



Field Teams in the Western Cape in preparation of distribution and assessments

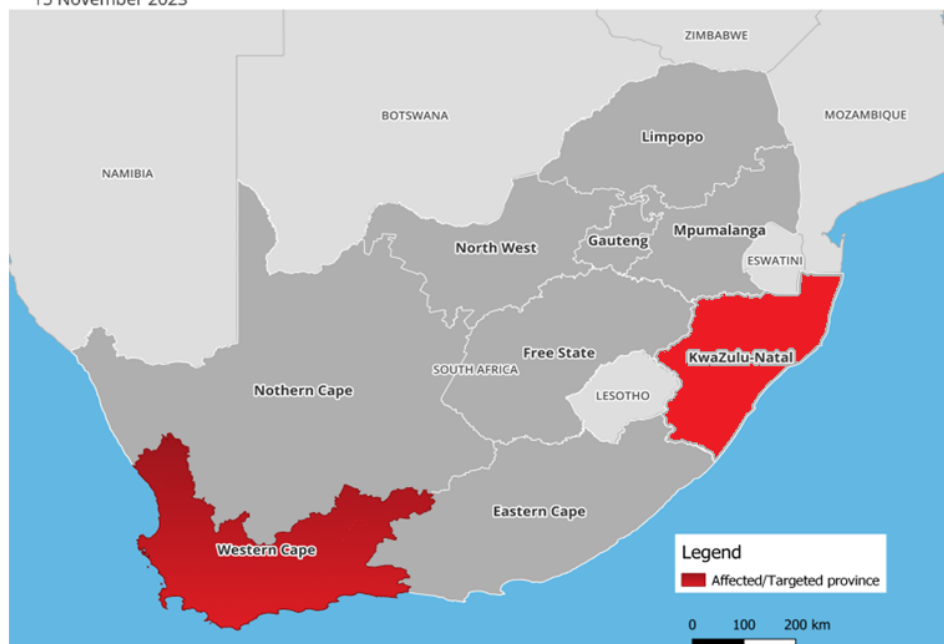
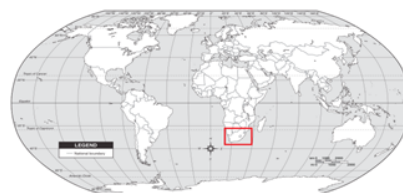
Appeal: MDRZA015	Total DREF Allocation: CHF 423,280	Crisis Category: Yellow	Hazard: Flood
Glide Number: -	People Affected: 24,221 people	People Targeted: 15,858 people	
Event Onset: Sudden	Operation Start Date: 12-10-2023	New Operational End Date: 29-02-2024	Total Operating Timeframe: 4 months
Reporting Timeframe Start Date: 12-10-2023		Reporting Timeframe End Date: 31-05-2024	
Additional Allocation Requested: 0		Targeted Areas: Kwazulu-natal, Western Cape	

Description of the Event



South Africa: Floods

15 November 2023



The map used does not imply the expression of any opinion on the part of the IFRC or National Societies concerning the legal status of a territory or of its authorities.
Map data sources: SARCS, Natural Earth Map produced by: IFRC Africa Regional Office

Map of the Western Cape Province and Kwazulu Natal

Date of event

2023-09-26

What happened, where and when?

In the latest quarter of 2023, South Africa has seen some of the south provinces experiencing floods and severe weather storms with successive strikes from September to November. This led to floods incidence in some locations, notably Western cape and Kwazulu with important needs un-covered from existing stakeholders that require South Africa Red Cross to deploy an emergency intervention in the beginning of October 2023.

Indeed, from 23 to 26 September 2023, Western Cape faced heavy rains and flooding resulting in loss of life and displacement of residents, severe damage to private and public infrastructure, roads, as well as power outages across the province. The initial assessment revealed that approximately 16,000 people were affected by floods with 11 fatalities which resulted from electrocution by illegal electricity connections. Additionally, more than 8,600 structures including 7,100 informal structures and 250- schools were damaged in the following areas: Sir Louwry's Pass, Nomzamo, Houtbay, Greyton, Montique, Paarl, Strand, and Macassar. It is of importance to note that the Kuils River overflowed, flooding Mfuleni Township and forcing around 2,710 families to evacuate to Faure and Sandvlei evacuation Centres. The DREF was released to assist the Western cape affected communities.

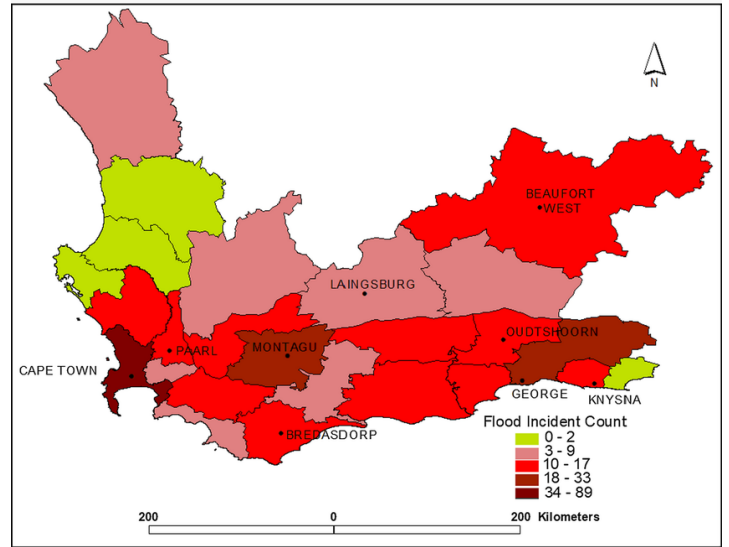
The South African Weather Services kept issuing the weather alerts of additional floods to be witnessed across the country. In late October 2023 to mid-November, heavy rainfall and flooding occurred affecting different parts of the KZN province namely, eThekweni, uMgungundlovu, uMkhanyakude, Somkhele and KwaMyeki areas. 8,221 people (1,625 households) with homeless families were reported as affected. The Kwazulu floods made 12 fatalities, 43 injuries confirmed and damages to critical infrastructure (schools and community halls) including households and livelihoods.

After weeks of mobilization, monitoring and stretching internal resources to meet uncovered essentials means of life and urgent lifesaving interventions, the NS managed to scaled-up the support in Kwa-Zulu Natal under the DREF scope.





Roads blocked by debris and flooding in the Western Cape as they wreck havoc to the most vulnerable



Scope and Scale

Heavy rainfall in the late 2023 resulted on Western Cape and Kwa Zulu being affected. 16 localities were affected within the 2 provinces. In total 24,221 people were affected, 23 fatalities and around 50 injuries according to the NS reported data. There was a geographic diversity between urban and rural areas alike grappling with the consequences of floods. Most of these affected areas are situated on the water way and riverbanks making them to be prone to floods. Roads and transportation networks were severely disrupted, hindering access to the affected areas and complicating response operations for several weeks.

The challenge on finalizing the assessment by the Government with SARCS volunteers restricted the analysis and initial information provided. NS branches mobilization allowed to assess and monitor the situation in the two provinces. The main data is consolidated below:

1) The 3 days flooding reported in Western Cape resulted in a significant impact of floods. Key information from preliminary data is as follows:

- At least 7 areas (districts) affected in the Western Cape including regions such as Sir Louwry's Pass, Nomzamo, Houtbay, Greyton, Montique, Paarl, Strand, and Macasar. A total of 16,000 people were affected, 11 fatalities and 2,710 families forced to relocate to evacuation centers following the impact on their houses.
- Public and private infrastructure damages reported including 150 schools flooded or affected by floods out of the 249. Roads and transportation networks have been severely disrupted, hindering access to the affected areas and complicating relief efforts. Electricity disruption across several cities is now reset in most parts.
- Community facilities, infrastructure, and agricultural lands overflowed led to losses of assets, means of life and other livelihoods were disrupted.

2) Floods in KWAZULU Natal resulted on 9 districts being affected including uMkhanyakude, King Cetshwayo and Ilembe. 12 fatalities were reported, 43 people injured and 946 houses were totally destroyed and 1,017 partially destroyed. Thousands became homeless while some were hosted by relatives.

District	Fatalities	Totally Destroyed	Partially destroyed	People affected.
uMkhanyakude	07	475	100	2754
Ethekwini	00	122	82	882
uGu	01	10	31	193
uMgungundlovu	01	01	68	205



iLembe	00	217	270	1918
uThukela	01	30	94	498
Zululand	00	09	105	221
uMzinyathi	01	17		92
Harry Gwala	01	04	13	65
King Cetshwayo	00	61	162	1132

The Kwazulu floods happened after fire incident of July, putting pressure to the mobilized resources from authorities and NS capacity in the province. Approximately 1,101 homes burnt in Durban, displacing over a thousand people.

Other small floods incidents were reported later in October and early November but with no significant impact. All the floods' conditions and waterlogged landscape led to a heightened risk of waterborne diseases and the contamination of drinking water sources, posing additional challenges to public health.

The floods situation with its regularity has had a negative impact on socio-economical wealth on these communities, affecting the livelihoods of communities who rely on agriculture and local industries. Vulnerable groups, including children, the elderly, and persons with disabilities, face increased risks, while protection concerns, such as gender-based violence and child protection issues, have emerged as critical challenges. In the scope of these floods, it becomes evident that a comprehensive and coordinated humanitarian response is essential to address the immediate needs of the affected populations, initiate recovery efforts, and enhance community resilience. The situation requires a multi-faceted approach that spans various sectors, including shelter, livelihoods, health, water and sanitation, protection, and community engagement. Important losses of material were reported.

Ultimately, the scope of the floods underscores the urgent need for collaborative action, not only to provide immediate relief but also to support long-term recovery and rehabilitation, ensuring that communities in the Western Cape can rebuild their lives and withstand future challenges. This emerges also as a learning from the recent humanitarian crisis in the past months.

Summary of Changes

Are you changing the timeframe of the operation	No
Are you changing the operational strategy	No
Are you changing the target population of the operation	Yes
Are you changing the geographical location	Yes
Are you making changes to the budget	No
Is this a request for a second allocation	No
Has the forecasted event materialize?	No

Please explain the summary of changes and justification:

Following the floods in late september 2023, SARCS has systematically deployed initial resources and some efforts from internal resources was deployed to Kwa-Zulu when floods happen. These happened in a context of several demands due to informal and urban back to back fires incident where NS was also called to intervene. These successive demands overstretched NS capacity to provide early response and life-saving assistance to affected communities following the round of floods in KwaZulu Natal from internal resources only.

In the same period, due to social unrest in the Kennedy Informal Settlement, despite several engagements with the government and communities, a solution was not found for a safe distribution of additional items purchased for Kennedy affected communities under the DREF. The government opposed to the distribution.

This document provides details on the above summarized evolution. It also updates on the adjustments made by the NS following humanitarian imperative in the field and inform the South Africa Red Cross Society (SARCS) and IFRC DREF stakeholders on the achievements. Hence this update explain:

- The redirection of unused stocks purchased under the MDRZA014 SOUTH AFRICA - FIRE to the assistance in Kwazulu floods affected communities after the floods that happened in end of October early November in the municipalities of: eThekweni, uMgungundlovu, uMkhanyakude with displacements and damages to critical families and public infrastructures as well as livelihoods.
- The revision to add the Kwa Zulu Natal province in the target for this flood's intervention. The province was initially not targeted. A total of 1,213 additional households have benefitted from the assistance in Kwa Zulu Natal and are reported in the intervention among



the communities reached by the NS, making the overall people reached by the time of this update to be 15,858 people. The intervention for floods is almost completed and the pending activities are linked to the evaluation and reporting of the various achievements. This include the PDM, the lessons learnt workshop and latest data from feedback system and to finalise the reporting.

Current National Society Actions

Start date of National Society actions

2023-09-26

<p>Shelter, Housing And Settlements</p>	<p>In the wake of the devastating floods in the Western Cape, the immediate need for shelters and housing has emerged as a critical concern. Thousands of families have been displaced from their homes, and providing safe and secure shelters has become a top priority. These shelters not only offer a roof over their heads but also serve as a sanctuary where flood victims can find refuge, comfort, and a sense of community during these challenging times.</p> <p>Feeding the displaced individuals and families within these shelters is another pressing matter. Access to hot meals and food parcels is vital to sustain their well-being and provide a semblance of normalcy amidst the chaos. These meals not only nourish their bodies but also offer a source of comfort and assurance during this period of uncertainty.</p> <p>Efforts to establish and maintain shelters, coupled with a continuous supply of food aid, are essential to address the immediate needs of those affected by the floods. It is through such initiatives that we can provide a lifeline to flood victims, ensuring their basic needs are met as they begin the process of recovery and rebuilding their lives.</p>
<p>Livelihoods And Basic Needs</p>	<p>SARCS has distributed 300 blankets, providing warmth and comfort to those affected. SARCS is in discussions with Shoprite Group (corporate partner) on potential support they could provide to the affected communities through the provision of soup kitchens. The support will enhance the provision of non-perishable food items, and bottled water thus complementing the response interventions by the National Society.</p>
<p>Health</p>	<p>The National Society First Aid team has been working to give First Aid and psycho-social support to the distressed families to help them cope with the situation and referring to necessary organizations and government departments for further support.</p>
<p>Water, Sanitation And Hygiene</p>	<p>Water, Sanitation, and Hygiene (WASH) have emerged as critical priorities in the aftermath of the Western Cape floods. The disaster has disrupted clean water access and sanitation facilities, heightening the risk of waterborne diseases. Access to water becomes an even greater concern due to the restriction of access roads being damaged and hindering the transportation of essential supplies, including clean water. To ensure access to clean and safe drinking water, as well as establishing sanitation facilities, it is paramount to prevent illness and maintain public health.</p> <p>Additionally, hygiene promotion campaigns are being conducted to raise awareness and encourage safe practices within affected communities. A comprehensive WASH response is essential to address these challenges and safeguard the well-being of the flood-affected populations, particularly when access to clean water is hampered by damaged infrastructure.</p>
<p>Protection, Gender And Inclusion</p>	<p>Protection, Gender, and Inclusion considerations are of paramount importance in the response to the Western Cape floods, particularly when addressing the needs of communities with varying levels of literacy. Vulnerable groups, including women, children, the elderly, and persons with disabilities, may have limited access to information and resources, making them more susceptible to exploitation and abuse. To ensure their protection and inclusion, it requires tailored strategies that prioritize their unique needs. This includes the establishment of safe spaces and community-based protection networks, which offer security and support. Raising awareness through</p>



	targeted awareness campaigns, especially addressing gender-based violence and discrimination, is crucial. Moreover, addressing the specific needs of illiterate individuals and communities through accessible communication channels is vital to ensure that they can access assistance, report concerns, and participate meaningfully in the response efforts. Inclusivity and sensitivity to gender dynamics and literacy levels are essential principles to ensure that no one is left behind in the recovery process.
Coordination	Coordination in the response efforts has been facilitated through government mechanisms (at the national and local level) as detailed below. SARCS is engaged in the government led platforms and coordination meetings at provincial and district level.
Assessment	<p>The volunteers continue to conduct assessments which have identified the following immediate needs:</p> <ul style="list-style-type: none"> • Food including hot meals and food parcels • Shelter • WASH items • Clothes • Cooking equipment • Blankets • Mattresses <p>Undertaking assessments in the wake of the Western Cape floods has marked some challenges. The hostile terrain, compounded by persistent heavy rainfall, has created treacherous conditions for assessment teams. Navigating through flooded and unstable areas has put the safety of responders at risk, necessitating careful planning and precautionary measures.</p> <p>Furthermore, the damage inflicted upon access roads has severely hampered the mobility of assessment teams, hindering their ability to reach remote and affected communities. Road closures, landslides, and submerged routes have tested the resilience of responders, requiring innovative solutions to ensure that no community is left unassessed or underserved.</p>
Resource Mobilization	<p>In the face of the widespread devastation caused by the floods in the Western Cape, the imperative of resource mobilization became abundantly clear. This critical endeavor required reaching out to various stakeholders, including government agencies, international organizations, the private sector, and the wider public, to rally support for flood relief efforts.</p> <p>One of the pivotal strategies employed was engaging with donors, both local and international. Through a concerted effort, organizations involved in the flood response have reached out to potential donors, sharing the urgent needs of affected communities and the impact their contributions could make. These engagements included direct appeals, informational campaigns, and donor conferences. The response from donors was heartening, with many recognizing the importance of solidarity during times of crisis. Their contributions, whether financial or in-kind, played a vital role in enabling the planned relief and recovery efforts to take shape.</p> <p>Radio stations emerged as a powerful ally in this endeavor. They provided a platform to broadcast appeals for assistance, share real-time updates on the situation, and mobilize public support. Radio hosts and journalists became the voices that resonated with listeners, helping them connect with the plight of those affected by the floods. Radio interviews and broadcasts not only disseminated information about donation channels but also inspired communities to come together and extend a helping hand.</p> <p>Additionally, social media and digital platforms amplified the reach of these campaigns, allowing for real-time updates and facilitating online donations.</p> <p>Online engagement enabled individuals and organizations, both near and far, to participate in the relief efforts, demonstrating the power of collective action.</p> <p>Resource mobilization for flood relief demonstrated the remarkable capacity of communities and institutions to unite in the face of adversity. The response was a testament to the compassion and generosity of people from all walks of life, illustrating that when we stand together, we can provide hope and support to those who need it the most.</p> <p>In the wake of the floods, resource mobilization efforts continue, reflecting an unwavering commitment to assisting communities in the Western Cape as they rebuild</p>



	their lives and communities. The response underscores the resilience and determination of all involved, reaffirming that in times of crisis, humanity shines brightest.
National Society EOC	<p>SARCS has a footprint in all the 7 affected areas and has managed to activate team of 7 staff and 35 volunteers to respond to the current humanitarian calamity. SARCS' response so far to the people temporarily placed in shelters and churches have received the following interventions:</p> <ul style="list-style-type: none"> • Assisting with evacuation of affected communities. • First Aid: 18 volunteers trained and deployed. • 960 5Lt clean water supply (bottled water). • Food aid (hot meals) to people impacted by the storm. • 300 blankets. • Hygiene packs. • 30 baby packs. • 5 Psychosocial First Aid volunteers deployed. • 2 PFL officers deployed for displaced families as the network towers was also affected by the storm.
Other	The NS is supporting the displaced people with RFL services to ensure those who have cellphones are able to charge their phones and also helping the affected people with means of communicating with their relatives via phone calls.

IFRC Network Actions Related To The Current Event

Secretariat	The IFRC is providing support to the National Society through its Country Cluster Delegation office in Pretoria. IFRC has been providing coordination and technical support.
Participating National Societies	No Participating National Societies are present in South Africa and no bilateral support has been reported.

ICRC Actions Related To The Current Event

No reported actions for now.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>Emergency Response: The government department coordinated by the Provincial Disaster Management Centre (e.g. Department of Social Development and Human Settlements), through its various agencies and departments, initiated an immediate emergency response. This includes deploying rescue teams, law enforcement, and emergency medical services to the affected areas to ensure the safety and well-being of residents.</p> <p>2. Evacuation and Shelter: Evacuation plans were put into action to move residents from high-risk areas to safer locations. Temporary shelters, such as community centers and schools, were set up to accommodate those displaced by the floods. The government ensured that these shelters were equipped with essential supplies like food, water, and blankets.</p> <p>3. Infrastructure Assessment and Repair: Government engineers and infrastructure experts have been assessing the damage caused by the floods to roads, bridges, electricity, and water supply systems. Repair and reconstruction efforts have been prioritized to restore essential services to affected</p>



communities.

4. Medical and Health Services:
 Medical teams and mobile clinics were deployed to provide pre-hospital care to those injured during the floods. Efforts were made to ensure that hospitals and healthcare facilities in the region remained operational and adequately staffed.

5. Coordination and Communication:
 The government has been actively coordinating with local authorities, non-governmental organizations (NGOs), and relief agencies to streamline relief efforts. Communication channels were established to disseminate information and instructions to the public about safety measures and available assistance.

6. Assistance for Displaced Families:
 The government has been working to assess the needs of displaced families, including access to temporary housing, food, clean water, and sanitation facilities. Efforts have been made to reunite separated families and provide counseling and support services.

7. Long-Term Recovery Planning:
 In addition to immediate relief efforts, the government has begun planning for the long-term recovery and reconstruction of the affected areas. This includes developing strategies to rebuild infrastructure, restore livelihoods, and enhance disaster resilience in the region. These interventions would be conducted through CVA, and WASH campaigns.

8. Financial Assistance:
 The government has allocated emergency funds to support relief and recovery efforts. Financial assistance programs have been established to provide aid to individuals and businesses affected by the floods.

9. Public Awareness and Safety Measures:
 Public awareness campaigns were launched to educate residents about flood safety measures, evacuation procedures, and how to access government assistance. This proactive approach aimed to minimize the risk of further casualties. The key focus was on structural recovery of roads to ensure access. The water system was compromised, and this is prime priority. Critical infrastructure like electricity is at the center of the disruption and hampers support and add to the critical situation.
 The Provincial authority is coordinating the response and any intervention.

UN or other actors

The Local Government (Municipalities) through Disaster Management and Department of Social Development identified evacuation center which the affected people could utilize but refused, due to threat of belongings being stolen. Other NGO's like Mustadafin, The Warehouse, Ali hum Daahd Foundation and Food Forward, assisted with food items and access to facilities for assisting the vulnerable people. Shoprite We Can truck was also out in the areas assisting the affected people. Gift of the Givers is on the ground supporting some of the victims with blankets, food and water.

Are there major coordination mechanism in place?

1. Province: Provincial coordination has been established in accordance with the National DM Contingency plan. Different clusters, such as food security, health, and shelter, have been coordinating the efforts of NGOs and UN agencies in their respective sectors.
2. Government Coordinating Body: The government has set up a coordinating body to oversee and harmonize the efforts of various actors involved in the response. This body works closely with the clusters and other partners to National authorities to ensure a cohesive and efficient response.
3. Regular Coordination Meetings: Regular coordination meetings are held at different levels to exchange information, align strategies, and address emerging challenges. These meetings involve government officials, UN agencies, INGOs, and local NGOs. Overall, coordination mechanisms in place have helped to ensure that response efforts are well-organized and that resources are allocated effectively to address the needs of the affected populations. These mechanisms have also facilitated information sharing and cooperation among the government, UN agencies, INGOs, and local NGOs in responding to the crisis.



Needs (Gaps) Identified



Shelter Housing And Settlements

In the aftermath of the Western Cape floods, which have had severe destructive impacts Shelter, Housing, and Settlements. This has left a great number of the affected people displaced. The municipalities have played a notable role in providing 3 temporary shelters in local community centres and local churches who have also stepped in to provide temporary shelter assistance. Based on these impacts, there is a gap in psychosocial first aid (PFA) and Mental Health and Psychosocial Support (MHPSS) which the national society is willing to cater for. In addition, there is a need for immediate shelter intervention. It's worth noting that many individuals and families, determined to remain close to their homes and communities, have opted to stay with friends and relatives, illustrating the resilience and strong bonds within these communities during challenging times. These collaborative efforts, including the utilization of community centres and the support of local church groups, underscore the importance of community solidarity in disaster response, ensuring that individuals and families have options to find shelter while remaining close to their home locations.



Livelihoods And Basic Needs

Access to safe and nutritious food is disrupted, leading to food shortages.

Amidst the challenges posed by the Western Cape floods, addressing livelihoods and basic needs has emerged as a critical priority. The flooding has disrupted not only homes and infrastructure but also the economic stability of communities, and their source of income. As homes and livelihoods have been swept away, it is imperative to provide immediate support for families to meet their basic necessities. Indeed, livelihoods that are often reliant on agriculture and local industries in the province have been destabilized, necessitating support for recovery.

The initial distribution of family items as blankets remains insufficient to cover the number of families affected. From NS field monitoring, there is an evident demand that exceed available resources, leaving many people in line with empty pots, exposed to bad conditions. Thus, highlighting the urgent need for additional food and non-food assistance.

The access challenge and impact on income generating activities/livelihood also has a side consequence on education which is now disrupted in some areas in the Province, affecting the learning of children. Distribution of non-food items and protection measures for vulnerable groups further contribute to meeting these basic needs.

Following the floods In Western Cape, with the progressive access, the Provincial team in consultation with SARCS National office conducted the initial needs assessment. The findings of the assessment showed the following:

- Majority (24 percent) of respondents required food supplies because their food was washed away.
- 23 percent sought cash assistance due to disruption of their livelihood sources which contributed to the sources of income.
- 17 percent desired shelter materials because most of the people had their houses destroyed/ damaged.
- 13 percent of the respondents required urgent need for health care services such as PSS because of traumatizing impacts of the floods.
- 13 percent of respondent required urgent assistance regarding the WASH intervention as most of them mentioned that the places affected where the informal settlement were the bucket system is still used for sanitation and during the floods the sewage waste was in their yards which posed risk to the health of the affected people most those who had chronic illnesses including children

The assessment was conducted in October 2023 involving 1858 respondents as shown in the table below. Below is a table of needs analysis by priority.

Category of needs	# of respondents putting in priority 1	Percent (%)	Ranking of the needs
Food	440	24	1
Cash assistance	430	23	2
Shelter	310	17	3
Health care	240	13	4
WASH	238	13	4
Mattresses and blankets	120	6	5
Other (clothes, water,)	80	4	6
Total	1858	100	

The detailed needs assessment is accessible at SARCS office.





Multi purpose cash grants

The Cash Voucher Assistance (CVA) program, implemented in response to the flooding in the Western Cape, holds multiple benefits that extend beyond immediate relief. One of the most significant advantages of CVA is its role in restoring dignity to the affected individuals and empowering communities to cater to their own cultural dietary requirements.

In addition to the significant benefits of Cash Voucher Assistance (CVA) in restoring dignity and catering to cultural dietary requirements, it also plays a vital role in helping flood-affected communities to provide for their livestock needs. This multifaceted approach extends support not only to individuals but also to the broader agricultural and livelihood aspects of these communities.

Livestock Care and Replacement: Many flood-affected households in the Western Cape rely on livestock for their livelihoods and sustenance. The CVA program allows these families to allocate funds to care for their existing livestock, ensuring they receive proper nutrition and veterinary care. Furthermore, in cases where livestock may have been lost or adversely affected by the floods, CVA provides the means to replace them. This helps safeguard the economic stability of these households and preserves their means of earning a living.

Community Resilience: Supporting livestock care and replacement through CVA contributes to the overall resilience of flood-affected communities. Livestock often serve as a crucial source of income and food security for these communities. By enabling individuals to invest in the well-being of their animals, CVA helps protect a valuable asset that can be critical for their recovery and long-term stability.

Sustainable Livelihoods: Livestock are not only a source of immediate sustenance but also play a role in sustainable livelihoods. By assisting communities in maintaining or replenishing their livestock, CVA promotes the continuity of agricultural practices and traditional ways of life. This, in turn, contributes to the long-term economic stability of the region.

Food Security: In many cultures and communities, livestock are a source of dietary protein and nutrition. By enabling families to care for their animals, CVA indirectly contributes to food security by ensuring a continued supply of animal-sourced foods.

Restoring Human Dignity: Disasters like floods can strip individuals off their sense of dignity and self-reliance. CVA addresses this by providing recipients with the autonomy to choose their own food and essential items, giving them a sense of control over their lives. This autonomy contributes to the restoration of their personal dignity, as they are no longer passive recipients but active decision-makers in their recovery.

Cultural Dietary Requirements: Cultural diversity is a hallmark of many communities, and it includes diverse dietary preferences and requirements. CVA allows recipients to select foods that align with their cultural and dietary needs, respecting their traditions and preferences. This flexibility ensures that individuals and families can maintain their cultural identity and dietary practices during their recovery, promoting a sense of normalcy and continuity.

Community Empowerment: Beyond the individual level, CVA empowers entire communities by promoting self-sufficiency. When communities are provided with the means to purchase their own food and essential items, it not only reduces their dependence on external aid but also fosters a sense of collective responsibility and resourcefulness. Communities become better equipped to address their unique needs and challenges, enhancing their overall resilience.

Enhancing Human Dignity: By allowing flood victims to make choices that align with their cultural and dietary preferences, CVA reinforces the belief that every individual deserves respect and dignity, regardless of their circumstances. It sends a powerful message that their cultural identity and dietary choices are valued and respected during a challenging time.

In conclusion, the Cash Voucher Assistance program not only addresses immediate needs and cultural dietary preferences but also recognizes the importance of livestock in the livelihoods of flood-affected communities. By providing financial support that can be directed toward the care and replacement of livestock, CVA plays a crucial role in bolstering community resilience, ensuring sustainable livelihoods, and enhancing overall recovery efforts in the Western Cape.



Health

The impact of the flooding in the Western Cape brought significant and multifaceted health risk and needs. The situation led to increased risk of waterborne diseases due to the contamination of water sources and the disruption of sanitation facilities.

Injuries, both minor and severe, have occurred as a result of the flooding, requiring medical attention. Furthermore, people on chronic medications face heightened vulnerability as access to required medications becomes compromised.

Consideration of some vulnerable groups as people on chronic medications who are facing heightened vulnerability as access to required medications becomes compromised, including routine immunization access for children. The scarcity of clean, drinkable water exacerbates the challenges, affecting the ability to take essential medications safely.

Additionally, the mental health and psychosocial well-being of affected individuals have been challenged by the trauma and stress



associated with the disaster.

Moreover, reproductive health services, with a particular focus on women and girls, are essential to safeguard the well-being of vulnerable populations.

Ensuring access to healthcare services, including emergency medical care, essential medicines, and uninterrupted chronic medication supplies, is paramount to address these health-related concerns. Healthcare access is crucial for addressing injuries and waterborne diseases while psychosocial support is essential for coping with trauma. A comprehensive healthcare response is crucial to mitigate the health impact of the floods and promote the recovery and resilience of affected communities.



Water, Sanitation And Hygiene

The impact of floods has disrupted clean water access and sanitation facilities, heightening the risk of waterborne diseases. Contaminated floodwaters pose a threat to clean water sources, emphasizing the need for clean water and sanitation facilities. Access to water becomes an even greater concern due to the restriction of access roads being damaged, hindering the transportation of essential supplies, including clean water.

Ensuring access to clean and safe drinking water, as well as establishing sanitation facilities, is paramount to prevent illness and maintain public health. Additionally, there is a need for hygiene promotion campaigns to raise awareness and encourage safe practices within affected communities. A comprehensive WASH response is essential to address these challenges and safeguard the well-being of the flood-affected populations, particularly when access to clean water is hampered by damaged infrastructure.



Protection, Gender And Inclusion

Protection, Gender, and Inclusion considerations are of paramount importance in the response to the Western Cape floods, particularly when addressing the needs of communities with varying levels of literacy. Vulnerable groups, including women, children, the elderly, and persons with disabilities, may have limited access to information and resources, making them more susceptible to exploitation and abuse. Ensuring their protection and inclusion requires tailored strategies that prioritize their unique needs. This includes the establishment of safe spaces and community-based protection networks, which offer security and support. Raising awareness through targeted awareness campaigns, especially addressing gender-based violence and discrimination, is crucial. Moreover, addressing the specific needs of illiterate individuals and communities through accessible communication channels is vital to ensure that they can access assistance, report concerns, and participate meaningfully in the response efforts. Inclusivity and sensitivity to gender dynamics and literacy levels are essential principles to ensure that no one is left behind in the recovery process.

There is a need for a component of child safeguarding as some children have sadly lost their lives due to electrocution. There needs to be support for children who are by themselves, orphans and vulnerable children and women as well.

There need to be specific considerations for persons with disability. Based on the community needs assessment, SARCS should have activities that are specifically consider persons with disabilities.

Cape Town has a large Muslim community hence a need to make considerations for specific religions.

Referral pathways will need to be strengthen in this disaster and partnerships with other entities.



Education

Enhanced Vulnerability and Capacity Assessment (ECVA) is a tool used in disaster risk reduction and emergency management to assess the vulnerabilities and capacities of communities and individuals in the face of various hazards and disasters. While ECVA primarily focuses on understanding the vulnerabilities and capacities, it is not specifically an educational tool in itself. However, the process of conducting an ECVA can serve as a valuable educational experience for both communities and the agencies involved. Here's how education is integrated into the ECVA process:

1. **Training and Capacity Building:** Before conducting an ECVA, agencies often provide training to community members, local authorities, and volunteers. This training helps participants understand the purpose of the assessment, the methodology, and how to collect and analyze data. This educational component is crucial for ensuring that those involved in the assessment process are well-prepared.
2. **Community Engagement:** ECVA is a participatory process, which means that communities themselves are actively involved in the assessment. During the assessment, community members share their knowledge, experiences, and perspectives, which can be educational for both the community and the assessment team. Communities often learn about the risks they face and ways to mitigate them through this process.
3. **Data Collection and Analysis:** Gathering data about vulnerabilities and capacities requires community members to share their insights and experiences. This data collection process can be educational in itself, as it encourages people to think critically about their



vulnerabilities and capacities and to articulate them.

4. **Risk Awareness:** The ECVA process often includes discussions about the specific risks and hazards that a community faces. This can serve as an educational opportunity for community members to learn more about the potential threats and how to prepare for them.
5. **Action Planning:** Following the assessment, action plans are often developed to address identified vulnerabilities and build on existing capacities. These plans may include educational initiatives aimed at increasing community resilience. For example, it might involve training on disaster preparedness, first aid, or evacuation procedures.
6. **Feedback and Learning:** ECVA is an iterative process, and the results of the assessment can inform future preparedness and resilience-building efforts. Communities and agencies can learn from the assessment's findings and adapt their strategies accordingly, creating an ongoing cycle of education and improvement.

In summary, while ECVA itself is not an educational program, it incorporates various educational components throughout the process. It empowers communities to better understand their vulnerabilities and capacities, equipping them with knowledge and skills to reduce their risk and enhance their resilience in the face of disasters. Additionally, agencies and organizations involved in ECVA often engage in capacity-building and educational efforts as part of their broader disaster risk reduction initiatives.

Education and Support: Enhanced Vulnerability and Capacity Assessment (EVCA) for Flood Victims in Western Cape:

In the ongoing response efforts to address the aftermath of severe flooding in the Western Cape Province, a key component of the assistance being provided is the implementation of the Enhanced Vulnerability and Capacity Assessment (EVCA). This initiative is aimed at providing education, support, and a structured assessment to assist flood victims in understanding their vulnerabilities and enhancing their capacity to recover from this disaster.

Overview of the EVCA:

The Enhanced Vulnerability and Capacity Assessment (EVCA) is a comprehensive approach designed to assess the specific vulnerabilities faced by individuals, households, and communities affected by disasters like the recent flooding in the Western Cape. It focuses on understanding the unique needs and challenges of flood victims to tailor assistance effectively.

Key Elements of the EVCA:

1. **Identification of Vulnerabilities:** EVCA begins with the identification of vulnerabilities that have emerged as a result of the flood. These vulnerabilities can be physical, emotional, social, or economic in nature.
2. **Assessment of Immediate Needs:** The assessment process evaluates the immediate needs of flood victims, including access to clean water, shelter, food, healthcare, and psychological support.
3. **Capacity Building:** EVCA also identifies the existing capacities within the affected communities that can be leveraged for recovery and resilience-building. This includes local skills, resources, and community networks.
4. **Psychosocial Support:** Given the emotional toll that disasters can have on individuals and communities, the EVCA includes a strong focus on providing psychosocial support and counseling to those in need.
5. **Community Engagement:** The assessment process involves active engagement with the affected communities to ensure their voices and perspectives are taken into account when planning and implementing recovery efforts.

The Role of Western Cape (WC) in Providing EVCA:

Western Cape is committed to providing EVCA to flood victims as part of its comprehensive disaster response strategy. This initiative involves trained personnel and experts who will work closely with affected individuals and communities to:

- Conduct thorough vulnerability assessments.
- Identify immediate and long-term needs.
- Offer guidance on accessing available resources and support services.
- Provide psychological support and counseling to those affected by the disaster.
- Facilitate community engagement and participation in the recovery process.

Benefits of EVCA:

The implementation of EVCA offers several benefits to flood victims and the broader community, including:

- **Tailored Assistance:** By understanding the specific vulnerabilities and capacities of each affected area, assistance can be tailored to address the unique needs of individuals and communities.
- **Informed Decision-Making:** EVCA results provide valuable data for decision-makers, enabling them to allocate resources effectively and prioritize recovery efforts.
- **Empowerment:** Flood victims are empowered to actively participate in their own recovery and resilience-building, ensuring a sense of ownership over the process.
- **Holistic Support:** EVCA takes into account not only the physical needs but also the emotional and social well-being of those affected.

The Enhanced Vulnerability and Capacity Assessment is a vital component of the Western Cape's commitment to assisting flood victims in their journey toward recovery and rebuilding their lives. It exemplifies the region's dedication to providing not only immediate relief but also long-term support to those affected by this disaster.



Community Engagement And Accountability

Most of the impacted people come from informal settlements. Therefore, the community needs to be engaged with when it comes to the potential of rebuilding their homes. The people need support with gathering their belongings. In which Lowry's Pass Village informal settlement is one of the impacted communities that needs to be considered for the interventions.

Community feedback mechanisms such as meetings with community members need to be prioritized. SARCS needs will be hands on with



their response. Accountability needs will be in place as the community members have lost everything. They will need constant communication.

Any identified gaps/limitations in the assessment

From recent floods assistance and the ongoing fire incident DREF learnings, assistance in the urban and semi urban area has proved to be more efficient through the cash, especially with when it comes to informal settlement as the solutions for shelter and favorable conditions are usually challenging to address through a divided sectoral approach. The Multipurpose cash flexibility is giving sufficient room to address the multiple needs and priority while ensuring the protection for the affected communities and ensuring ownership of decisions that could facilitate early recovery, especially for early recovery in diverse sectors challenging to cover in the scope of a DREF. In parallel, an accent on coordination for recovery planning and long-term solution is necessary to complement that approach. Indeed, a recovery planning is imperative for shelter solution in general but also to rebuild infrastructure, restore livelihoods. This requires sustaining resource mobilization, effective coordination among stakeholders, especially Government. Some effort in this regard is to consider the ongoing operations and will be coordinated based on the discussions to be held under this operation. Addressing these gaps and concerns demands continuous efforts, collaboration, and adaptability to ensure the well-being and recovery of flood-affected communities in the Western Cape.

In KZN, a rapid assessment was also conducted on the impact and needs not covered. The main needs were identified as essential households items, WASH material and services to prevent health risk. Despite the efforts from SARCS deployed to assist some of the affected there were still gaps.

Operational Strategy

Overall objective of the operation

The overarching goal of this DREF initiative remains centered on mitigating the immediate impact of floods, ensuring life-saving emergency assistance, and enhancing the well-being of affected populations. The focus areas include addressing humanitarian priorities such as Shelter, Health, Water, Sanitation, and Hygiene (WASH), Cash Voucher Assistance, Protection, Gender, and Inclusion (PGI), as well as Community Engagement and Accountability (CEA).

Specifically, the priority is to provide assistance to 15,858 individuals, equivalent to 2,713 families, who have been most severely affected by the floods in Western Cape and Kwazulu Natal during the period from September to early November 2023.

Operation strategy rationale

Initially, the National Society's (NS) plan detailed in the DREF application focused on assisting families affected in the Western Cape. However, a modification was implemented within the DREF scope to incorporate communities in Kwazulu Natal. This adjustment was made possible by utilizing unused stocks under the MDRZA014.

In line with the approved Fire DREF response, the South African Red Cross Society (SARCS) procured relief items intended for distribution in the Kennedy informal settlements, which were severely impacted by fires in August 2023. The procured relief items included 352 mattresses, 352 blankets, 1,213 hygiene packs, and 1,213 kitchen sets, all stored at SARCS provincial stores in KZN.

Regrettably, due to unforeseen challenges, including social unrest and safety concerns for both our team and the affected communities, the planned distributions were halted. Local communities raised claims expressing reluctance to witness assistance being provided to other groups while those affected by past disasters (both fire and floods) had not yet received sufficient support. These claims escalated, eventually reaching the government, which opposed the distribution for the safety of both the team and the communities.

In adherence to humanitarian principles and considering the challenging circumstances, SARCS, in coordination with the government, decided to recall all the procured items back to the warehouse. Given the urgent situation in KZN with the ongoing floods between October and November 2023, these relief stocks were redirected to assist families affected by the floods as a humanitarian imperative.

- The main assistance in Kwazulu are those distributions. These items came as a complement to NS stocks mobilized and deployed to reach the affected families/people. Additional services were deployed by the NS to ensure messages, prevention was conducted including PFA and first aid.

- For the intervention in Western Cape, initial plan was maintained and is almost completed. The plan included a shelter assistance, WASH, Health prevention and access to safe water. The NS distributed the blankets and mattress to families affected by the floods. Furthermore, the multi-purpose cash voucher assistance was distributed to reduce the significant loss and address the multi-sectoral needs to preserve dignity. The cash distribution gave flexibility to the families to make their own priorities for temporary shelter solution, livelihood and basic humanitarian needs. The cash entitlement was based on average food basket which is around 1,500 ZAR and additional 1,000 was



added to cover priority needs for either shelter/repairs or most pressing needs. In addition, SARCS distributed personal hygiene kits and bottled drinkable water to prevent exposed and vulnerable affected people against a deterioration of health to address WASH interventions. This support complemented the early assistance provided in August and September of hot meals and initial stock distribution replenished through the DREF.

In both provinces, a dignified response was prioritized for the people displaced and who lost their means of life and basic needs. SARCS allocated resources strategically to also reduce risks and ensure interventions meet the minimum standard of protection and inclusion within the short response window. This was made possible through few savings after assistance in Western Cape and the use of the stocks from MDRZA014 as detailed above. It is important to highlight that a complementary approach was the priority here among the active interventions and resources available. In that sense, despite covering also KZN, the Floods emergency appeal was not used to respond to the floods impact in October because the remaining 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. Furthermore, the Emergency appeal was in the end (closing Dec 1,2023) and the distribution of humanitarian relief such as blankets, mattresses and kitchen was already completed under EA and there was nothing left that could support the affected communities. 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.

SARCS strengthened coordination mechanisms among stakeholders to streamline response efforts and maximize impact within the limited time frame. Institutional engagements were established to scale-up shelter solution and promoted safe reconstruction/repair. At community level, the operation prioritized cash assistance and income-generating activities to support the swift recovery of livelihoods. The NS has been working with different stakeholders such as the Government such as KwaZulu-Natal Provincial Disaster Management teams and Department of Cooperative Governance and Traditional Affairs' (CoGTA), Humanitarian Agencies corporate organizations, and the private sector in assisting the flood affected people.

The operation prioritized hygiene promotion campaigns to ensure safe practices within communities. The volunteers were trained on epidemic & pandemic response with strong emphasis on e-CBHFA. Patients on chronic medication (hypertension and Antiretroviral treatment) were linked to public health facilities for continued care through mobile or off-site clinical services.

The NS implemented protection measures to ensure the safety and well-being of vulnerable groups within the three-month recovery window to address protection concerns, including gender-based violence and child protection issues. SARCS engaged local authorities and community leaders for joint efforts for the restoration of water sources and sanitation facilities to prevent waterborne diseases.

The affected communities were engaged to understand their evolving needs and aspirations within the short recovery period. Furthermore, the affected communities were empowered to ensure that their voices are heard, and their needs are understood. The operation also established a two-way communication channel through regular consultations and feedback sessions to foster a sense of ownership and trust. The operation ensured that community feedback systems was in place to collect, assess and respond to questions, complaints, compliments, feedback and sensitive complaints to maintain trust within the flood-affected populations.

Targeting Strategy

Who will be targeted through this operation?

SARCS targets 2,500 HHs (12,500 people) affected by the Western Cape floods, with a focus on families and individuals impacted by floods and relocated in the centers. The target was revised to include KZN 1,213 families. The overall target for this operation is now: 2,713 families: 2,500 HHs in Western Cape and 1,213 in Kwa Zulu Natal reached with different priority relief support and humanitarian services following the impact.

1,500 HHs (7,500 people) were selected in Western Cape as per the initial plan to receive cash, water treatment and hygiene kits.

The selection of direct target was prioritizing among the people displaced to the evacuation center, particularly those assessed as most impacted and exposed to further harm. Criteria were applied also in KZN to further define the beneficiaries. These include:

- Criteria link to the impact of the Disaster: Individuals and families directly impacted by the floods are the primary focus. This includes those who have suffered damage to their homes, loss of livelihoods, and disruption of essential services. The logic is to address the immediate needs of those most severely affected by the disaster.
- Specific vulnerabilities and common social marginalized groups: Women, children, child headed households, people living with disabilities, Pregnant and lactating mothers, the elderly (over 65), and low-income households.
- Families with people with disabilities.
- Specific priority to migrants and refugees.

Criteria will be disseminated and agreed with communities and local government authorities. A clear and understandable justification will be provided through meetings with communities and leaders on the selection of specific group or for exclusions of others. The targeting process and the selection of group will be put in priority based on combination of following factors:

1. Vulnerability factors, include pre-existing vulnerability and current vulnerabilities: Vulnerable groups often face heightened risks



during disasters due to various factors such as limited mobility, reduced access to information, and existing social and economic disparities.

2. Equity: Targeting these groups ensures that aid is distributed equitably and that no one is left behind in the response efforts.

3. Protection: Protecting the rights and well-being of vulnerable populations is a humanitarian imperative. Ensuring their safety and access to essential services is a core principle of disaster response.

To target these vulnerable groups effectively, the assessment will be conducted by the NS and will cover a vulnerability assessment to identify and locate vulnerable individuals and communities.

Inclusive programming will be ensured from targeting to the end of the project. Response activities will be designed to be inclusive, accessible, and sensitive to the unique needs of these groups.

Engaging with affected communities will allow for a better understanding of the specific needs and concerns of vulnerable populations, ensuring that they are heard and their needs are addressed.

By targeting these groups and tailoring the response to their needs, the operation aims to provide assistance that is not only effective but also inclusive and equitable, reflecting the core principles of humanitarian action.

Explain the selection criteria for the targeted population

The selection criteria for the targeted population in the Western Cape flood response operation is based on a combination of factors and considerations that prioritize those who are most in need of assistance, the level of impact, the pre-existing vulnerabilities of certain group and the social dynamics among the different groups when it comes to protection. The selection approach aims to be inclusive, equitable, sensitive to the social/cultural dynamic and focuses on upholding the rights and dignity of all individuals, especially those belonging to the vulnerable groups. This approach is grounded in international humanitarian law and human rights principles.

Vulnerability assessments and community engagement play pivotal roles in informing these criteria, allowing for a response that is both needs-based and rights-based, and with a strong focus on the most vulnerable segments of the affected population.

Total Targeted Population

Women	5,447	Rural	50%
Girls (under 18)	4,287	Urban	50%
Men	3,834	People with disabilities (estimated)	0%
Boys (under 18)	2,290		
Total targeted population	15,858		

Risk and Security Considerations

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

Risk	Mitigation action
<p>Access Constraints:</p> <ul style="list-style-type: none"> Risk: Damaged roads and dangerous terrain may hinder access to remote and isolated areas. 	<p>Mitigation:</p> <ul style="list-style-type: none"> Establish alternative transportation methods, such as air or water. transport, to reach inaccessible areas. Pre-position relief supplies. strategically to reduce response time. Collaborate with local authorities to prioritize road repairs and clearance.
<p>Resource Constraints:</p> <ul style="list-style-type: none"> Risk: Inadequate resources, including funding and personnel, may limit the scale and effectiveness of the response. 	<p>Mitigation:</p> <ul style="list-style-type: none"> Mobilize additional resources through fundraising and donor engagement. Collaborate with other humanitarian organizations to share



	resources and expertise. <ul style="list-style-type: none"> Optimize resource allocation by prioritizing high-impact interventions.
<p>Communication Challenges:</p> <ul style="list-style-type: none"> Risk: Disrupted communication infrastructure may hinder information sharing and coordination. 	<p>Mitigation:</p> <ul style="list-style-type: none"> Establish alternative communication systems, such as satellite phones and radio networks. Train response teams in effective communication protocols. Engage community leaders to help disseminate critical information.
<p>Protection Risks:</p> <ul style="list-style-type: none"> Risk: Vulnerable populations, particularly women and children, may face protection risks, including gender-based violence and child protection issues. 	<p>Mitigation:</p> <ul style="list-style-type: none"> Implement protection measures, such as safe spaces and community-based networks, to ensure the safety of vulnerable groups. Conduct awareness campaigns on protection and gender-based violence prevention. Provide specialized services for survivors of violence.
<p>Environmental Impact:</p> <ul style="list-style-type: none"> Risk: Response activities may have unintended negative environmental impacts, such as contamination of water sources or damage to ecosystems. 	<p>Mitigation:</p> <ul style="list-style-type: none"> Adhere to environmental guidelines and best practices in relief operations. Monitor and mitigate environmental risks associated with infrastructure repair and construction. Engage local environmental experts for guidance.
<p>Inadequate Community Engagement:</p> <ul style="list-style-type: none"> Risk: Limited community engagement may result in misunderstandings, resistance, or misalignment of response efforts with community needs. <p>Identifying and mitigating these operational risks is essential for a successful flood response operation. Regular monitoring and adaptation of the response plan based on changing circumstances are critical components of risk management in humanitarian efforts.</p>	<p>Mitigation:</p> <ul style="list-style-type: none"> Develop a robust community engagement strategy that includes regular consultations and feedback mechanisms. Promote community ownership and participation in decision-making. Ensure that response teams are culturally sensitive and respectful of local customs.

Please indicate any security and safety concerns for this operation

Security Risks: Security concerns, including theft, looting, and civil unrest, can jeopardize the safety of response teams and the distribution of aid.

Mitigation:

- Coordinate closely with local law enforcement and security agencies for protection during aid delivery.
- Implement security measures, such as community watch groups, to protect aid distribution points.
- Conduct security assessments and adapt response plans accordingly.

Planned Intervention



Shelter Housing And Settlements

Budget: CHF 114,619

Targeted Persons: 9,857

Indicators

Title	Target	Actual
# of blankets replenished from prepositioned relief aid	300	1,840



# of mattresses replenished from prepositioned relief aid	300	1,640
# of mobile lights purchased for safety and protection in evacuation centers	10	10
# of generator provided	5	1
#of families that received shelter assistance	1,500	2,713

Progress Towards Outcome

SARCS purchased and distributed EHI to 1,500 families that include: 3,000 units of blankets and 3,000 units of mattresses.

- 1,840 blankets and 1,640 mattresses of these items were replenishing the initial distribution made by SARCS by the time the procurement was completed. The late disbursement of funds required the NS to continue the distributions from the existing stocks in the first weeks. Additional distributions were completed, reaching a total of 7,500 people in Western Cape.
- In KZN, SARCS distributed blankets, mattresses and Kitchen set to a total of 352 HHs (1,001 people; 677 females and 324 males) in two locations of KZN. With internal stocks and resources, SARCS actions in KZN reached 596 households with items for which 352 HHs were reached through the stocks redirected from fire intervention.
- 10 mobile lights were distributed in the evacuation centres to increase safety and protection in the evacuation sites and will still be used in future response as the families left the centers.
- The five (5) UPS /generators (uninterrupted power supply) to assist during scheduled recurring power cuts were not possible to purchase due to low budget and only one generator was procured.
- The shelter partitioning required standards with technical support from an Engineer.
- The SARCS distributed in KZN the 1,213 kitchen sets un-used in Kennedy. These items helped families during the relocation.

The procurement of family dividers for gender consideration and privacy for the families staying in the shelters was not done. This was planned to contribute to protection and reduce exposure. However, the affected people have departed from the evacuation centers and moved back to their homes to rebuild and no longer needed it by the time the engineer was identified and had completed the evaluation of items and work.

In total, NS assisted 2,713 families (9,857 people) with EHI following the identified priorities.

Challenges:

As part of challenges and learnings at this stage of the intervention, SARCS underlined the following:

- Delay on the fund transfer and procurement impacted the delivery of additional assistance. Thankfully, the NS initial stocks were mobilized systematically to speed the assistance.
- The prolonged stay in shelters was costly and privacy was compromised. The budget was only enough to buy one generator because of error in calculation.
- The unused funds for evacuation sites gender separation will be used to pay the deficit for currency conversion for the overall budget.
- People complied the deadline to move back to their homes to rebuild and the volunteers participated in cleaning up of the homes of the affected which encouraged go back to their homes which should be continued in future responses.

Lessons Learnt:

- Access to resources is of utmost importance, as disaster and emergencies often disrupt access to necessities, like food, water and, disproportionately affect marginalized groups. There is need for more coordinated effort through the government line ministries to better help the affected people. This operation has had limited support on shelter especially on reconstruction because more work was required for government to provide guidance on designs, plans and bill of quantities (BoQs) for shelters to support the affected families.
- The NS needs to undertake more engagements to lobby with the government for the technical support on shelter assistance.



Livelihoods And Basic Needs

Budget: CHF 22,659

Targeted Persons: 12,500

Indicators

Title	Target	Actual
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# of people supported with hot meals	12,500	12,584
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Progress Towards Outcome

- SARCS supported 12,584 people with hot meals portions for 2 months In Western Cape.
 - The livelihood assistance was complemented by the multipurpose cash for some families. Other households' basic needs were covered through multipurpose cash assistance, reaching 1,500 HHs. People appreciated the support from the Red Cross as they were able to get meals for their families.
- No livelihood assistance was provided in KZN.

Challenges:

The support of meals was limited for people who were staying in the shelter while those who were not accommodated in the shelter were excluded. This was because it was difficult to combine those not living in the shelters due to security concerns.



Multi Purpose Cash

Budget: CHF 196,075

Targeted Persons: 7,500

Indicators

Title	Target	Actual
# of CVA refreshers training sessions conducted	1	1
# of CVA deployed volunteers	35	35
# Number of Households heads who successfully received cash vouchers after being identified and processed for support.	1,500	1,496

Progress Towards Outcome

SARCS successfully conducted one session of CVA refresher training targeting 35 volunteers who were involved in this response.

More so, the NS disbursed cash to 1,496 households targeting the selected people that met the selection criteria due to limited resources. Only 4 people did not receive cash because their numbers were not able to be verified but the staff and volunteers are working on that issue. The cash was meant to help them acquire different household materials including reconstruction of their houses. The team is currently monitoring the cash collection and encouraging people to check the messages on their phones.

The Post distribution monitoring will be conducted in the end of January 2024 to evaluate the cash assistance delivered and the planning process as soon as the distribution of cash is concluded. This provides an opportunity to learn and evaluate the whole cash assistance program.

Challenges:

The team experienced some delays of cash distribution due to prolonged verification of beneficiaries because their phone numbers were not reachable. Few people provided wrong telephone numbers while others were captured wrongly. However, the team is working hard to ensure that all eligible people are located so that they receive their cash entitlements.

Lessons learnt:

The NS need to strengthen plan for integrating cash assistance with other development initiatives to provide long-term support and promote self-reliance.



Budget: CHF 14,351

Targeted Persons: 15,858

Indicators

Title	Target	Actual
# of people reached with health promotion as a response to an emergency by community-based volunteers	12,500	9,004
# of people who receive mental health and psychosocial services in emergency situations from RCRC	12,500	7,920
% of NS volunteers and staff receiving refresher training of volunteers and staff on Health in Emergencies	100	86
% of people that require first aid that received it	100	86
% of volunteers and staff that receiving refresher training on PFA and PSS	100	86

Progress Towards Outcome

Achievement

- SARCS deployed 55 volunteers for both provinces: 35 volunteers in Western cape mobilized for multisector assistance that include provision of mental health support to floods affected people. Furthermore, NS through Mental Health and Psychosocial Support Service (MHPSS) and provision of psychosocial first aid reaching 1,001 people. During the distributions in KZN, 20 volunteers engaged also provided prevention messages and orientations on the use of items.
- 86% Staff and volunteers were provided with refresher training sessions on health promotion, PFA and PSS services.
- Through sensitization of health promotion in emergencies, NS reached 1,084 people in the Western Cape affected areas. Furthermore, NS through Mental Health and Psychosocial Support Service (MHPSS) and provision of psychosocial first aid reached 7,920 people.

NS under Health and care service collaborated with government departments like Department of Social Development (DSD) and department of health to ensure a clear referral pathway for Mental health and psychosocial support interventions that requires advanced counselling and further intervention. Follow-up sessions were conducted to ensure affected people recover from the trauma caused by the floods.

Challenges:

Some of the people were clearly going through trauma and were not so keen on joining the awareness and hygiene promotions. The mobile campaigns helped to disseminate the messages.

Lessons learnt:

Implementation on vector control measures, disaster preparedness and offering mental health support within the affected areas should be prioritized at all times.



Water, Sanitation And Hygiene

Budget: CHF 24,572

Targeted Persons: 13,073

Indicators

Title	Target	Actual
#of families supported with drinkable water for 3 months	1,500	2,880
# of volunteers trained on WASH in Emergencies	35	35
# of sensitization sessions	6	6
#of people reached by WASH assistance	12,500	13,073
# of families supported with hygiene pack	1,500	1,854

Progress Towards Outcome

With support from IFRC, 35 volunteers went through a Hygiene and Health refresher training in Western Cape ahead of the 6 Hygiene and Health sensitization sessions that were conducted reaching a total of 12,072 people. Water, sanitation and hygiene promotion services were ensured, including the distribution of essential hygiene-related materials such as hygiene kits.

- SARCS provided a total of 2,713 kits hygiene kits in Western Cape and KZN.

* 1,820 hygiene kits to the affected population targeting women, children, pregnant women, lactating women, the elderly, and people with disability. Stocks from Fire incident were used to extend the target in Western Cape.

* The Balance of hygiene packs were distributed in KZN the flood affected families. 1,854 Families have seen their hygiene conditions increase.

- Safe and clean drinkable water was provided to 2,880 affected people in Western Cape but that assistance was not implemented to KZN. This represents the 1,500 HHs targeted and additional households that had one or 2 individuals per houses or some host families.

- In addition, with unused funds from other budget, mainly under shelter, NS increased the assistance with 480 bags of nappies and baby food distributed to vulnerable mothers who had small children. This need was identified during the protection rapid evaluation.

- Awareness campaigns were conducted in both Western Cape and KZN reaching 13,073 people (12,072 people and 1,001 people respectively) by November 2023.

Challenges:

Lack of information regarding the WaSH activities in addition to lack of interest in some people who were affected due to the stress of losing all their belongings.

Lessons learnt:

Advocating for adequate support for WASH interventions is crucial in emergencies to ensure the timely and effective delivery of assistance. Building the capacity of local communities and response teams before emergencies occurrence helps in rapid and efficient WASH response during crises.

PSS should be prioritized during and after disaster impact.



Protection, Gender And Inclusion

Budget: CHF 252

Targeted Persons: 13,073

Indicators

Title	Target	Actual
% of RCRC staff and volunteers trained on Minimum Standards for Child Protection in Humanitarian Response	100	100
# of referrals made (SGBV, Child Protection or other) via a common referral pathway	1	-



Progress Towards Outcome

SARCS conducted PGI briefing on the minimum standards for PGI in emergencies to all the 35 volunteers to equip them with necessary skills, to ensure coordination with local stakeholders to establish referral pathways for child protection and sexual and gender-based violence (SGBV), and carry out child protection awareness raising sessions, with community leaders and community members to increase male engagement on SGBV prevention and response.

The NS ensured that PGI was integrated into all programs by providing SGBV, PSEA, and Child Safeguarding awareness-raising campaigns in evacuation centres and surrounding affected communities. To date, there have been no recorded cases of abuse, especially among women and children.

Challenges:

Limited of privacy on the affected people.

Lessons learnt:

Continuous awareness of the movement to conduct and do no harm principle for affected population and volunteers. GBV awareness campaigns for staff, volunteers, and affected populations is necessary in all operations.



Community Engagement And Accountability

Budget: CHF 3,814

Targeted Persons: 15,858

Indicators

Title	Target	Actual
# of volunteers trained on CEA	35	35
# of community feedback mechanisms deployed	1	-

Progress Towards Outcome

35 volunteers participated in a CEA orientation session to equip them with the necessary skills as they support the intervention. SARCS through CEA approaches, ensured the engagement and involvement of the stakeholders including the communities being supported throughout the response, using Community Feedback Mechanism tools which helped to ensure that relevant information was passed to and from the community.

The National Society conducted some of the field supervision and has been engaging in field missions providing technical support to the team who are actively involved in the operations to strengthen the effectiveness of implementation actions for this Operation.

To strengthen the implementation actions for this Operation, the NS used three methods of community engagement by having contacts with the affected community, engaging them in meetings and through loud hailing within communities providing early warning including when conducting assessments.

No new community feedback system was established but rather the NS utilized the existing feedback mechanisms.



Secretariat Services

Budget: CHF 9,064

Targeted Persons: 5

Indicators

Title	Target	Actual
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#monitoring conducted	4	2
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Progress Towards Outcome

SARCS and IFRC together conducted 2 field monitoring visits to provide the province with necessary support to implement the operation efficiently. In addition, the Cluster Snr DM Officer works closely with the whole team both from NS and Cluster to ensure coordination of operation and implementation. The Cluster and NS PMER work very closely in developing necessary monitoring and reporting tools for the operation. With support from the Cluster Snr Finance Officer, the NS Finance team had all the necessary technical support needed to ensure financial systems for the operation were set up and were implemented well including the procurement team.

Challenges:

Main challenge was the delay in disbursement of funds for the operation that caused a delay in NS implementing operation with immediate effect due to lack of undesignated funds to procure some of the necessary response materials for this operation in the affected communities.

Lessons learnt:

NS need to strengthen its resource mobilization strategy to ensure that it has undesignated fund to ensure that additional resource are always there for/during emergencies to respond effectively while waiting for disbursement of funds for a specific operation.



National Society Strengthening

Budget: CHF 37,874

Targeted Persons: 42

Indicators

Title	Target	Actual
# of staff and volunteers trained and mobilised	42	42

Progress Towards Outcome

35 volunteers who were involved in Western Cape were insured, provided with personal protective equipment and provided with refresher training on cash voucher assistance, PGI, CEA, WASH and other disaster response interventions. SARCS ensured the operation was strategized based on the availability and latest assessment and operational data to strengthen coordination in this response, SARCS national office hosted 5 coordination meetings where information exchange and updates regarding the response was shared. Furthermore, NS provided support to the province with necessary support to implement the operation efficiently such as corporate services activities.

Coordination was done as well as a continuous monitoring until November. To strengthen coordination and partnerships in this response, SARCS took part on coordination platforms by participating to at least 7 meetings with Government agencies and other stakeholders in Joint Operational Committee (JOC) meetings which were spearheaded by both provinces and district municipalities to ensure well-coordinated recovery intervention and that people's dignity is protected. At community level, the team worked hand in hand with the available structures including local leaders and volunteers to identify and address the affected people priority needs. There was no specific target set under this priority.

About Support Services

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

The operation engaged 7 staff members and 35 volunteers in the various locations affected in Western Cape and 20 in KZN to distribute relief items, cash intervention as well as conduct assessments. Furthermore, they will also assist with referrals of other services that the NS is unable to provide.



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

The National Society made the relief items procurement. With the delay of funds, the NS distributed more items in advance to around 500 HHs and the remaining were assisted when stocks were received.

Stocks used to assist KZN affected households were from MDRZA014 fire incident DREF that were not able to be distributed for the Kennedy fire incident.

How will this operation be monitored?

The IFRC through its country office in Pretoria, and with the support from the regional level colleagues support SARCS in the monitoring of the response. IFRC is able to support on areas such as logistics, and will conduct coordinated monitoring visits with key stakeholders. The monitoring process will focus on adherence to minimum standards in humanitarian service delivery, compliance to humanitarian principles guiding the Movement's humanitarian operations, timeliness in the delivery of supplies and services to beneficiaries, management of supplies during storage, accuracy, completeness, and timeliness of reporting among others.

Please briefly explain the National Societies communication strategy for this operation

The National Society's communication strategy for this flood response operation in the Western Cape includes the strategic use of social media platforms and updates to the organization's websites. These digital channels serve as essential tools for real-time information sharing, community engagement, and resource mobilization.

The IFRC provided crucial support in this aspect as well, collaborating closely with the National Society's communication team to optimize the use of social media platforms such as Facebook, Twitter, and Instagram. This collaboration has involved crafting impactful social media messages, sharing updates on relief efforts, and actively responding to community inquiries and feedback.

Additionally, the IFRC will assist in making necessary changes and updates to the National Society's websites by ensuring that the websites are regularly refreshed with the latest information, including situational updates, success stories, and appeals for support.



Budget Overview



DREF OPERATION

MDRCCxxx - The South Africa Red Cross Society Floods

Operating Budget

Planned Operations	376,342
Shelter and Basic Household Items	114,619
Livelihoods	22,659
Multi-purpose Cash	196,075
Health	14,351
Water, Sanitation & Hygiene	24,572
Protection, Gender and Inclusion	252
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	0
Environmental Sustainability	3,814
Enabling Approaches	46,937
Coordination and Partnerships	0
Secretariat Services	9,064
National Society Strengthening	37,874
TOTAL BUDGET	423,280

all amounts in Swiss Francs (CHF)



Contact Information

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

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