

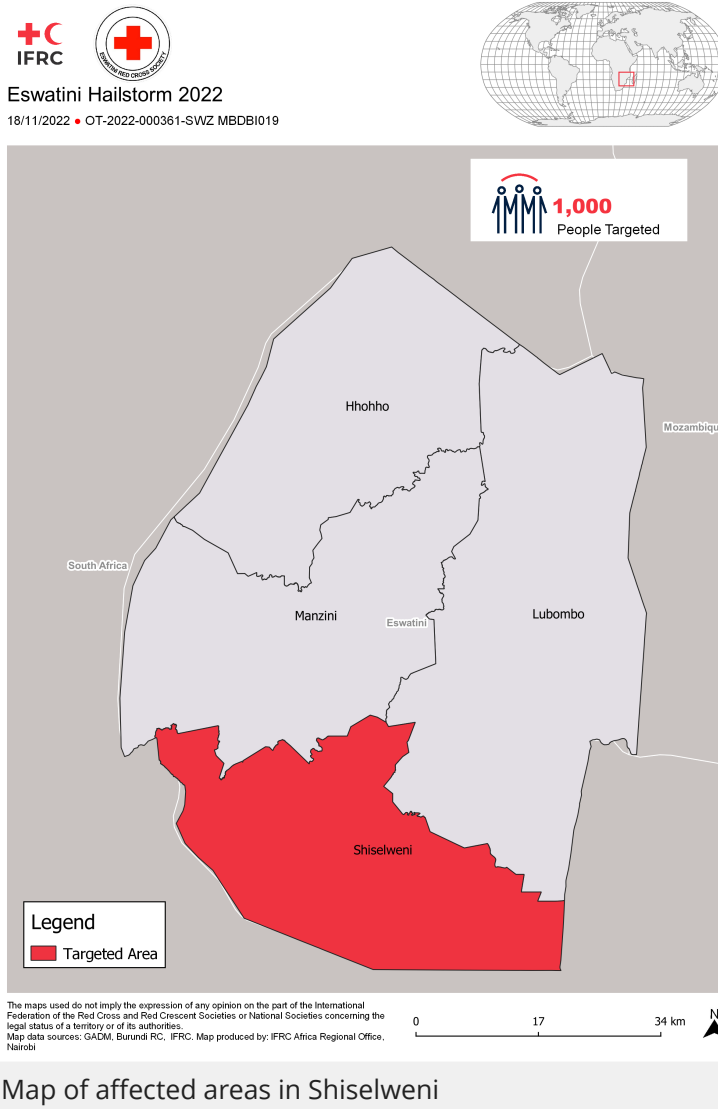


Shelter items ready for distribution

Appeal: MDRSZ003	Total DREF Allocation CHF 102,139	Crisis Category: Yellow	Hazard: Other
Glide Number: OT-2022-000361-SWZ	People Affected: 1,058 people	People Targeted: 1,058 people	
Event Onset: Sudden	Operation Start Date: 2022-12-12	New Operational end date:	Total operating timeframe: 5 months
Targeted Areas:	Shiselweni		

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the Eswatini RC Society, would like to extend thanks to all for their generous contributions.

Description of the Event



What happened, where and when?

Eswatini Meteorology department's weather forecast for the 5th of November was isolated thundershowers and rain showers being warm to hot in the Lowveld. A hailstorm with strong winds and hailstones as big as a child's fist was experienced on Saturday 5 November 2022 night, affecting mostly Nsingizini and Nsubane communities under Hosea and Somtongo in the Shiselweni region. The affected communities are in the Lowveld region.

An estimated 1,058 people (213 households) were affected by the storm with some families losing their roofs which were blown away or roofing sheets riddled by the hailstones. Window glasses were also shattered, and household furniture, food, and other documents soaked in water. School uniforms and books for school pupils were not spared. The affected people were exposed to more danger as they had to sleep in that day in the yet-to-be-fixed structures as no support had been rendered yet.

Baphalali Eswatini Red Cross Society (BERCS) mobilized and deployed four volunteers and two officers who conducted the rapid household assessment through interpersonal interviews with the household heads on the 6th of November 2022. The standard rapid assessment tool was used. The National Society also provided psychological support to the distraught communities. On 7th November, a joint assessment was further done with National Disaster Management Agency (NDMA), where available response material was 16 tarpaulins, and 30 food parcels were disbursed on the subsequent days.



Given the very limited support available for the affected people, the NDMA, on 11 November, issued a formal request for support to BERCS, to support the affected households.



A family with fully replaced roof



Shelter items ready for distribution

Scope and Scale

From the joint assessment conducted with NDMA, the community reiterated the need for support on shelter, food, and school materials destroyed. The communities are subsistent farmers who thrive on agricultural activities such as crops and poultry. Their economic status categorizes them as the most vulnerable, making it difficult for them to recover from the impact of the storm.

Assessments further revealed that food items were destroyed by the water as roofs had become porous following impact of the hailstones. According to the IPC Eswatini Acute Food Insecurity analysis, populations in Shiselweni are in IPC 3 (crisis). Households which are already food insecure had their situation exacerbated thus a need to support them to meet food needs. Moreover, other household items such as furniture, school books, and uniforms were not spared. High vulnerability entails that the household's important documents were also not spared.

The affected communities have some vulnerabilities including child-headed households, elderly people, children under five years old and people suffering from chronic diseases that pull the limited resources.

Communities affected by hailstorms in the past received support on shelter but not all the losses were compensated. Some who lost their livelihoods could not be assisted given the limited available resources. For example, commercial vegetable farmers needed more investment to support them and also field crop had been less supported in the past.

IFRC Network Actions Related To The Current Event

Secretariat

The International Federation of Red Cross and Red Crescent Societies (IFRC) supports BERCS through its Country Cluster Delegation located in Pretoria. A technical support platform was set up by the IFRC to support BERCS in managing this emergency and ensuing communities were assisted in a dignified manner. IFRC provided technical support to BERCS for rapid assessment, communication, resource mobilization, design, and implementation of the response.



Participating National Societies	<p>The National Society is working closely with the following in-country PNS in the following thematic areas:</p> <ul style="list-style-type: none"> - Finnish RC is active in DRR, and food Insecurity response. - Belgian RC provides support for First Aid. - British RC provides support with WASH, food insecurity response. <p>For this specific disaster, no PNS was involved.</p>
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ICRC Actions Related To The Current Event

ICRC is not in the country.

Other Actors Actions Related To The Current Event

Government has requested international assistance	Yes
National authorities	<p>From the joint assessment by NDMA and BERCS conducted on 6 and 7 November, the needs identified were shelter, food, and basic needs, as well as health and hygiene. This led to the NDMA mobilizing 30 food parcels which were distributed to the community on 8 November 2022. From their available stocks, 16 tarpaulins were provided to selected households to temporarily cover their roofs.</p> <p>BERCS and NDMA had no response material stocked such as roofing sheets, timber, nails, wires, and glasses for windows, thus could not support the affected people immediately. Food stocks were also low thus a minimum number was supported. The NDMA on the 11th of November requested the Red Cross to seek more resources in the form of roofing material, food stock, and other non-food items to support the affected.</p>
UN or other actors	No actions recorded.

Are there major coordination mechanisms in place?

The NDMA coordinates all interventions by humanitarian agencies with support from other UN Agencies through the Command-and-Control Centre. Civil Society and NGOs are working jointly with the government to provide immediate assistance at the regional level. To avoid duplication of efforts, National Disaster Risk Reduction (NDRR) coordinates responses across all the cluster leads so that efforts are done in a coordinated manner.

At the regional level, the NDMA and BERCS technical officers work together in assessments, response, and other support areas. When resources are minimal or not available NDMA mobilizes through the Red Cross and other partners as done in this response.



Needs (Gaps) Identified



Livelihoods And Basic Needs

According to the IPC Food Insecurity Analysis for October 2022 – March 2023, the number of people in IPC Phase 3 (Crisis) or above is expected to increase by an estimated 6% in Eswatini and 15% of the people in Shiselweni are already in IPC 3 (Source: <https://reliefweb.int/report/eswatini/eswatini-ipc-acute-food-insecurity-analysis-june-2022-march-2023-published-july-4-2022>).

Based on the above, it is clear that the affected population is already battling with low food availability and access to food is increasingly challenging. In addition to this, the hailstorms washed away and destroyed livestock, crop production, and household food stocks, leaving them worse than before and emotionally distraught.



Shelter Housing And Settlements

The National Society in conjunction with NDMA has implemented shelter support for similar situations. During such times, the assessment reports group them into damaged and partly damaged structures.

From the assessment, 630 people or 126 households were in dire need of shelter solutions with 59 totally damaged roofs and 67 partly damaged houses. There were needs in terms of roofing sheets, timber, wire nails, roofing nails, and galvanized wire as temporary measures, while complete re-roofing was required for most of these houses. BERCS liaised with NDMA and other Government departments for support and expertise on this.

Objective and Strategy Rationale

Overall objective of the operation

Through this DREF operation, Baphalali Eswatini Red Cross Society (BERCS) aimed at supporting 1,058 people (213 households) affected by the hailstorm in Shiselweni, through the provision of food, basic needs, livelihoods, and household items through a multipurpose cash grant, as well as 630 people (126 HHs) whose houses experienced damage with shelter materials.

The operation area was in the Nsingizini and Nsubane communities of the Shiselweni region and implementation was planned for five months.

Response strategy implementation

1. Procurement of shelter items (Target: 126 households [630 people]).

Through this DREF operation, BERCS ensured delivery of necessary material for temporary repairs of roofing by procuring and distributing them directly to the families whose houses were partially and completely destroyed. Below activities were implemented under this sector:



- Detailed multi-sectoral assessment of the situation in targeted areas.
- Participatory beneficiary identification and selection.
- Procurement and distribution of roofing materials to households that have had their roofs partially and totally destroyed.
- Support to 126 families in repair works with support from Government specialists.

2. Distribution of Multipurpose Cash (Target: 213 households [1,058 people]).

BERCS boasts of five years' experience in cash and voucher assistance (Mobile Money and cash in envelopes) which covers the Shiselweni region. The affected areas were indeed part of past cash interventions, making the use of cash transfers a viable solution for these communities.

For this operation, the National Society opted for cash transfer using Mobile Money since it has an existing 3-year contract in place with MTN, a mobile telephone company.

Cash was provided to all targeted 213 households to support access to food for one month, as well as the provision of essential household items. The cash value disbursed per household was a one-off Eswatini (SZL) of 3,000, calculated based on the value of the monthly food basket in the community, the cost of household items to be replaced, and livelihood support to allow the affected families to recover quickly from the shock.

3. Cross-cutting issues - PGI, CEA, and PSEA (Target: 213 households [1,058 people]).

Given that under the ECHO PPP Program, BERCS volunteers were recently trained on Protection, Gender and Inclusion (PGI), Community Engagement and Accountability (CEA), and Prevention of Sexual Exploitation and Abuse (PSEA). These cross-cutting elements were defacto included in the volunteers' action through all sectors of implementation. In a bid to be cost-efficient, no additional briefing or training for these cross-cutting areas was planned under this operation.

During assessments, BERCS ensured the use of PGI, CEA, and PSEA approaches, during the assessments and through implementation. BERCS is already using the WFP feedback mechanism country-wide and continued to use the same during this operation to avoid creating parallel mechanisms.

BERCS conducted a verification of the beneficiaries selected to control that the selection criteria were respected. BERCS staff and volunteers also collected feedback and complaints from beneficiaries during the selection and throughout the course of the operation. Sensitive feedback were to be collected and processed in accordance with the applicable guidelines. Feedback was shared and analyzed at HQ. The aim was for the NS to be able to refine the selection process and criteria if necessary, as well as adapt the intervention based on community needs.

Targeting Strategy

Who will be targeted through this operation?

The overall target for this DREF operation was 1,058 people (213 households) in the affected areas of Nsingizini and Nsubane. All targeted locations are rural areas and received cash grants to support food and other basic needs. Families who lost their roofings or whose roofs were damaged (126 HH) received support through material for repairs.

The volunteers in the community were engaged together with the community leadership structures (Leadership, Rural Health Motivators, and Inner Council) to target and register the affected people. Fortunately, this arrangement has been used in past responses by BERCS and is in line with the NDMA guidelines.

Explain the selection criteria for the targeted population

All affected people, as of 18 November, which sums up to 1,058 people according to joint BERCS and NDMA assessment, were supported through this operation. Support was distributed as follows:



* 1,058 people (213 HH) received cash grants.

*630 people (126 HH) among them receive roofing items in addition.

The selection criteria was based on the extent of damage with priority given to the vulnerable groups, i.e., households with children, women, the elderly, and people with disabilities.

Total Targeted Population

Women:	333	Rural %	Urban %
Girls (under 18):	213	100.00 %	0.00 %
Men:	312	People with disabilities (estimated %)	
Boys (under 18):	200	5.00 %	
Total targeted population:	1,058		

Risk and security considerations

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

Risk	Mitigation action
Another hailstorm affects the same community, increasing the number of affected people	Updating the Operation with a maximum five days from the date of an additional hailstorm, to allow inclusion of additional targeted persons, to be provided with needed support.
Having a similar disaster causing damage to houses, crops and livestock	Teaching people about anticipatory measures and roofing techniques.
Risk that cash distributed might be diverted	Although there is no zero-risk, BERCS and Shiselweni community have experience with CVA. Additionally, the community gatekeepers are familiar with the National Society support and all measures taken when dealing with Mobile Money transfers through the FSP.

Please indicate any security and safety concerns for this operation

Various anti-government protests by students, police forces, and trade unions were organized to demand better working conditions and pro-democracy reforms. In response, authorities increased security and deployed armed forces at the recent protests.

BERCS responded to this unrest through the ECHO PPP project, with additional support from the Belgium Red Cross and from the ICRC with First Aid and Safer Access training respectively.



Implementation

	Multi-purpose Cash	Budget	CHF 41,976
		Targeted Persons	1058
		Persons Assisted	1058

Indicators	Target	Actual
# of families reached with cash grants	213	213
# of volunteers engaged in sensitization	10	6
# of post distribution monitoring conducted	1	1

Narrative description of achievements

REGISTRATION & VERIFICATION (MULTI-PURPOSE CASH & SHELTER)

A registration Kobo tool was formulated through the assistance of BERCS PMEAL. 6 volunteers were selected from the Shiselweni region to conduct the registration process. A total of 213 households were registered for the Multi-Purpose Cash grant of which 126 received shelter intervention as well. On the 12th of December 2022, registration was done at Nsubane and Nsingizini on the 13th of December 2022. The data collection tool was created in such a way to capture and register both affected households under Cash and Shelter. Another tool was then created for verification which took place between the 19th and 23rd of December 2022. Verification was conducted by volunteers using the Kobo Toolbox to determine the extent of vulnerability. Verification of Cash beneficiaries was further done with BERCS Financial Service Provider (FSP), Eswatini MTN, to ensure that the selected head of the households had an active mobile money account and to check if they had of the mobile money accounts. In cases where beneficiaries did not have phones or ID numbers, proxies were made to receive the grant on their behalf.

PAYMENT OF MULTIPURPOSE CASH

Cash payment was successfully completed for a total of 213 households. Each household received an amount of E3,000.00 both in Nsubane and Nsingizini communities. The Multi-Purpose Cash was addressing their food security, Hygiene, and livelihood needs. This was one round payment which was divided into three batches. The reason was that some cell phone numbers were blocked or closed when verified with Financial Service Provider hence they had to be on the waiting list while mobile money account activation was being sorted out. The first batch of payments comprised 162 households, the second batch 35 and the third/last 16, all adding up to 213 households. In terms of gender analysis of the heads of households, 62% of households were headed by females and 38 by males. Cash payments were finalized by February 2023.

Based on PDM results, 95% households reported using the money received to buy food, 60% used it to replace some HH items that were damaged by the hailstorm like tables, chairs etc and 35% highlighted buying medical supplies.

Only six volunteers were engaged in this operation because the other four were not readily available due to other commitments.




Lessons Learnt

The NS learned that beneficiaries have different needs and priorities, hence the importance of multi-purpose cash. Indeed, some of the families had no other source of income to repair their roofs, the Red Cross cash assistance helped people in great need to buy different things ranging from furniture, medication and food.

Challenges

Due to the reduced number of volunteers, the workload was quite heavy. Fortunately, they were able to assist the communities with all the support and information they needed for the DREF.

	Shelter Housing And Settlements	Budget		CHF 49,106
		Targeted Persons		630
		Persons Assisted		595
Indicators		Target	Actual	
# of households supported with roofing materials		126	119	
# of partially damaged roofings are fixed		67	76	
# of completely destroyed roofing are repaired		59	43	
# of volunteers deployed for shelter activities		10	6	
# of post distribution monitoring conducted		1	1	

Narrative description of achievements

PROCUREMENT OF SHELTER MATERIAL

Shelter materials were procured locally. 43 households with completely damaged roofing were assisted as well as 76 households with partially damaged roofing. In total, 119 households were assisted by this intervention, and the items procured are shown in the table below:

Item No. Description Quantity

1 Corrugated Iron 1000

2 Cement 250

3 Timber 38 X 114 300

4 Timber 50 X 76 200

5 R Screws 200

6 6" Nails 150

7 5" Nails 120

8 Galva Wire 120

9 Hoop Iron 100

DISTRIBUTION OF ROOFING MATERIAL

Volunteers were very instrumental in the distribution of roofing materials, it was successfully coordinated and conducted reaching 119 HH. Project officers were regularly visiting HH who were repairing their roofs as a sign of support and monitoring the distribution and building techniques being done. This was to ensure that the distributed materials are being utilized for the right reasons and not being sold or used for other means other than repairing the houses that needed repairing.

- Based on the PDM conducted, 80% of the targeted HH were very satisfied by the support they received from the Red Cross, a majority of the BSS respondents highlighted that the beneficiary selection and distribution process was fair as priority was given to those HH that needed the most support. One hh emphasized that with the shelter materials received they were able to replace their roof that had been leaking for a while and causing a health hazard as there were now Moulds. The Community leaders also highlighted that working with Red Cross was an easy task because they were very respectful of the community leadership structures and were also very supportive in rebuilding their community so there was good collaboration.

In total, 119 HH benefited from the shelter intervention instead of 126. Of these, 67HH had their roofing partially damaged but 76HH were assisted because after further assessments more vulnerable people were found in that community that could not be left behind. 59HH had their roofs completely damaged but only 43HH were assisted because, during the time of distribution, some households had already recovered by installing back their roofing so there was no need to give them the materials.

Six volunteers were engaged in this operation instead of ten because the other four were not available.

Lessons Learnt

It is always important to listen to what the people in need want because when they are given what they suggested themselves they feel involved in the operation, they are more grateful and they use it well unlike wasting, selling, or stealing. The households that received support from BERCS were very grateful as this gave them a fresh start and supported them in building their houses better and the money received was able to support them and their families to meet their immediate needs.

- It's always good to involve community leaders both those in the government departments and the traditional leaders because it ensures smooth implementation and cooperation of the community. The National Disaster Management Agency office has been part of all the implementation stages thereby supporting implementing officers on the ground making it easy to procure quality material.
- There is a need to train volunteers on data collection using the BERCS tool (KOB0) to ensure fast data collection and analysis


Challenges

- Shortage of volunteers in the area of implementation as some got new jobs and some went to school and were not available during the time of implementation.
- Delayed deposit of DREF funds into the BERCS account which paused implementation for approximately a full month.
- 2 days of shutdown resulting due to the ongoing Civil Unrest in the country which forced the postponement of several planned activities, and did not allow to catch up with missed activities.
- Shelter Procurement was significantly delayed as the Government (NDMA) support with specifications and quantities was awaited, since they were also implementing a Shelter project and the BERCS wanted to avoid duplication of efforts and getting different materials from those being given to the other households by the government.
- Lack of transport (trucks) to transport roofing materials.

Budget

CHF 9,443



	National Society Strengthening	Targeted Persons		1058
		Persons Assisted		1058
		Indicators	Target	Actual
# of monitoring visits conducted by HQ staff	2	4		
# of volunteer insured during the course of the operation	10	6		

Narrative description of achievements


- HQ and Branch officers at Shiselweni were able to conduct monitoring visits to monitor the roofing materials after distribution to ensure that the affected population indeed installed their roofing and that the intended purpose of the project was achieved. Four visits were done to 4 different sections on Shiselweni to ensure that all recipients of the Red Cross support were visited and were fully utilizing the goods they received.
- Out of 10 volunteers only six supported the operation, the other four could not make it because of competing commitments. The volunteers engaged were insured under this project and received their allowances for each and every activity they were engaged in.
- During these monitoring visits, community members were educated on how to build better to make sure that should a similar disaster occur they would not be victims again.
- The office was able to communicate with the community through their community leaders and volunteers.
- Information about the project was further shared with the media, government, and other key stakeholders such as the NDMA who also assisted during the implementation of the DREF.

Lessons Learnt

- The NS needs to recruit more volunteers for their operations, we will be seeking support from the Delegation office on the best ways to attract and retain volunteers.

Challenges

- Shortage of volunteers: from the initial plan ten volunteers were to be engaged for the project but six volunteers were engaged due to shortage of volunteers in the area of implementation as some got new jobs and some went to school and were not available during the time of implementation.

	Community Engagement And Accountability	Budget		CHF 1,614
		Targeted Persons		1058
		Persons Assisted		1058
Indicators	Target	Actual		
# of radio sessions conducted on early warning/early action	5	0		



% of feedback addressed

80

100

Narrative description of achievements

1. AWARENESS ON DREF IMPLEMENTATION

The communication department was constantly updating the NS media pages on the status of the disaster and services being offered by the Red Cross during this time of need. They continued to share information about the cash distributions to remind the beneficiaries to collect their money and one of the cash distributions was even broadcasted on national television.

2. Feedback Mechanism

The National Society conducted sensitization meetings to ensure community engagement and accountability. Communities fully participated in all activities and were in constant communication with the project officers throughout the implementation of the project. Volunteers were working in collaboration with Community leaders to provide feedback about the project. Other feedback mechanisms used include direct telecommunication, help desk, and post-distribution monitoring.

- Some of the feedback received was on distribution dates and the type of materials people wanted, all this feedback was responded to in community meetings and suggestions were incorporated into the operation like updating people on distributions and documents needed to collect their money.

- Unfortunately, no radio sessions were conducted on early warning/early action activities because of the short implementation time; however, volunteers were able to share early warning messaging with community members on a regular basis.

Lessons Learnt

- The NS needs to recruit more volunteers to ensure we have more impactful operations. This operation was hugely affected by not having enough volunteers to support the work at hand.

Challenges

- One of the challenges faced during the implementation of this project was time constraints. The NS had planned to disseminate early warning messages to the public through radio session, but with the limited time for implementation they ended up not achieving it. Fortunately our volunteers were still going to the communities and sharing early warning messaging.



Financial report

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022-2023	Operation	MDRSZ003
Budget Timeframe	2022-2023	Budget	APPROVED

Prepared on 31/Jul/2023

All figures are in Swiss Francs (CHF)

MDRSZ003 - Eswatini - Storm Surge

Operating Timeframe: 21 Nov 2022 to 30 Apr 2023

I. Summary

Opening Balance	0
Funds & Other Income	102,139
DREF Response Pillar	102,139
Expenditure	-81,036
Closing Balance	21,103

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	48,332	35,421	12,911
AOF3 - Livelihoods and basic needs	42,750	44,773	-2,023
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene			0
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	91,082	80,194	10,888
SFI1 - Strengthen National Societies	11,057	842	10,215
SFI2 - Effective international disaster management			0
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	11,057	842	10,215
Grand Total	102,139	81,036	21,103



[Click here for the complete financial report](#)

Please explain variances (if any)

- Shelter Relief budget line was expensed by CHF 33,126. This item was budgeted for though the codes were wrongly allocated.
- Cash Disbursement budget line was underspent with a remaining balance of CHF 3,015. In as much as the targeted population of 213 households received the allocated funds, the administration costs were less than what was budgeted.
- Logistics, Transport & storage budget lines were spent though were incorrectly coded to the construction materials and shelter relief.
- National Society Staff budget line was under-expensed by CHF 409 as fewer staff were involved in the operation. Additionally, the travel areas were not too far apart.
- Volunteers' budget line was underspent by CHF 289 as the operation only utilized 6 volunteers out of the 10 that were budgeted for.
- Workshops and Training budget line was incorrectly coded and meant to fall under travel costs.
- Travel budget line was expensed by CHF 585. This item was budgeted for though codes were incorrectly allocated.
- Information and Public Relations budget line was not expensed as the national society used information material from the government and engaged the community on one on one. The few activities done were wrongly coded to the communications budget line.
- Communications budget line was overspent by CHF 134 as information and public relations costs were wrongly allocated.
- Financial Charges budget line was overspent by CHF 370 as the national society had to carry out numerous payments that generated financial charges that were beyond the targeted amount.
- Other General Expenses budget line was underspent by CHF 1910 as some of the expenses were covered through other ongoing operations.
- Operational Provisions budget line was spent by CHF 19000 though the budget codes were incorrect.

Contact Information

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

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[Click here for the reference](#)

