. Around 1,395 additional people (279 families) were affected following the sever storm in Ngaka Modiri Molema northwest and uGu district in KZN Provinces.

The probability of adverse weather persists, with the storm season and the disruption caused by El Niño potentially exacerbating weather conditions and exposing vulnerabilities.





SARCS providing hot meals to the affected communities.



SARCS North West engaging with community members after the heavy storms at community hall

Scope and Scale

Due to climate change, South Africa is experiencing more frequent and intense storms and heavy rainfall, worsening existing socio-economic challenges nationwide. Since January, the country has witnessed numerous floods and storm impacts, notably in Kwazulu Natal, Free State, and North West provinces. These events, though sporadic, have been severe, causing extensive damages in certain districts and affecting around 7,813 people (1,093 households), leaving them displaced or homeless.

In January, storms triggered floods and strong winds, resulting in widespread displacement and affecting thousands across various regions. Specifically, in Free State and Kwazulu Natal, particularly in Jagersfontein in Free State and Ladysmith in Uthukela Local Municipality, a total of 814 households (4,297 people) suffered significant losses. Additionally, farming communities in the Mangaung, Lejweleputswa, Thabo Mofutsanyane, Fezile-Dabi, and Xhariep regions experienced extensive crop damage. Government reports indicate 41 fatalities, including 21 in Ladysmith, Kwazulu Natal, and others in the Free State province, with four people still missing in KwaZulu Natal.

Further complicating matters, storms in Ngaka Modiri Molema District Municipality in the North West disrupted essential infrastructure and affected 500 people (100 households) on April 16, 2024. Meanwhile, in Ugu District, KwaZulu Natal, on April 15, 2024, 895 people (179 households) faced significant adversity due to storm impact, totaling 1,395 people (279 households) severely affected in these newly identified areas, with five reported fatalities. These regions, facing ongoing weather challenges and infrastructural deficiencies, are preparing for potential further deterioration, with the South African Weather Service predicting continued above-normal rainfall.

This ongoing event has resulted in unprecedented precipitation levels and severe thunderstorms, causing substantial damage to both formal and informal settlements. The storms have not only impacted shelter and livelihoods but have also severely affected food security and overall well-being. Displaced residents, relying on support from friends, relatives, and neighbors, urgently require basic necessities such as food, clothing, blankets, and clean water. To address this, five evacuation centers have been established to provide shelter and meals, with a growing need for enhanced support and improved living conditions through hygiene initiatives, Gender-Based Violence (GBV) mitigation, and Mental Health and Psychosocial Support (MHPSS).

In recent years, these communities have faced similar catastrophic events, such as the floods of April 2022 in KwaZulu-Natal. While the current situation may not yet match the scale of those in 2022, indicators suggest a potential escalation in severity, heightened by the cyclical nature of the cyclone season, which typically exacerbates the situation. SARCS has been mobilized in response, with government outreach indicating a significant need for continued humanitarian assistance. The most at-risk provinces, KZN (80%) and Free State (60%), are on high alert as ongoing rains threaten to worsen already saturated soil conditions, increasing the risk of further flooding and community displacement.

Source Information

Source Name	Source Link
1. South Africa Weather Service (SAWS)	https://twitter.com/saweatherservic?lang=en

Summary of Changes



Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	Yes
Are you changing the target population of the operation	Yes
Are you changing the geographical location	Yes
Are you making changes to the budget	Yes
Is this a request for a second allocation	Yes
Has the forecasted event materialize?	Yes

Please explain the summary of changes and justification:

While SARCS was actively responding to the effects of the storm surge in KZN (Ladysmith area) and the Free State severe flooding occurred on April 15th to 17th, affecting the Northwest province and KZN (Margate), leaving many families stranded and in need of extended assistance. This update serves to expand the humanitarian assistance provided by the NS to the newly affected areas of Margate in the KZN province and Northwest provinces. The revision is based on needs assessments conducted by SARCS revealing significant damages to houses, infrastructure, including shelters, roads/bridges, schools, clinics, water sources, businesses, and electricity supply. Approximately 279 households have been affected with destroyed houses, rendering more than 845 people vulnerable. Specifically, 179 homes were destroyed in KZN, with an additional 100 in the Northwestern Province.

As a result, the scope of this DREF operation has been revised to encompass the urgent life-saving needs of additional 279 households by ensuring that the initial plan is expanded, and timeframe extended to 6 months. The revision comprises of:

- Expansion of the DREF operation to the newly affected communities, maintaining the same intervention approach used to assist the initial 500HHs.
- Target revision to 6,190 people with the objective to deliver a cash and in-kind support to 3,357 people (700 Households). 500 initially targeted in Ladysmith area (KZN province) and Free state and additional 200 Households targeted in Ugu and eThekweni (KZN), as well as in Ngaka Modiri Molema (Northwest).
- Emergency health prevention, awareness and hot meal provision as immediate humanitarian services to the newly affected communities. The update covers the cost engaged by NS for that immediate response in newly affected areas, aiming to reach the additional 279 HHs as necessary.
- Provide the assistance following the priorities identified during the assessment: essential relief supplies such as food and clean water, EHI basic materials, and hygiene packs.
- Considering the rural context and diverse needs expressed in the affected areas, a multipurpose cash assistance component is maintained for the overall 700HHs.

The National Society (NS) will continue collaborating with government departments to ensure they are informed about the affected population, including reported incidents and requests. This coordination extends to previous distributions and forthcoming assistance in Ladysmith, the Free State provinces, and other areas affected by recent events.

Current National Society Actions

Start date of National Society actions

2024-01-08





Training for Volunteers and Staff in free state for CVA information Management

Shelter, Housing And Settlements

The NS intensified distribution of immediate relief from the 8th of January 2024 especially in uThukela District (KwaZulu Natal) and Ficksburg (Free State) where the impact is severe. The NS has been providing humanitarian relief since the last week of December 2023 when there were flood incidents in KwaZulu Natal and Free State. So far, the NS has distributed 650 blankets, 500 mattresses, clothes and hot meals to displaced people.

Related shelter and basic household items: In addition to ongoing DREF response by the National Society, on 15 to the 17 of April 2024, SARCS managed to distribute 100 blankets and 100 mattresses to the affected households from their prepositioned stock to assist the affected areas in Northwest Moshana Village Ngaka Modiri Molema District Municipality.

- Clothes to 3 shelters and a community hall.
- 650 blankets plus the 400 additional blankets in the Northwest Province.
- 500 mattresses and a further 400 mattresses in the Northwest Province.

Livelihoods And Basic Needs

Since January 8th, 2024, at least 370 individuals haccomodated in these shelters have been receiving hot meals provided by SARCS to sustain themselves. SARCS typically partners with 'Meals on Wheels' to supply hot meals during emergencies, but currently, the organization has expressed their inability to assist with providing hot meals to established centers.

The recent storm surge that struck parts of Northwest and KwaZulu Natal on April 16th, 2024, has left a total of 1,395 individuals vulnerable to food insecurity, as some have lost their means of livelihood. Consequently, they are unable to meet their basic needs and urgently require support in this regard.

Multi Purpose Cash

In order to address people's needs with respect and autonomy, it's essential to provide multi-purpose cash vouchers to households affected by the disaster. This approach allows them to prioritize their necessities, including meeting dietary requirements and preferences. Additionally, multi-purpose grants enable beneficiaries, particularly those living with chronic illnesses, to access health supplements and medication, which may have been lost during the storm surge. Many individuals in both the Northwest, Free



	State, and KwaZulu-Natal provinces are in need of these multi-purpose resources. Validation of beneficiaries has been conducted in KwaZulu-Natal and Free State.
Health	<p>The NS is providing Psychosocial Support (PSS) and Restoration of Family Links (RFL) service to the affected communities.</p> <ul style="list-style-type: none"> • Psychosocial support (PSS) to 2 shelters. • 135 people were supported with protection of family Links (PFL) services (free phone calls, charging, internet connection etc). <p>There is more need to provide hygiene packs to affected people to ensure good hygiene practices as most of them were displaced.</p>
Community Engagement And Accountability	SARCS has skilled volunteers trained in Community Engagement and Accountability (CEA), who are presently mobilized to ensure comprehensive engagement with affected communities. They employ participatory methods to encourage community contributions and input regarding issues impacting their lives. CEA serves as the cornerstone of the operation, bolstered by existing relationships forged with vulnerable communities through prior Red Cross outreach efforts. Furthermore, SARCS utilizes the CEA approach to actively involve all stakeholders, including affected communities, ensuring the effective exchange of pertinent information, thereby facilitating resilient reconstruction efforts in low-risk areas.
Coordination	<p>Due to the scope and extent of the floods SARCS has activated its National Response Team (NRT) and Emergency Operation Centre (EOC). The NRT closely collaborates on operational interventions with the Provincial Response Team (PRT), which in turn ensures efficient coordination among the Branch Response Teams (BRT) and provides regular updates. Through this established coordination system, SARCS efficiently addresses internal logistics, communication, and any identified skill gaps, thereby enhancing its capacity to respond effectively to major incidents of this nature.</p> <p>Furthermore, the aforementioned teams are tasked with ensuring SARCS' active participation, coordination, and collaboration with governmental bodies and other stakeholders across all levels. This facilitates proper alignment of interventions and prevents duplication of efforts.</p>
Assessment	<p>SARCS has activated 35 volunteers and 15 staff (20 in KwaZulu Natal and 15 in Free State Province), who are currently engaged in collaborative assessments and relief efforts for affected communities. Initial assessments reveal that a total of 6,418 people (1,226 households) have been impacted, with critical needs including food, shelter, clothing, blankets, hygiene packs, and access to clean water.</p> <p>Additionally, to bolster the ongoing response efforts, SARCS has deployed additional volunteers and staff in both the Northwest and KwaZulu Natal regions to conduct joint assessments and provide continuous relief support. In the newly affected communities, a total of 279 households (1,395 people) require humanitarian assistance.</p>
Activation Of Contingency Plans	<p>Activities so far include:</p> <ul style="list-style-type: none"> • Early warning and evacuation in alignment with NS contingency plan and coordination with local authorities. • Search and rescue. • Needs assessments. • Providing immediate relief.
Other	The Floods emergency appeal implemented in Kwazulu Natal had ended (closing Dec 1,2023) and the distribution of humanitarian relief was completed months ago. The recent strategy revision of that EA was only as a transition to the South Africa Unified Plan for which resources have not come in yet. The balance on the EA had already been committed to activities to be done by the NS until the end of the operation and agreement to that aligned with relevant parties. The ongoing DREF to address the Storm Surge only covers the Free State and KZN, however, the region in KZN was not initially covered in the ongoing response.

IFRC Network Actions Related To The Current Event



Secretariat	The IFRC is providing technical support to the National Society through its Country Cluster Delegation in Pretoria. IFRC has been providing coordination and technical support.
Participating National Societies	Netherland Red Cross: Currently SARCS and Netherlands Red Cross are working together to strengthen SARCS methods of registration and verification of CVA beneficiaries.

ICRC Actions Related To The Current Event

The ICRC continually supports the NS on Restoring of Family Links (RFL) technical support.

Other Actors Actions Related To The Current Event

Government has requested international assistance	Yes
National authorities	<p>The government, through the Department of Cooperative Governance and Traditional Affairs (COGTA) and Disaster Management Centres (DMCs), has identified community halls for accommodating affected individuals. The Department of Social Development (DSD) is also providing psychosocial support (PSS) in select affected areas and is coordinating relief efforts with other humanitarian organizations.</p> <p>Furthermore, the South African government, through the National Disaster Management Centre (NDMC) and other departments, continues to coordinate humanitarian efforts in response to the storm surge impact in both provinces. At the provincial level, SARCS actively participates in weekly Joint Operations Center (JOC) meetings. These meetings facilitate collaboration and resource sharing among various humanitarian actors to minimize duplication of efforts. Additionally, corporate agencies, private service providers, and other donors have contributed assistance in various forms, including relief items, cash, groceries, and food supplies.</p> <p>ADRA organization distributed 140 cash vouchers valued at R500 each to support communities in KwaZulu-Natal and Free State affected by the storm surge. The table below outlines the support provided to these communities in response to the storm surge.</p>
UN or other actors	<ul style="list-style-type: none"> • 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 reached out to UNICEF for child specific needs but there has not been commitment yet although there are ongoing engagements in that regard. <p>Old Mutual assisted with food parcels and were distributed to the affected communities in Ladysmith area in KwaZulu-Natal.</p> <ul style="list-style-type: none"> • Ali-Imdaad provided plastic sheets and hygiene packs, Shoprite provided hot meals, ADRA provided cash vouchers as well as food parcels by Huletts sugar. • ADRA focused its efforts on providing support to the 174 households in Kwazulu Natal. These households received R500 per voucher and were selected based on vulnerability criteria coordinated with SARCS. <p>Both organizations coordinated their efforts to ensure that aid reached a wide spectrum of affected individuals, minimizing overlaps and maximizing the distribution of resources to those most in need. This strategy allowed ADRA to complement the relief efforts by reaching different groups affected by the disaster, thus broadening the impact of the overall intervention.</p>

Are there major coordination mechanism 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. DSD is providing psychosocial support (PSS). More so, they are responsible for coordinating relief from other humanitarian organisations



who 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



Shelter Housing And Settlements

Following the recent storm and floods events of April, the following losses are reported from NS assessment:

- In Northwest province: As of the 17th of April 2024, a total of 100 households were totally destroyed affecting approximately 678 people in the Moshana Village in the Ngaka Modiri Molema District Municipality in the Northwest whilst in Margate located in Ugu District Municipality also saw significant damage which resulted in fatalities.

- A total of 5 shelters, 3 in KwaZulu Natal (249 people) and 2 in Free State (121 people) were established following the storm surge. The 1,226 households which were destroyed has resulted in 6,418 people needing safe shelter. There is an immediate need to support those families held up in the 3 evacuation centres with basic household items like blankets, mattresses, and clothes, etc. It's probable that some households will need support to repair and/or rebuild (in safe areas).

The above impact to shelter has added to the losses and damages recorded in January where 1,226 households have seen their houses flooded or destroyed by the storm surge: 814 households in KwaZulu Natal (276 were destroyed and 663 partially destroyed) while a total of 412 households in the Free State province (172 totally were destroyed and 240 partially destroyed). Some of the house roofs have been blown away and others were destroyed both walls and roof leaving the families with no structure to protect them.

The families are currently in evacuation centers for the recent floods while most of the previous affected families are starting to find resilient solutions. However, the challenge of temporary relocation remains the same when displacements are witnessed.

In general, there is always uncertainty with regards to the period which displaced people are going to stay in evacuation centres as they await the government to come up with sustainable shelter interventions which include less risk areas and strong standard structures. These prevailing needs are still prevalent to recently affected areas in the North west and KwaZulu Natal province.



Livelihoods And Basic Needs

The storm surge wrought havoc on people's food stocks and livelihood initiatives, leaving them more vulnerable. The 1,226 affected households are in dire need of food and household supplies, with a significant shortage of food items for infants. Many individuals lost their means of livelihood to the storm surge, exacerbating the situation.

Currently, 370 individuals housed in shelters, along with hundreds from surrounding areas hosted by families, rely on SARCS for hot meals to survive. Some shelter residents require chronic medication, while children face the risk of malnutrition without continued support. SARCS' prepositioned stock is dwindling, and the National Society (NS) requires assistance to ensure the uninterrupted provision of essential hot meals to displaced individuals in shelters. While SARCS typically collaborates with 'Meals on Wheels' during emergencies, the organization currently lacks the capacity to provide hot meals to established centers. Consequently, the NS shoulders the responsibility of ensuring that displaced individuals receive at least two meals a day, placing a significant strain on resources. Seeking assistance, the NS has launched a DREF to complement the response.

These prevailing needs are still prevalent to recently affected areas in the North west and KwaZulu Natal province.



Multi purpose cash grants

To respond to people's needs with dignity, there is need to provide multi-purpose cash vouchers to affected households so that they are able to prioritise their needs. This will enable them to ensure that their preferences with regards to dietary requirements and preferences are met. More so, multi-purpose grants allow beneficiaries to be able to access health supplements and medication especially those living with chronic illnesses who reported that they are struggling to make ends meet to ensure constant supply of their supplements which they lost during the storm surge. On the current 500 household which are receiving CASH on current DREF, the NS is intends to reach 200 more households with cash voucher assistance (CVA).





Health

Due to the shortage of water and related sanitation challenges, authorities are monitoring health data for early identification of significant rises in water-borne diseases. In addition, due to the trauma experienced by the affected families, several people are left distressed and worried about the loss of their assets. SARCS has been providing PFA and DSD have also been providing PSS to the affected people but there is still need to reach more people and ensure that follow up sessions are conducted to harness mental wellness recovery. There is need to provide an addition of 400 hygiene packs to the affected people.



Water, Sanitation And Hygiene

There is need to promote good hygiene practices and ensure people access clean and safe drinking water to prevent spread of diseases. Additionally, promotion campaigns to raise awareness and encourage safe practices within affected communities is needed. A comprehensive WASH response is essential to address these challenges and safeguard the well-being of the flood-affected populations.



Protection, Gender And Inclusion

Through collaboration with government sectors especially local municipality, SARCS has been ensuring that PGI is integrated so far through providing SGBV, PSEA and Child Safeguarding awareness raising in evacuation shelters. So far there has been no recorded cases of abuse especially among women and children in the shelters but the overcrowding in established shelters expose 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 which are not user friendly to people living with disabilities result in them being excluded on 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.



Community Engagement And Accountability

The majority of those affected hail from informal settlements, underscoring the importance of engaging the community in discussions about potential home rebuilding efforts. Prioritizing community feedback mechanisms, such as meetings with community members, is imperative. SARCS will be actively involved in its response, ensuring accountability measures are in place given that community members have lost everything. Continuous communication will be maintained to address these ongoing needs, which persist in recently affected areas of both the Northwest and KwaZulu-Natal provinces.

Any identified gaps/limitations in the assessment

Most affected parts of KwaZulu Natal and Free State province have been experiencing continuous rains since the 7th of January to date and in most areas are characterised by saturated soils and flooded bridges which is making it difficult for SARCS to conduct assessments in other areas. More households continue to be discovered and SARCS will ensure that they provide movement partners and its stakeholders with continuous updates.

Operational Strategy

Overall objective of the operation

The overall objective of this DREF is to provide support to 6,192 people affected by floods and storm surge in North West, Free state and KwaZulu Natal through a comprehensive response addressing humanitarian priorities. Including Shelter, Health, Water, Sanitation, and Hygiene (WASH), Cash Voucher Assistance, Protection, Gender, and Inclusion (PGI), and Community Engagement and Accountability (CEA). By doing so, it aims to mitigate the immediate impact of the disaster and enhance the well-being of the affected communities, especially for 700 HH (3,357people) severely affected in all the three affected provinces.

The aforementioned objective entails expansion of the initial scope of the operation to include an additional 200 households, totaling



1,000 people, in recently affected regions of the Northwest and KwaZulu-Natal. As of January 2024, assistance has been provided to 500 households, comprising 2,357 individuals.

Operation strategy rationale

These interventions closely align with the ongoing response, maintaining consistency in the approach to assistance provision, as the needs assessed after the recent impact largely mirror those identified during the initial flood events. The National Society (NS) prioritizes emergency assistance for 3,357 out of the 6,192 directly affected individuals, focusing on addressing health and WASH (Water, Sanitation, and Hygiene) service needs, as well as providing humanitarian relief through access to food, shelter, and essential household items. Resource allocation by SARCS will target the most urgent needs identified during assessments, including shelter, clean water, food, and access to health services, with a strong emphasis on efficient delivery.

SARCS' emergency operation team efficiently mobilizes existing stocks from the NS contingency for rapid distribution to affected communities, with 500 households reached to date from previously affected areas. In response to immediate needs in Ngaka Modiri Molema, the North West provincial office utilized prepositioned stock from the National Society, not part of the current MDRZA016 operation. Upon approval of this operational update, SARCS will replenish prepositioned stock (blankets, mattresses, and hygiene packs) already distributed to affected individuals after the events of April. These items aim to reduce vulnerability among households in evacuation centers. Additionally, personal hygiene kits and Mental Health and Psychosocial Support (MPHSS) and Psychological First Aid (PFA) services will be provided to address trauma experienced by beneficiaries.

In the coming months, response teams in Free State and KwaZulu-Natal will ensure the provision of WASH, first aid, MPHSS, PFA, and health promotion initiatives.

The intervention plan, is summarized below:

1. Needs Assessment: Conduct a rapid needs assessment to identify the immediate and medium-term needs of affected communities within the three-month timeframe. Prioritize response areas and sectors based on the urgency of recovery. 02 in total conducted, one following each events.

2. Rapid Response: Implement rapid and targeted interventions, including the distribution of emergency shelter materials, essential non-food items and the provision of hot meals, and preserve human dignity. Volunteers have been on the field from the onset to cover the immediate meals distribution for families in the evacuation centres.

3. Shelter and Livelihoods: The most pressing needs are still to limit the exposure of the families to weather and further harm as well as protection and dignified assistance. Hence, the shelter sector will extend the mattress and blankets distributions by procuring 1,000 blankets and 1,000 mattresses. An unconditional cash of ZAR 2,500 is also planned one-off per household and aims to contribute to additional food needs beyond the hot meal distribution, basic needs, essential households' items lost as a result of the thunderstorms and other basic needs depending on each household's priority. The beneficiaries will also have the possibility to use the cash to cover other household related expenses. Existing engagements will be prioritized to identify further shelter solutions and raising awareness on safe shelter through community engagements. Whilst at community level, same awareness on safe shelter will be prioritized. In the South African context, the government does not promote distribution of tarpaulins and emergency shelter kits because the Department of Human Settlements have a legal mandate to provide shelter to the affected population with specific standards.

4. Water, Sanitation, and Hygiene (WASH) and Health: Girls and women will be consulted through community engagement to ensure their preferences are catered for. Launching of hygiene promotion campaigns to ensure safe practices within communities. Capacitate volunteers with epidemic & pandemic response in community training with strong emphasis on e-CBHFA. Patients on chronic medication (hypertension and Antiretroviral treatment) as other pressing health needs will be linked to public health facilities for continued care through mobile or off-site clinical services. SARCS will engage local authorities and community leaders for joint efforts for the restoration of water sources and sanitation facilities to prevent waterborne diseases. This is whilst the NS will provide PFA and implement MPHSS through a coordinated effort to address the issues in a specialized manner.

5. Protection and Inclusion: Implement protection measures to ensure the safety and well-being of vulnerable groups within the three-month recovery window. Address protection concerns, including gender-based violence and child protection issues.

6. Community Engagement and Accountability: Engage with affected communities to understand their evolving needs and aspirations within the short recovery period. Maintain accessible feedback mechanisms and transparency in relief efforts. Community Engagement and Accountability are central to the response efforts in the aftermath of engaging with affected communities ensures that their voices are heard, and their needs are understood and attended to with dignity. Establishing a two-way communication channel through regular consultations and feedback sessions will foster a sense of ownership and trust. Moreover, ensuring that communities are aware of their rights and responsibilities is integral to empowerment and active participation. Accessible channels for reporting complaints and concerns are being established to address issues promptly. Effective community feedback systems are in place to collect, assess and respond to questions, complaints, compliments, feedback and sensitive complaints to maintain trust within the thunderstorm-affected populations. Community Engagement and Accountability principles underpin the humanitarian response, ensuring that the affected



communities play an active role in shaping the assistance they receive, and that transparency and responsiveness remain at the forefront of relief efforts.

7. Climate Resilience: Promote basic climate resilience measures and disaster risk reduction within the context of the immediate recovery efforts.

8. CVA continues to be an effective measure for the National Society during ongoing and previous interventions to assist communities and beneficiaries in restoring dignity and assisting with getting basic goods and NFIs. By prioritizing rapid, targeted, and efficient interventions that directly address the most pressing needs, this operational strategy aims to facilitate significant recovery progress within the three-month time frame, while also lays the groundwork for longer-term resilience-building initiatives in the communities.

In addition, the amount for multi-purpose cash vouchers was decided based on the Food basket value and also prizes of household essentials related to local market prizes. This will enable beneficiaries to cover their basic needs whilst catering for their preferences. SARCS has an agreement with Nedbank as a well-established FSP which is conversant with how SARCS facilitate emergency cash interventions. There are trained staff and volunteers in the NS who are knowledgeable of CVA processes.

In line with the above the NS intends to add an additional of 200 households to benefit from above related interventions for the newly affected areas. This will assist in ensuring that humanitarian needs of affected people are met, and their vulnerabilities reduced. SARCS will be implementing CVA information Management using 121 platform, in order to enhance project effectiveness and efficiency. This will assist in smooth follow of communication between SARCS and its beneficiaries and enhance monitoring, as well as community feedback. Hence, a training is planned to provide the needed skills to the team engaged.

South Africa has been battling with floods and storm surge for the past years and there is a need to engage more effort on anticipation and contingency to this type of hazards. The communication strategy is revised under this update to increase media attention around this type of events and serve as a visibility and social mobilization for the NS. Detail of the actions under the communication strategy.

Targeting Strategy

Who will be targeted through this operation?

While the overall number of individuals affected stands at 7,813, the direct impact specifically pertains to the 6,192 individuals who will be the primary focus of the intervention. Relief assistance will thus prioritize 3,357 individuals (comprising 700 households, 500 from previous incidents and 200 from the current incident) whose homes have been destroyed or who are among the most vulnerable within the directly affected families.

The NS plans to give priority to families with the highest impact with the following vulnerability criteria:

- Child-headed households affected
- People living with disability or with high number of children under 5 and elderly
- Families affected who leave with very low income.

The target is divided as follows:

- 500 Households initially targeted representing 2,357 people following the real disaggregated data collected. This targeting was initially focused on Ladysmith in Kwa-Zulu Natal province and other districts in the Free state province.
- 200 Households added to the operation target, representing around 1,000 people. Focusing on the affected families in Margate area, uGu district in KZN and some Ramotshere Molema District in Northwest province. In overall the number of people targeted to be reached under this operation is 700HHs (3,357people).

Explain the selection criteria for the targeted population

Target is defined based on identified needs following the assessment and the uncovered priorities. The initial response under MDRZA016 focused on the direct affected 2,357 (500HHs).

However, due to changing situation and current incident an additional number 6,192 of the total affected in both the northwest, free state and Kwa Zulu natal Provinces are targeted to be reached. This comes as a result of the affected being displaced due to the losses or damages to their houses and properties. Overall, the number targeted of 3,357 people (700HHs).

The targeted provinces for this initiative include Kwazulu-Natal, Northwest and Free State, constituting an allocation of versatile grants to support 700 families. Hence, based on the result of the gaps and needs, the focus of this DREF operation is to effectively address the identified needs within the following sectors.

- Shelter
- Livelihoods
- Health and care
- WASH

Total Targeted Population



Women	1,150	Rural	65%
Girls (under 18)	1,000	Urban	45%
Men	550	People with disabilities (estimated)	1%
Boys (under 18)	657		
Total targeted population	3,357		

Risk and Security Considerations

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

Risk	Mitigation action
Risk on inter-communal security issue in informal settlements affecting the distributions or other aspect of the intervention.	With experience under the MDRZA014 informal settlement assistance were subject to several civil unrest and security incident, the SARCS will put in place some preventive actions even if operating now in Urban and peri-urban areas. Based on learnings on the community engagement SARCS will ensure active engagement with communities and government in advance before completing the procurement. First to ensure they understand the planned assistance and agree to it; the NS will make sure that it is not completing the procurement before a clear agreement with community leaders is done to contribute to maintain the calm and manage any conflict /disturbance ahead of the distributions.
Continuous thunderstorms and soil saturation leading to more localised flooding which will overwhelm the NS.	Maximize dissemination on possible erratic and irrational changes in weather patterns as reported by South African Weather Services (SAWS) to ensure that beneficiaries are evacuated to safer places where the risk is minimal or manageable. SARCS will intensify resource mobilization efforts.
Delayed reimbursement of funds for the operation	SARCS will ensure submission of all needed documentation and make regular follow ups with cluster office to ensure timely implementation during the operation.

Please indicate any security and safety concerns for this operation

Delayed response to affected people might lead to heightened frustrations as victims are stressed and some in depression even though they will be provided with Mental Health and Psychosocial Support (MHPSS) services.

Has the child safeguarding risk analysis assessment been completed?

Yes

Planned Intervention



Shelter Housing And Settlements

Budget: CHF 104,018

Targeted Persons: 3,357

Indicators

Title	Target	Actual
#detailed assessment reports	2	2



#people reached with blanket distribution	3,357	2,357
#people reached with mattress distribution	3,357	2,357
#people reached with kitchen sets	3,357	2,357
#people reached with safe shelter awareness on building back better	700	500

Progress Towards Outcome

Achievements

- SARCS was able to conduct 2 Detailed Need assessments (1 assessment per province) for needs and vulnerabilities, of damages of affected households in both provinces.
- Distribution of mattresses, blankets and kitchen set were completed in the affected areas in Free State and KZN (Ladysmith) to 500 HHs. The distributions included: 1,000 mattresses, 1,000 blankets and 500 kitchen sets, reaching 2,357 people (1,335 Females and 610 males). This comprised blankets, kitchen set and mattresses each households receiving 2 blankets and mattresses.
- SARCS also raised awareness on safe shelter on building back better reaching 2,357 people.

Ongoing and yet to complete:

- The distribution of dignity and hygiene packs to 200 HHs newly affected.
- Post distribution monitoring to be conducted.
- The awareness in the temporary evacuation sites to continue in the newly affected areas.

Coordination with Government for the shelter solution and assistance is maintained.



Livelihoods And Basic Needs

Budget: CHF 19,443

Targeted Persons: 5,355

Indicators

Title	Target	Actual
#people reached with hot meals	5,355	2,552

Progress Towards Outcome

SARCS has managed to support 2,552 people with hot meals, 25 while other households' basic needs were covered through Multipurpose cash assistance. People appreciated the support from the Red Cross as they were able to get meals for their families.

Hot meal provision is extended to the newly affected families and will be covered for at least a month while families are assessing resilient solution for their regular food portions.



Multi Purpose Cash

Budget: CHF 121,055

Targeted Persons: 3,357

Indicators

Title	Target	Actual
#households profiled for cash interventions	700	0
#volunteers who received refresher training on CVA	50	35
#people reached with CVA launch event	200	200
#households received multi-purpose cash vouchers	700	140

#Financial Service Provider engaged	1	1
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Progress Towards Outcome

Achievements

- Capacity building on Cash Voucher Assistance (CVA) 121 in KZN (uThukela) and Free State was completed.
- CVA will be done between 29th of April 2024 and the 5th of May 2024, this take a large amount of the budget and the expenditure will increase after the payment of CVA.
- Currently SARCS and Netherlands red cross are working together to strengthen SARCS methods of registration and verification of CVA beneficiaries. The cash planned to be disbursed meant to help them acquire different household materials including reconstruction of their houses. SARCS was also joined by ADRA humanitarian organization which distributed 140 gift vouchers with the amount of R500 per voucher to the beneficiaries.

Ongoing and yet to be completed:

SARCS is planning to successfully conduct 2 sessions on CVA refresher training targeting 35 volunteers who are involved in this response.

For the coming weeks, each of the 700 targeted families will receive a one-time payment of R2500, intended to aid them in fulfilling their fundamental requirements with a sense of dignity. This financial assistance affords them the opportunity to prioritize personal needs and attend to specific preferences within their households. CVA will be done between first week of May 2024.

The Post distribution monitoring will be conducted for 2 weeks to evaluate the cash assistance delivered and the planning process as soon as the distribution of cash conclude. This provides an opportunity to learn and evaluate the whole cash assistance program through lessons learnt workshop.



Budget: CHF 1,944

Targeted Persons: 6,192

Indicators

Title	Target	Actual
#people reached with PFA and PSS services	3,357	560
#people reached with referral of distress	3,357	0
#people reached with health awareness messages	6,192	897

Progress Towards Outcome

560 people were supported with mental health and psychosocial services/Psychosocial first aid in emergency.

The epidemic and disease prevention through awareness remains a priority in all affected areas and will be maintained for coming weeks. Same as the PFA and referral pathways that will be especially needed for newly affected communities. 897 people were reached with health awareness messages.



Budget: CHF 15,700

Targeted Persons: 3,357

Indicators

Title	Target	Actual
#people reached with household hygiene packs	1,355	500
#Hygiene awareness/sensitisation sessions conducted	6	4



#people reached with awareness/sensitization sessions	3,357	2,357
#volunteers trained on WASH refresher	50	35
#families reached with hygiene kits	700	500

Progress Towards Outcome

Water, sanitation, and hygiene promotion services were ensured, including the distribution of essential hygiene-related materials such as hygiene kits.

SARCS provided 500 hygiene packs to a total of 500 households. The hygiene packs comprised of sanitary pads, bleach, toothbrush set, bath soap, body lotions, washing powder, roll on and towels.

A total of 35 volunteers were trained and helped to implement WASH activities.

The ongoing response requires the National Society to expand its WASH component to the recently affected areas to in order to respond to the growing WASH needs in the recently affected areas and avert the possibility of water-borne diseases and other WASH-related illness. Additional 200 Households will be reached with hygiene kits.

A total of 2,357 people were reached with awareness/sensitization sessions.



Protection, Gender And Inclusion

Budget: CHF 972

Targeted Persons: 50

Indicators

Title	Target	Actual
#staff and volunteers briefed to implement PGI minimum standards during operation	50	35

Progress Towards Outcome

35 Volunteers (15 volunteers Free State and 25 volunteers Kwa Zulu Natal) participated in a 1-day 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. The Child safeguarding and PGI awareness were incorporated with the health awareness sessions within. Currently SARCS has a strong working relationship with the Department of Social Development (DSD) that provides support in the areas of MHPSS and PSEA.



Community Engagement And Accountability

Budget: CHF 7,899

Targeted Persons: 3,357

Indicators

Title	Target	Actual
#volunteers and staff oriented on CEA	50	50
#feedback mechanisms established	2	2
#people reached through awareness	3,357	856
#volunteers engaged to collect feedback from communities	50	0

Progress Towards Outcome



The NS conducted 2 sessions regarding CEA Orientation for Staff and Volunteers (one in KZN, one in the Free State)
Media platform awareness messages for 3 months through social media posting, development of digital material on flood and storm awareness.

Two feedback mechanisms were established: Face to face engagements by volunteers with affected communities' forming part of community feedback mechanism. In addition, the 121 project which is integrated with CVA is set up to also encompass feedback related to cash interventions.

A total of 856 people were reached through awareness sessions.

Pending/ yet to be completed

A total of 50 volunteers and staff were oriented on CEA. 35 volunteers will be engaged to collect community feedback using mechanisms, kobo toolbox following distribution of Cash vouchers, for selection criteria, Beneficiary verification and engaging affected on ongoing operations.



Secretariat Services

Budget: CHF 22,845

Targeted Persons: 60

Indicators

Title	Target	Actual
#field visits conducted	4	2

Progress Towards Outcome

The IFRC head of delegation and the NS disaster manager visited the province to supervise the implementation of DREF activities in response to the storm surge response, while the SARCS programmes team, headed by an IFRC senior disaster manager, visited Johannesburg, which a total of 1 visit was conducted. Monitoring and updates about the response were carried out via online team meetings biweekly. Furthermore, the Cluster Snr DM Officer collaborates closely with the entire team, both from NS and Cluster, to ensure operation and implementation synchronization. The Cluster and NS PMER collaborate closely in building the operation's monitoring and reporting tools. With the assistance of the Cluster Snr Finance Officer, the NS Finance team has all the technical support required to guarantee that financial systems for the operation are properly set up and implemented.



National Society Strengthening

Budget: CHF 59,409

Targeted Persons: 6,192

Indicators

Title	Target	Actual
#field visits conducted by HQ	4	2
#volunteers and staff reached with visibility materials	50	50
#lessons learnt workshops conducted	3	0
#of training on DREF organized for NS enhanced capacity	1	1

Progress Towards Outcome

- SARCS has conducted 2 monitoring visit in collaboration with IFRC for Field supervision, coordination, and monitoring in Kwa-Zulu natal and Free state province so far. A total of 50 NS volunteers and staff deployment to support the intervention were provided with Visibility materials like SARCS branded gillnets/bibs, t-shirts and hats for field visibility. SARCS ensured that Coordination with Disaster management agency in both provinces is prioritized. Lessons learned workshop will be conducted to evaluate the effectiveness of the emergency response.
- In general, the implementation timeline is on track and pending actions will be completed by May for the first 500 HHs targeted while the additional 200HHs will be quickly assisted through pre-positioned kits.
- CVA for all the 700HHs will be completed early May 2024.



• Procurement of Visibility Materials, Lessons Learnt and the PDM are planned and schedule to integrate the new scope of the DREF operation.

About Support Services

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

A total of 25 staff and 35 volunteers will be involved in different roles during this operation.

The 13 staff are based at Head Quarters, and they will be responsible in coordinating overall operations. They will include programs team, finance, supply chain, communications and National Society Development (NSD), in the 2 already affected provinces. The other 12 staff members are field staff for KwaZulu Natal and Free State province who will add-on to the personnel. An additional 15 volunteers have been engaged by the NS to assist with operations following recently affected provinces.

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

There will be procurement for this operation and it will be done by National Society. NS has an active data base of suppliers managed by the Procurement Committee 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. More relief items which include blankets, mattresses, hygiene packs and visibility materials need to be procured following recent incidents of storm surge that affected North West and KwaZulu Natal on the 16th of April 2024.

How will this operation be monitored?

The Monitoring will be strengthened and blend with a capacity strengthening of the NS. Joint monitoring is being prioritized to ensure that transfer of skills. The IFRC cluster delegation together with SARCS HQ team, one in KwaZulu Natal and Free State respectively conducted. The NS is expected to expand its monitoring to the North West and the newly affected area in Kwazulu Natal to provide further technical support to the staff and volunteers.

two monitoring visits to verify the progress of implementation as well as to technically guide response operations. IFRC delegates or representatives also provide technical support both by Finance, PMER and DM teams to the National Office team and Provincial Managers. IFRC representatives will continue to conduct field monitoring visits to see the project implementation and provide feedback on submitted reports (both narrative and financial). A detailed monitoring plan is in place covering programmatic and financial follow-up.

Regular updates will be set in country between operations but also finance counterparts. Weekly or bi-weekly discussions between the NS and Pretoria CCD until end of DREF will be conducted; regular financial monitoring reports with a monthly situation on finance transfers and reporting; capacity strengthening/refresher of the staff on DREF procedures will be conducted after the operation kick-off.

Lessons Learnt (LL) workshop will be conducted in the 2 affected provinces for comprehensive and more effective discussions with the main stakeholders and actors in each of the province. The provinces are geographically far from each other with separate government administration and provincial disaster management centers (PDMCs). It is crucial to conduct 2 separate LL workshops in this regard to ensure context specific reflections and recommendations.

Please briefly explain the National Societies communication strategy for this operation

The IFRC Communications Team will continue to support the NS during the operations. This team include the Communications Officer for IFRC and Communications lead for the NS who will be responsible in profiling the whole operation especially key interventions and engagements. Such well profiled information and clips will be published and also shared with donors, partners and stakeholders.

In terms of Media relations and communication, provincial, branch managers and some national office managers has continued to engage with media houses, to profile the ongoing responses. SARCS continues to engage ENCA ,SABC News, newsroom Africa, as well as local radio stations. This contribute to built a strong partnership and enhance the visibility of the NS actions and around these type of events. Furthermore, information education communication (IEC) materials will be developed to raise awareness with regards to ongoing response and the disasters in a large scope and for diverse audiences, include potential donors. The localised visuals to be used aimed to reach communities but also opinion leaders and organizations which operates in the affected areas.



Budget Overview



DREF OPERATION

MDRZA016 - The South African Red Cross Society South Africa Storm Surge

Operating Budget

Planned Operations	271,030
Shelter and Basic Household Items	104,018
Livelihoods	19,443
Multi-purpose Cash	121,055
Health	1,944
Water, Sanitation & Hygiene	15,700
Protection, Gender and Inclusion	972
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	7,899
Environmental Sustainability	0
Enabling Approaches	82,254
Coordination and Partnerships	0
Secretariat Services	22,845
National Society Strengthening	59,409
TOTAL BUDGET	353,285

all amounts in Swiss Francs (CHF)

Internal

30/04/2024

#V2022.01

[Click here to download the budget file](#)



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