

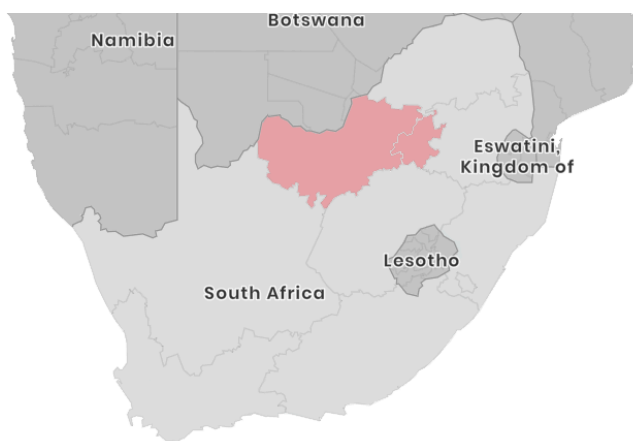


SARCS staff and volunteers conducting Assessment

Appeal: MDRZA013	Total DREF Allocation: CHF 499,978	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2022-000382-ZAF	People Affected: 56,177 people	People Targeted: 12,500 people	
Event Onset: Sudden	Operation Start Date: 24-12-2022	Operational End Date: 30-06-2023	Total Operating Timeframe: 6 months
Targeted Areas: Eastern Cape, Free State, Gauteng, Limpopo, Mpumalanga, North-west			

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 National Society, would like to extend thanks to all for their generous contributions.

Description of the Event



Date of event

11-12-2022

What happened, where and when?

Between the 10th and 11th of December 2022, the provinces of Gauteng and North West experienced devastating floods. The hardest-hit areas were informal settlements located near rivers, below flood lines, and rural areas, particularly on steep hillsides with little to no protective infrastructure. Specific parts of Vereeniging, Brakpan, Soweto, Kliptown, Protea South, Bram Fisher, Nancefield Hostel, Lenasia, and Alexandra in Gauteng province, as well as Bojanala (Rustenburg) in the North West province, were impacted by the floods.

Coordinated joint rapid assessments conducted by SARCS Provincial offices and Provincial disaster management centers, in collaboration with various government sector departments, revealed that around 40,000 people were impacted, equivalent to approximately 8,000 households in the two provinces. Some of the affected populations were accommodated in community centers as temporary shelters.

While the National Society was responding to the flood impact in the two provinces, the South Africa Weather Services (SAWS) issued a flood threat warning in the second week of February 2023. The warning informed that a slow-moving upper-air cut-off low-pressure system, in the form of an easterly wave, would wreak havoc in Free State, Limpopo, Mpumalanga, and KwaZulu-Natal Provinces. This system was moving over the western interior, creating a convergence zone over Gauteng and the eastern parts of the North West provinces. Following the early warning release, South Africa continued to experience heavy rains consecutively, resulting in excessive ground saturation and a sharp rise in dam levels, causing flooding in some provinces. As a result of persistent rainfall, four additional provinces (Free State, Eastern Cape, Limpopo, and Mpumalanga) were affected, leading to an increase in the number of affected individuals to a total of 56,177 people, equating to 12,709 households. In response to this humanitarian crisis, the national society had to expand assistance from 6,500 people (1,300 households) to 12,500 people (2,500 households) in mid-February to accommodate the additional provinces affected. This assistance included support in the areas of water, sanitation, health, and multi-purpose cash vouchers, made possible through the extension of DREF funding to effectively respond to all six affected provinces.

The impact of the floods was severe, resulting in the destruction of infrastructure such as roads, houses, gardens, small businesses, and electricity connection lines across all affected provinces. Homes, in particular, were heavily impacted, as many were constructed with



basic materials such as tin sheets, wood, and mud. Unfortunately, a significant number of these homes were completely submerged in water, causing people's belongings, including furniture, utensils, groceries, blankets, and clothes, to become wet or washed away. This left many individuals homeless and displaced.

With the assistance of the government through the Cooperative Governance and Traditional Affairs (COGTA) and Disaster Management Centers (DMCs), the South African Red Cross Society (SARCS) identified community halls in provinces such as Gauteng, Northwest, Mpumalanga, and Eastern Cape to serve as evacuation shelters, providing safe and essential emergency shelter to affected households.

Despite SARCS' efforts to minimize the impact of floods in disaster-prone areas, a forecast released by the South African Weather Service (SAWS) warned of the potential severe impact of Tropical Storm Freddy. The possible escalation of NS intervention had to take into account the scope of Tropical Storm Freddy to ensure no further risks were encountered as it approached. Thankfully, no further significant incidence was recorded, limiting the impact to the above. Freddy Cyclone/Storm decrease on intensity and the forecasted impact linked to its trajectory never happen.

Through the DREF, the National Society has been providing support to 12,500 people (2,500 households) through this intervention.



SARCS Staff, Volunteers collaborating with stakeholders conducting lessons learnt Workshop.



CVA launch in Mpumalanga province

Scope and Scale

South Africa experienced severe rainfall with consecutive rain events in December 2022 and February 2023. The heavy rain and overflowing rivers impacted 7 provinces: Eastern Cape, Free State, Gauteng, Limpopo, Mpumalanga, and North West. A total of 56,177 people were affected, with 40,000 people impacted from the 11th of December and an additional 16,177 people affected in February 2023.

The initial floods on the 11th of December posed a significant threat to communities living along riverbanks, flood plains, swampy areas, and low-lying regions. Limited drainage and the inability of soil to absorb runoff from roads and paved surfaces due to saturation resulted in flooding in parts of Gauteng and North West provinces. Assessments indicated that over 40,000 people (8,000 households) were affected, with 3,826 households significantly impacted (3,326 in Gauteng and 500 in North West), leading to displacement. Displaced households suffered damage to their livelihoods, food stocks, and shelter, leaving them destitute and traumatized.

A second wave of heavy rainfall occurred in February, prompting the government to declare a National State of Disaster on the 13th of February 2023. This declaration aimed to facilitate an intensive, coordinated response to the floods affecting Mpumalanga, Eastern Cape, Gauteng, KwaZulu-Natal, Limpopo, Northern Cape, and North West provinces. Mpumalanga and Eastern Cape were identified as the hardest-hit provinces, with impacts including over 48 fatalities, 12 missing persons, and 1,568 affected individuals (primarily in Eastern Cape). Numerous homes were flooded, vehicles swept away, and infrastructure damaged. However, significant damage to infrastructure, including roads, bridges, schools, and health facilities, was reported across the affected provinces, hindering access to essential services for vulnerable groups such as pregnant women, lactating mothers, and children under 5 years old. In the aftermath of the floods, a total of 12 evacuation centres were established to accommodate those who have been displaced, including those affected by the floods on December 11th. The devastating effects of the floods underscore the urgent need for comprehensive disaster preparedness and response strategies to mitigate the impact of the disasters on vulnerable communities. The above impact of floods was witness in a context of over stretched resources from local authorities and National Societies'. The local capacity and ability to cope with the successive impact was low since it had been responding to occasional flooding since December 2022.

While responding to the floods, the forecast released by South African Weather service (SAWS) was expecting another severe impact due



to Tropical storm Freddy landing. Thankfully, no further significant incidence was recorded, limiting the impact to the above. Freddy Cyclone/Storm decrease on intensity and the forecasted impact linked to its trajectory never happen.

Source Information

Source Name	Source Link
1. Government of south africa	https://www.gov.za/news/media-statements/water-and-sanitation-urges-communities-move-high-lying-areas-12-flood-gates
2. DREF Operation and operation update published	https://www.ifrc.org/fr/appeals?date_from=&date_to=&search_terms=&search_terms=&appeal_code=MDRZA013&search_terms=&text=

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	NS was able to provide for 2,694 of the affected population. The distributed hygiene kits catered to women, men, children, pregnant women, lactating women, and people with disabilities, funded by various organizations like Old Mutual and L'Oréal South Africa.

IFRC Network Actions Related To The Current Event

Secretariat	The IFRC continues to provide technical guidance to the National Society for flood preparedness and the implementation of the DREF operation. NS participated in biweekly calls as a platform for exchanging information with IFRC technical leads, as well as making critical operational decisions. On the 1st of February 2023, IFRC and an ECHO representative conducted a field visit to Gauteng to assess the progress of the operation. in response to the floods, an IFRC delegate was deployed to join the National Society team in Mpumalanga to support communication coverage.
Participating National Societies	There are no PNS in-country or supporting the operation.

ICRC Actions Related To The Current Event

The ICRC continued to provide RFL support to NS in order to facilitate RFL services such as phone call service, phone charging, internet connection services, and Red Cross messaging for displaced people.

Other Actors Actions Related To The Current Event

Government has requested international assistance	Yes
National authorities	The government response remains the same for every disaster response. The government through Cooperate Governance and Traditional Affairs (COGTA) and



Disaster Management Centers (DMCs) identified community halls in which the affected people were accommodated. Department of Social Development (DSD) provided psychosocial support (PSS) and some blankets. More so, they are responsible for coordinating relief from other humanitarian organizations that provided relief to affected people to avoid duplication of services. Furthermore, they were tasked with coordinating relief efforts from various humanitarian organizations to prevent duplication of services for affected individuals. The Department of Education (DOE) played a crucial role in assessing the impact of floods on schools and developing strategies to ensure that children could return to school promptly. In terms of shelter initiatives, the Department of Human Settlement (DHS) collaborated with local authorities, including traditional leaders and municipalities, to secure safer land for displaced individuals and provide them with more secure and sustainable shelter options.

UN or other actors

The South African Weather Services (SAWS) consistently provided weather updates, including early warning messages, that helped the National Society stay informed and updated on weather conditions. Furthermore, the SAWS updates aided the National Society in delivering accurate messaging to vulnerable communities. In light of the threat posed by ex-cyclone Freddy, the National Society utilized information from the SAWS, translated it into a language understandable to local communities, and disseminated it, especially to those residing in flood-prone areas.

Santam and Standard Bank provided funding for cash voucher assistance in Mpumalanga, Northwest and Limpopo province, while Old Mutual provided and assisted with the distribution of food parcels and hygiene/dignity kits. Additionally, L'Oreal South Africa contributed hygiene packs across all six affected provinces.

The Gift of the Givers had provided relief materials in the form of food parcels and hygiene kits in all the affected provinces. It was reported that they had reached over 2000 households. Additionally, UNICEF had provided hygiene kits in the Eastern Cape and reportedly reached 400 people.

Are there major coordination mechanism in place?

The coordination mechanisms for disasters were standardized. Joint Operation Committees (JOC) were activated by the Disaster Management Centre (DMC) at all levels, including national, provincial, district, and local municipality levels. The South African Red Cross Society (SARCS) actively participated at all levels to enhance its auxiliary role. The Department of Social Development (DSD) was responsible for coordinating relief efforts from both the government and other partners involved in the response operation. The Community Police Forum (CPF) was responsible for security and assisted in mapping, including allocating shelter halls to accommodate displaced people. The Department of Social Development (DSD) provided psychosocial support (PSS) and distributed blankets. Additionally, the DSD coordinated relief efforts with other humanitarian organizations to prevent duplication of interventions. The South African Red Cross Society (SARCS) ensured active participation at all levels to ensure proper coordination of its response interventions.

Needs (Gaps) Identified



Shelter Housing And Settlements

Cumulatively, the floods witnessed in December 2022 and from 9 to 19 February, floods impacted again the provinces already affected in December and additional one. Government even declared the emergency state. The situation further deteriorate on 19th February when overflow of water received from rains have to be released from the Vaal dam in the Gauteng Province which resulted in flooding downstream of Vaal River especially adversely affecting Free State, Northwest, and Northern Cape Provinces.

56,177 people affected in total and severe shelter damages. 4,709 households flooded and damages or destroyed across the affected provinces: 1938 in Mpumalanga, 807 in Limpopo, 724 in Eastern Cape, 453 in Gauteng, 366 in KwaZulu Natal, 300 in Northwest, and 121 in Free State. This exacerbated the challenges faced by the National Society in responding to the December floods, as their prepositioned stock depleted.

A total of 11 additional shelter settlements were established to relocate people affected by the December floods. Families impacted by the floods were in need of household items and basic necessities. 07 shelter set-up after february impact.



The National Society had to enhance its support to assist an additional 1,200 households, while 1,300 households had already received essential items like blankets and mattresses. The procurement and distribution process for the initial round followed government guidelines.



Livelihoods And Basic Needs

The devastating floods have decimated people's food security and livelihoods across all seven affected provinces. Farmers saw their crops washed away and lost their livestock to the floods, leaving them vulnerable to social insecurity and poverty. It was imperative for NS to provide support to these families through interventions that can help them meet their urgent basic needs.

In response to the floods, through support from some partners we were able to assist 868 households housed in evacuation centres but remains a gap of 700 households in need of aid. These families were grappling with the same challenges identified initially, including the loss or destruction of their income, making it difficult for them to meet their basic needs and sustain their livelihoods.



Health

The impact of the flood caused immense stress and trauma for the families affected. Many individuals were left distressed and concerned about the loss of their assets and means of livelihood. The Department of Social Development (DSD) provided Psychosocial Support Services (PSS); however, they were unable to reach all affected households. The South African Red Cross Society (SARCS) complemented the government's support efforts. SARCS, with its PFA trained volunteers, provided Psychosocial First Aid during the flood response, while the government stepped in when individuals required counselling or other mental health interventions. Community assessments have shown that mental support was a top priority for residents. The National Society expanded its health promotion and awareness efforts, as well as the provision of PFA, to an additional 11 evacuation centres and surrounding areas. Furthermore, an additional 90 volunteers were enlisted to support health activities.

South Africa has reported 5 cases of cholera, with one being confirmed. It is crucial that communities are informed and encouraged to practice good hygiene practices during this operation.



Water, Sanitation And Hygiene

The floods resulted in 1,568 displaced individuals being accommodated in 12 evacuation centers, where they were provided with access to clean drinking water and hygiene education to prevent disease outbreaks. The water and sanitation infrastructure at both community and household levels was also significantly impacted by the floods.

Priority needs in the shelters included portable water and hygiene kits. The National Society conducted hygiene promotion and awareness campaigns in the affected communities and two evacuation centres, successfully reaching their target of 12,500 people, the National Society through its support and increase volunteer assistance .



Protection, Gender And Inclusion

Through collaborations with government sectors, particularly local municipalities, SARCS ensured that PGI was integrated by raising awareness on SGBV, PSEA, and Child Safeguarding in evacuation shelters. As a result, there were no reported cases of abuse, particularly among women and children in the shelters. However, overcrowding in established shelters exposed women and girls to increased risks of assault. Additionally, the destruction of livelihoods and delayed response interventions in affected communities could potentially lead women and girls to engage in risky behaviors for financial gain. Furthermore, the lack of user-friendly facilities for people with disabilities resulted in their exclusion from using sanitation facilities at evacuation centers.

SARCS also ensured that the community feedback mechanism, which was to be established, included a confidential system for receiving, handling, and responding to sensitive complaints, including reports of SGBV and SEA by SARCS staff and volunteers. Volunteers were tasked with disseminating information on available services and how to access them.

Following the floods, many households lost essential belongings such as identity documents, food supplies, clothing, bedding, and household items. This has exacerbated vulnerabilities in the affected population, particularly putting women and girls at a heightened



risk of GBV and SEA.

Apart from the Department of Social Development (DSD), SARCS is the sole partner supporting PGI. The National Society has expanded awareness and education efforts to include an additional 11 centers and surrounding communities.

Operational Strategy

Overall objective of the operation

The overall objective of the operation was to respond to the immediate humanitarian needs of approximately 2500 most vulnerable households (12,500 people) who were impacted by the floods that occurred in 6 provinces. This was achieved through a coordinated intervention that was focused on the provision of a multipurpose cash grant, WASH, health services, and shelter in the Gauteng and Northwest; Mpumalanga, Eastern Cape, Limpopo, and the Freestate for a period of 6 months.

Operation strategy rationale

The operation was launched on 24.12.2023 for an allocation of CHF 351,953 to support 1300 households(6,500 people)in the initial 2 affected provinces. After the impact of the February floods, the DREF operation was expanded with a second allocation of CHF 148,025 to support additional 1200 HH affected communities in five provinces. SARCS hence successfully managed to scale-up their support after Government declaration of emergency, aiming to extend the assistance to the newly affected communities in the Eastern Cape, Free State, Gauteng, Limpopo, Mpumalanga, North-west. Increasing the number of people targeted by the National Society to 2,500 households (12,500 people). The National Society also anticipated the impact of ex-cyclone Freddy, projected to affect Limpopo and surrounding areas.

Immediate relief support was provided in the form of in-kind and cash to 2500 households to help them better cope with the incidence of the floods and reduce their vulnerabilities. Essential household materials provided included blankets and mattresses. The focus was on early recovery through integrating Cash Voucher Assistance (CVA) and in-kind relief in response efforts to address the humanitarian crises following the floods in various sectors such as WASH, multipurpose cash grants, health, and shelter.

The operational strategy rationale, including the revisions made in February sought to address the needs identified during the Needs assessment through the following strategy:

- Provision of shelter support and relief items. This includes blankets, mattresses,
- Provision of hot meals to 12,500 displaced people targeted in the shelters and relocation sites.
- Multi-purpose grants to 2000HH in total affected by the floods from December to february. 1300 households(6,500 people) affected in December 2022 and additional 700 HH affected in February. Priority given to the people leaving in the shelters will be supported with MPC to access their immediate basic needs.
- Capacity building and sensitization to 60 volunteers on CVA, PGI and CEA, Visibility materials and protective clothing for operation response team.
- Immediate humanitarian services were oriented towards psychosocial first aid, health and WASH prevention messages, and the use of distributed items to ensure communities took ownership of their situation and were able to recover effectively.
- Providing continuous support for early warning systems based on weather information received and alerts for TC/TS Freddy. Following weather information and surveillance of tropical cyclone/storm alerts, significant coordination and preparation were put in place for the anticipated increase in rainfall. The National Society, in collaboration with the government, worked to strengthen the early warning system and ensure readiness for messages and evacuations. In the first half of February, as the forecast predicted intensified floods events, the National Society and the Government focused on issuing early warning messages in the affected areas.
- Assistance was provided to affected communities to stabilize and ensure they were provided with safe evacuation shelter and immediate food assistance in the form of hot meals as the initial response. The National Society (NS) worked tirelessly with the Government on evacuations and temporary relocations to identified evacuation centers where hot meals were distributed.
- The intervention was based on assessed needs. Initially defined based on the joint assessment released by the Government and further expanded based on data collected by branches following the impact of the February 2023 floods. SARCS response plan consisted of three main phases. Throughout the intervention, there were various platforms for exchanges and coordination to prevent duplication of response initiatives and ensure assistance reached the most vulnerable communities. Collaboration with the government and other partners was maximized in all intervention phases and sectors.

Hence, continuous data collection and engagement with communities were ensured to maintain the relevance of the selected intervention and targeting approach. Following a joint assessment that allowed for the collection of key data for the launch of the intervention in December 2022, NS integrated detailed assessments into the operation to evaluate the impact and collect primary data for the scale-up after the flood events of February. This assessment focused on an additional 4 affected provinces. Simultaneously, continuous context monitoring was conducted in the 2 initial affected provinces to ensure the relevance of actions on the ground. Throughout the intervention, teams were maintained to ensure all 6 provinces were reached and NS had an overview of needs per specific context as they evolved.



Targeting Strategy

Who was targeted by this operation?

The initial overall objective of the operation was to address the immediate humanitarian needs of approximately 1,300 of the most vulnerable households (6,500 people) who were impacted by the December 2022 floods. This was achieved through the provision of a multipurpose cash grant, WASH, health services, and shelter in the Gauteng and Northwest provinces over a period of 3 months.

Following the February 2023 floods that affected an additional 4 provinces, the overall objective of the operation expanded from its initial scope. The focus shifted to responding to the immediate humanitarian needs of approximately 2,500 of the most vulnerable households (12,500 people) with priority given to child-headed households, people living with disability, and those with very low incomes. This included the original 1,300 households (6,500 people) affected by the December floods, as well as an additional 700 households (3,500 people) impacted by the mid-February 2023 floods.

As a result of the increased need, the National Society extended the operation to a full period of six months to accommodate the additional provinces of Mpumalanga, Eastern Cape, Limpopo, and Free State Province. This allowed for a more comprehensive response to the widespread devastation caused by the floods across multiple regions.

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

- Shelter
- Livelihoods
- Health and care
- WASH

Explain the selection criteria for the targeted population

SARCS implemented a verification process that involved key stakeholders such as DSD and the traditional leadership council to confirm the selected households and ensure that the selection criteria were adhered to. The selection criteria were widely communicated through trusted channels, including community engagement forums led by traditional leaders and local authorities, to minimize community tensions and provide clarity to those selected or not selected.

National Society personnel and volunteers collected feedback and complaints from targeted households during the selection process and throughout the operation, using channels identified during the needs assessment as preferred by the affected communities. This feedback was shared and analyzed at headquarters to improve the selection process and criteria as needed, and to address any complaints regarding the selection of community members promptly.

Priority was given to targeting and selecting additional beneficiaries such as the elderly over 70 years, people with disabilities, child-headed households, and low-income households with children under 5 years old. Community Engagement and Accountability (CEA) played a crucial role in this response, with community members involved in the development of selection criteria to ensure understanding of the targeting and beneficiary selection process.

The National Society aimed to assist a total of 12,500 people (2,500 households) following flooding in 6 provinces, including Mpumalanga, Limpopo, Eastern Cape, Gauteng, Northwest, and Free State. Relief interventions were planned to reach these individuals in need.

Total Targeted Population

Women	3,000	Rural	20%
Girls (under 18)	4,500	Urban	80%
Men	1,800	People with disabilities (estimated)	2%
Boys (under 18)	3,200		
Total targeted population	12,500		



Risk and Security Considerations

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

Risk	Mitigation action
Delays with Procurements for the operation due to unfamiliar procurement procedures.	SARCS collaborated with the IFRC to provide a briefing on procurement processes. This partnership ensured that all necessary procedures were followed promptly. The initial round of procurement also laid the groundwork for a smoother second round. Additionally, the Government has already issued guidance on the minimum standards required.
Continuous rainfall and possible widespread flooding overwhelming the National Society.	In order to ensure the safety of beneficiaries, it was imperative to maximize the dissemination of potential erratic and irrational changes in weather patterns as reported by the South African Weather Services (SAWS). This information was crucial for evacuating individuals to safer locations where the risks were minimal or manageable. SARCS took proactive measures to intensify resource mobilization efforts in response to these reports.
Delayed disbursement of funds for the operation.	SARCS ensured that all necessary documentation was submitted and conducted regular follow-ups with the cluster office to ensure timely implementation during the operation.
Delays with FSP contractual process would delay cash distributions.	SARCS ensured that FSP contracts were signed and in place pre-disaster.

Please indicate any security and safety concerns for this operation

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

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

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

Implementation



Shelter Housing And Settlements

Budget: CHF 63,238

Targeted Persons: 5,000

Assisted Persons: 2,159

Indicators

Title	Target	Actual
Households received mattresses	12,500	12,573
Households received blankets	12,500	12,573



Narrative description of achievements

For shelter purposes, the government established evacuation centers for displaced people affected by the floods. In response to the humanitarian crisis, the National Society (NS) identified only four evacuation centers, with two in Gauteng and two in Northwest provinces, to accommodate households that were displaced.

- On February 13, 2023, the President of South Africa declared the floods' impact across the provinces a state of national disaster. Evacuation centers were established in six affected provinces.
- The National Society provided basic emergency shelter to 2,159 people out of the targeted 2,500 households (12,500 people) affected by floods across all affected provinces.
- In these established evacuation centers, the NS provided blankets and mattresses to 12,573 people, helping to restore their dignity in the shelters.
- Furthermore, 295 households (2,159 people) in the evacuation shelters where aid was provided have returned to rebuild their houses.

Lessons Learnt

Identifying and establishing designated safe shelter before an emergency occurs is essential. This will enable actors to promote gender segregated space during anticipatory actions.

Challenges

There was a shortage of adequate shelters for the affected people, leading to complaints and a desire to leave the community halls. The halls were not conducive for them, lacking privacy and safety due to overcrowding and a lack of gender sensitivity (with both women and men sharing the same room). The National Society (NS) provided Cash Voucher Assistance, and survey results indicated that some people used the money to rebuild their houses.



Multi Purpose Cash

Budget: CHF 326,832

Targeted Persons: 2,000

Assisted Persons: 1,744

Indicators

Title	Target	Actual
Households received cash grants.	2,000	1,744
Detailed assessments reported	1	1
Trained volunteers and staff deployed	150	298

Narrative description of achievements

The National Society trained 298 volunteers and staff in Cash and Voucher Assistance (CVA), but only 150 volunteers were involved in this operation to support beneficiary identification and registration. The information was shared with the financial service provider (FSP), Nedbank, to facilitate payment. A post-distribution monitoring survey was conducted to collect feedback from beneficiaries who received assistance, assessing their satisfaction with the flood response services provided.

The National Society collaborated with Nedbank as the FSP for the multi-purpose cash voucher grant intervention in six affected provinces (Mpumalanga, Free State, Limpopo, Eastern Cape, Gauteng, and North West Province). The one-off multi-purpose cash voucher of R2500 targeted 2000 households across all six provinces, allowing families to meet basic needs, rebuild shelters, and restore dignified lives. Only 1,744 households have redeemed their entitlement, while 256 people did not redeem due challenges of numbers loss of phone and not being able to receive their numbers after sim swab was done. The notification of the failure to withdraw or get the money wasn't solved until the end of the intervention.

The post-distribution survey revealed that 79% of beneficiaries were satisfied with the National Society's intervention for flood relief,



citing efficiency and effectiveness. However, 21% expressed dissatisfaction, primarily regarding the cash voucher interventions. Many felt that the cash provided was insufficient to address the damage caused by the floods. Some provinces, such as Limpopo, Free State, and Mpumalanga, conducted CVA for the first time.

Due to the National Society's rescheduling of CVA dates to accommodate reissuing vouchers for those unable to redeem them. Mitigation measures to this type of events were discussed in detail during the lesson learnt workshop.

Lessons Learnt

Volunteers need to be more engaged in supporting the beneficiaries to be able to redeem cash timely, mostly the elderly because sometimes they could not realize they received the SMS alerts on their phones which caused the money end up returning to the FSP account.

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

Challenges

Some beneficiaries reported having their phones stolen, resulting in the loss of their only proof that the money had been provided to them. The National Society resubmitted the names to the financial service provider (FSP) to redistribute the cash.

Other beneficiaries experienced delays in redeeming their cash vouchers. The National Society continued sensitization efforts among beneficiaries to encourage them to redeem their vouchers, emphasizing the importance of using them promptly.



Budget: CHF 14,067

Targeted Persons: 12,500

Assisted Persons: 22,728

Indicators

Title	Target	Actual
People reached through access to PFA	12,500	6,500
# People reached by other NS health service delivery in emergencies	12,500	22,728

Narrative description of achievements

- Health care services reached 22,728 individuals through sensitization efforts on measles, cholera, and other communicable diseases such as TB, HIV, and AIDS, with ongoing efforts.
- A total of 150 volunteers participated in refresher training sessions on health promotion and Psychosocial First Aid (PFA), benefiting 6,500 individuals. Furthermore, Mental Health and Psychosocial Support Services (MHPSS) were extended to 967 people.
- The National Society (NS) collaborated with government departments such as the Department of Social Development (DSD) in all response interventions to establish a clear referral pathway for mental health and psychosocial support interventions that require advanced counseling and further intervention.
- SARCS volunteers and staff worked closely with DSD social workers and authorities to enhance Mental Health and Psychosocial Support Services (MHPSS) for affected communities, emphasizing the need for more support for the National Society to reach other affected communities. Additionally, further follow-up sessions were conducted to ensure that affected individuals recovered from the trauma caused by the floods.

Lessons Learnt

Strengthen the referral and linkage to pathway to health service during emergencies.

Advocating for adequate funding and 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 occur helps in rapid and efficient WASH response during crises.

Challenges

Limited resource during emergencies to deal with people who are on chronic medication.



Water, Sanitation And Hygiene

Budget: CHF 12,031

Targeted Persons: 12,500

Assisted Persons: 37,100

Indicators

Title	Target	Actual
People reached through access to WASH activities	12,500	37,100
Trained staff and volunteers deployed	150	190

Narrative description of achievements

- The NS, by enhancing and enhancing WASH intervention in emergencies, to meet the urgent needs of vulnerable communities, has distributed hygiene-related materials such as hygiene kits.
- They were able to provide for 2,694 KITS to the affected population. The distributed hygiene kits catered to women, men, children, pregnant women, lactating women, and people with disabilities. This was funded by various organizations like Old Mutual and L'Oréal South Africa.
- NS has supplied 37100 people with sufficient water, sanitation, and hygiene intervention.
- Hygiene promotion and demonstration on the use of kits were conducted under this DREF and reached 37100 people, include 22708 people in emergency shelters during the first weeks of the disaster. The awareness was mainly achieved during the time people were in the emergency shelters. Their mobility in later stage make it difficult to evaluate the people reached without risk of duplication.

Lessons Learnt

Advocating for adequate funding and 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 occur helps in rapid and efficient WASH response during crises.

Challenges

- Affected people placed in accommodations that did not have adequate water supply and aged infrastructures with no proper latrines



Protection, Gender And Inclusion

Budget: CHF 1,388

Targeted Persons: 12,500

Assisted Persons: 8,624

Indicators

Title	Target	Actual
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Train staff and volunteers deployed	150	197
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Narrative description of achievements

- NS ensured that PGI was integrated into all programs by conducting awareness-raising campaigns on SGBV, PSEA, and Child Safeguarding in evacuation centers and the community at large. A total of 197 volunteers participated in a briefing session on Minimum Standards for PGI in emergencies, aimed at equipping them to support affected communities, including those involved in the operation.
- IFRC conducted 3 field monitoring visits in collaboration with the NS and donor ECHO to oversee the intervention at the ground level. Moving forward, NS plans to enhance the feedback mechanism by incorporating a confidentiality aspect to effectively handle and respond to sensitive complaints, such as reports of SGBV and SEA by NS staff and volunteers. Currently, NS maintains a strong working relationship with the Department of Social Development (DSD), which provides support in the areas of MHPSS and PSEA services through referrals. SARCS managed to reach 8624 people and a total of 169 individuals were referred to other organizations for further assistance during interventions with affected communities.
- IFRC conducted 3 field monitoring visits in collaboration with the NS and donor ECHO to oversee the intervention at the ground level. It was worth noting that there had been no reported cases of abuse, particularly among women and children in the shelters, throughout this operation. NS had also distributed hygiene kits to affected individuals, with a focus on women, children, and SGBV survivors based on their specific needs.

Lessons Learnt

NS will ensure that the feedback mechanisms are to be set up and include a confidential mechanism to receive, handle and respond to sensitive complaints, including reports of sexual and gender-based violence (SGBV) and potential sexual exploitation and abuse (SEA) by NS staff and volunteers.

Challenges

Mass displacement and migration that lead to overcrowding in the evacuation shelter that put vulnerable population at risk of further marginalization and exploitation. Continuous awareness of the movement conduct and do no harm principle for affected population and volunteers. GBV awareness campaigns for staff, volunteers, and affected populations



Community Engagement And Accountability

Budget: CHF 9,254

Targeted Persons: 12,500

Assisted Persons: 12,170

Indicators

Title	Target	Actual
Percentage of community members who find that information shared is useful, clear and actionable.	100	85
Trained staff and volunteers deployed	150	190
# Field visit Conducted	6	6
Number and type of methods established to share information with communities about what is happening in the operation, including selection criteria if these are being used	3	3



Narrative description of achievements

NS, through the implementation of Community Engagement and Accountability (CEA) approaches, ensured the active participation and involvement of all stakeholders, particularly the communities receiving support, throughout the response efforts. This proactive approach facilitated the effective exchange of relevant information during the assessment phase.

In support of this initiative, NS deployed 150 volunteers out of the 217 volunteers who underwent a comprehensive CEA orientation session to enhance their skills in assisting the affected communities. The National Society also conducted field supervision and participated in six field missions to provide technical guidance and strengthen the implementation strategies for the operation.

To sustain the operation, NS employed three key methods of community engagement: direct communication with the affected communities, organizing meetings to involve them in decision-making processes, and utilizing loud hailers to provide early warnings, especially during assessments.

Overall, NS's commitment to community engagement and accountability played a crucial role in ensuring the success and effectiveness of the intervention.

Lessons Learnt

In political dominated areas, from the beginning SARCS need to strengthen its dissemination regarding its role when engaging stakeholders at all levels.

Strengthened coordination and collaboration among affected communities and stakeholders, worked well through advocacy to support community engagement and accountability efforts at national, district and local level.

Challenges

Community Engagement and Accountability (CEA) posed as a challenge in communities that were politically dominated. This dominance made the distribution of relief difficult during the response to the emergency crisis, as relief was prioritized for their own political followers.



Secretariat Services

Budget: CHF 3,085

Targeted Persons: 3

Assisted Persons: 178

Indicators

Title	Target	Actual
# of monitoring missions	3	3

Narrative description of achievements

• The Cluster Delegation provided support to NS in implementing the DREF. The Cluster Senior Disaster Management Officer collaborated closely with the entire team, both National Society and Cluster, to ensure smooth coordination of operations and timely implementation. The Cluster PMER Officer worked in tandem with the NS PMER officer to develop monitoring and reporting tools essential for the operation's success.

• Furthermore, the Cluster Senior Finance Officer offered technical support to the NS Finance team to establish and implement robust financial systems for the operation.

• Delegation supported the reporting and compliance to minimum standards and quality established for the key activities planned. Regular quality monitoring was made and necessary technical support deployed when needed.

• IFRC conducted 3 joint field monitoring visits in collaboration with the NS and donor ECHO to oversee the intervention at the ground level.



Lessons Learnt

The National Society needs to enhance its resource mobilization strategy to ensure that it has funds available for emergencies, allowing it to respond effectively while awaiting disbursement of funds for specific operations.

Challenges

The delay in disbursing funds for the operation led to a postponement in the National Society's ability to promptly implement the operation. This delay was caused by a shortage of funds available to acquire the essential response materials for the affected communities. Nevertheless, the National Society maintained consistent communication with the cluster office to guarantee timely implementation throughout the operation.



Budget: CHF 70,085

Targeted Persons: 150

Assisted Persons: 328

Indicators

Title	Target	Actual
NHQ field missions	12	12
Lessons learnt workshop	6	6
Volunteers insured	150	150

Narrative description of achievements

- For this operation, NS mobilized 150 volunteers and 40 staff members. The staff involved in this operation comprised a technical team from Headquarters, which included experts in Disaster Management, Branch Development, Health, Training, Restoring Family Links, PMER, Finance, and Communication, as well as provincial managers in the affected provinces. The 150 volunteers were strategically deployed in the affected areas to assist with assessment, data collection, and providing feedback on ground operations. Branch and provincial managers were tasked with regional coordination, guiding community-level proceedings, and overseeing the implementation of the operation.
- The National Society conducted a refresher training for 328 volunteers on cash voucher assistance, PGI, CEA, and disaster response during this intervention to larger trained team is available to cover the intervention in a rotative basis.
- In order to enhance coordination and partnerships in this operation, the National Society actively participated in meetings hosted by the Red Cross Red Crescent Movement and other external partners, including the government and private sectors, to prevent duplication of services. Additionally, the National Society engaged in biweekly coordination meetings established by the IRFC Cluster Pretoria to exchange information and updates on the DREF.
- The National Society also held its own biweekly meetings where the National Programmes team, PMER Officer, National finance team, and implementing Provincial managers reviewed budget implementation and shared progress updates on the operation. The national office staff provided oversight, technical support, and monitored project implementation, while Provincial Managers compiled monthly and final reports on activities and submitted them to the National office until the conclusion of the DREF response.
- Following the closure of the DREF operation, lesson learned workshops were conducted in all six affected provinces to gather insights and improve future response efforts.
- The South African Red Cross Society (SARCS) ensured that the operation was strategically planned based on the latest assessment and operational data. Through the Disaster Relief Emergency Fund (DREF), the National Society advocated with relevant decision-makers, donors, and stakeholders to take necessary steps to rebuild communities in the provinces affected by the disaster (Limpopo, Mpumalanga, Free State, Northwest, Gauteng, and Eastern Cape) in a safe and dignified manner.



Lessons Learnt

Access to resources was of utmost importance, as disasters and emergencies often disrupted access to necessities such as food and water, disproportionately affecting marginalized groups.

Ensuring the safety of vulnerable populations, such as women, children, the elderly, and people with disabilities, can be challenging in chaotic and unstable situations. It is crucial to analyze past emergencies to identify areas for improvement and adjust strategies based on lessons learned.

Challenges

During the response, National Societies in certain provinces faced challenges with accessing the affected communities. The affected communities were unable to access basic necessities due to damaged routes and a lack of adequate vehicles for response in remote areas. National Societies advocated with the government to re-establish routes in order to ensure that the affected population had access to essential services. Additionally, National Societies provided multi-purpose cash to address the immediate needs of the affected communities, helping them to rebuild their lives and protect their dignity from harm.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/12-2024/1	Operation	MDRZA013
Budget Timeframe	2022/12-2023/6	Budget	APPROVED

Prepared on 26/Feb/2024

All figures are in Swiss Francs (CHF)

MDRZA013 - South Africa - Floods

Operating Timeframe: 24 Dec 2022 to 30 Jun 2023

I. Summary

Opening Balance	0
Funds & Other Income	499,978
DREF Response Pillar	499,978
Expenditure	-388,569
Closing Balance	111,409

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	63,238	57,732	5,506
AOF3 - Livelihoods and basic needs	326,832	267,675	59,157
AOF4 - Health	14,067	2,234	11,832
AOF5 - Water, sanitation and hygiene	12,031	3,233	8,798
AOF6 - Protection, Gender & Inclusion	1,388	486	902
AOF7 - Migration			0
Area of focus Total	417,555	331,361	86,194
SF11 - Strengthen National Societies	79,339	56,541	22,797
SF12 - Effective international disaster management			0
SF13 - Influence others as leading strategic partners			0
SF14 - Ensure a strong IFRC	3,085	667	2,418
Strategy for implementation Total	82,424	57,209	25,215
Grand Total	499,978	388,569	111,409

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

Please explain variances (if any)

DREF allocation for this intervention was CHF 499,978 with 76% dedicated to the relief intervention. Expenditure is CHF 388,569 and balance at the end of the intervention was CHF 111,409. Variances explanation are provided below for all balances equal or beyond 10%.

Relief items with an underspend of 17.3%. This is due to our strong and long-standing partnership with Zain, a trusted supplier renowned for their quality products and competitive prices, we were fortunate enough to procure a range of relief items at a reasonable cost.

Logistics, overspend of -32.7% following Several challenges impacted the redemption process of cash and more travelling was required to monitor and remind beneficiaries to redeem. And also transportation of Relief materials was needed

Personnel has an underspent of 65.0%: The NS encountered unforeseen challenges in optimizing the entire allocation under National Society Strengthening. The intricacies of our organizational structure, coupled with the dynamic nature of our disaster response activities, led to an unintentional oversight in the absorption of the full admin support fees.

Workshops and trainings with a balance of 62.6 % of the planned budget. Training were only conducted in KwaZulu-Natal province as the Gauteng province had already cash workshop and training.

General Expenditure category has a balance of 18.3% because the NS received a total of R 8 762 626. 72, comprising of R 8 103 975.40 in DREF allocations and a notable gain of R 658 651.32 from foreign currency exchange. Out of the total funds received R 6 822 594.51 equivalent to 84% of the total budget was spent. A closing balance of R 1940 032.21 was not spent and this residual amount was returned to IFRC.

Indirect cost balance 22% implement as planned hence a reduction in PSSR cost.



DREF Operation

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Budget Timeframe	2022/12-2023/6	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 26/Feb/2024

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MDRZA013 - South Africa - Floods

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AOF6 - Protection, Gender & Inclusion	1,388	486	902
AOF7 - Migration			0
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SFI1 - Strengthen National Societies	79,339	56,541	22,797
SFI2 - Effective international disaster management			0
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	3,085	667	2,418
Strategy for implementation Total	82,424	57,209	25,215
Grand Total	499,978	388,569	111,409

DREF Operation

Selected Parameters			
Reporting Timeframe	2022/12-2024/1	Operation	MDRZA013
Budget Timeframe	2022/12-2023/6	Budget	APPROVED

FINAL FINANCIAL REPORT

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MDRZA013 - South Africa - Floods

Operating Timeframe: 24 Dec 2022 to 30 Jun 2023

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	355,690	294,056	61,634
Shelter - Relief	57,930		57,930
Clothing & Textiles		51,495	-51,495
Medical & First Aid	6,952		6,952
Cash Disbursement	290,809	242,561	48,248
Logistics, Transport & Storage	7,965	10,568	-2,603
Distribution & Monitoring	2,607	6,266	-3,660
Transport & Vehicles Costs	5,359	4,302	1,057
Personnel	30,990	10,834	20,156
National Society Staff	4,634	3,871	763
Volunteers	26,355	6,963	19,392
Workshops & Training	26,503	9,902	16,601
Workshops & Training	26,503	9,902	16,601
General Expenditure	48,315	39,493	8,822
Travel	2,897	1,033	1,863
Information & Public Relations	13,654	14,711	-1,056
Office Costs	1,738	889	849
Communications	627	374	253
Financial Charges	434	137	297
Other General Expenses	28,965	22,350	6,615
Indirect Costs	30,515	23,716	6,800
Programme & Services Support Recover	30,515	23,716	6,800
Grand Total	499,978	388,569	111,409

Contact Information

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

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[Click here for reference](#)

