

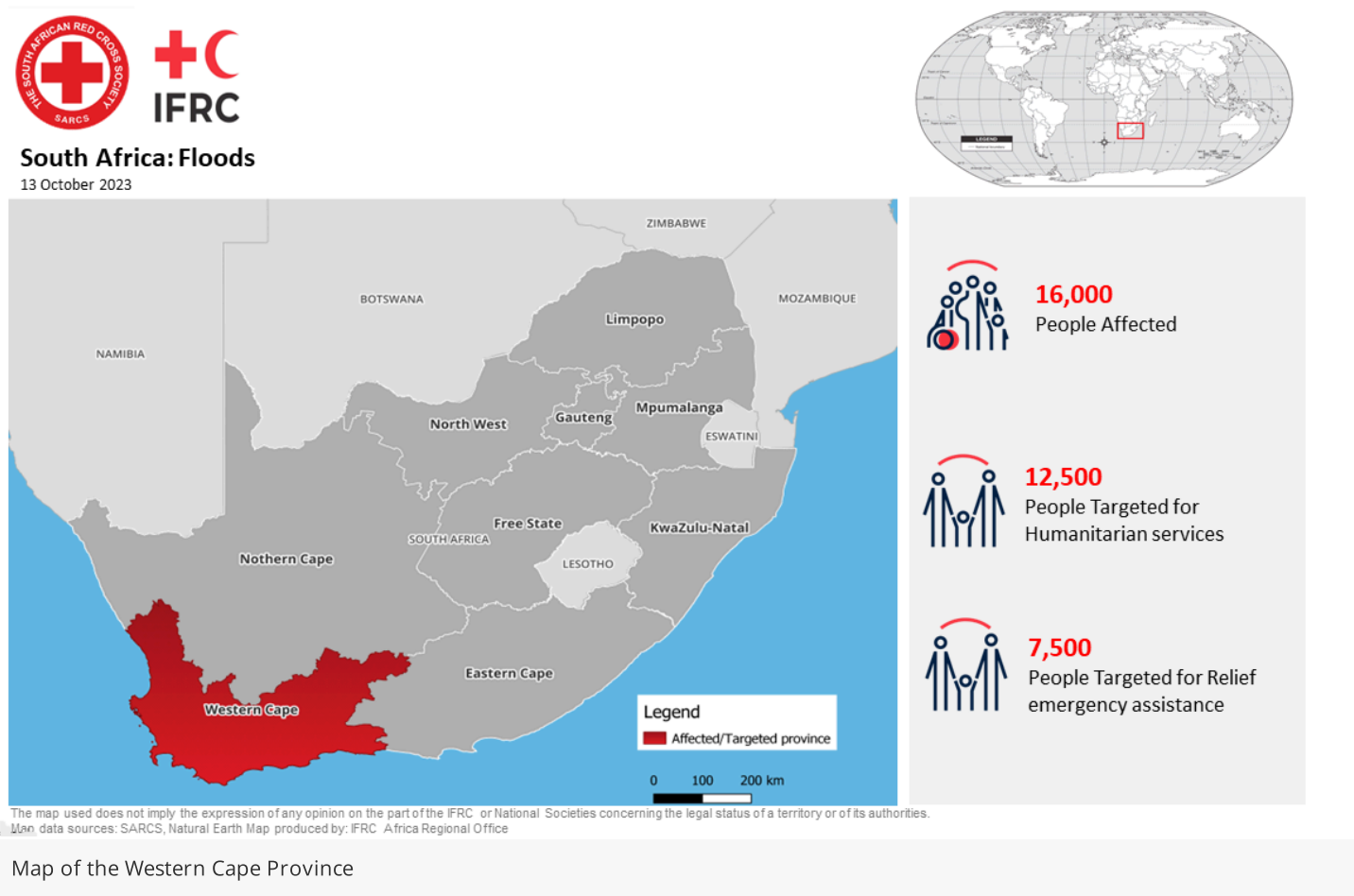


SARCS Staff and volunteers assisting the affected communities with cleaning their houses post the floods impact

| | | | |
|--|--|--|---|
| Appeal: MDRZA015 | Total DREF Allocation: CHF 423,280 | Crisis Category: Yellow | Hazard: Flood |
| Glide Number: - | People Affected: 100,000 people | People Targeted: 15,858 people | People Assisted: 15,858 people |
| Event Onset: Sudden | Operation Start Date: 12-10-2023 | Operational End Date: 29-02-2024 | Total Operating Timeframe: 4 months |
| Targeted Areas: Kwazulu-natal, Western Cape | | | |

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

26-09-2023

What happened, where and when?

Between September 23-26, 2023, severe weather caused extensive flooding, loss of life, and displacement in the Western Cape province. The floods damaged private and public infrastructure, disrupted roads, and caused power outages. In and around the city, the severe weather resulted in eight fatalities due to electrocution from illegal electricity connections, and over 1,500 structures were affected. At least seven areas, including Sir Louwry's Pass, Nomzamo, Houtbay, Greyton, Montique, Paarl, Strand, and Macassar, were impacted, with over 16,000 people and 7,100 informal structures severely affected. Nearly 250 schools were also impacted, highlighting the widespread nature of the disaster across both urban and rural areas, particularly those near waterways and riverbanks.

The floods severely disrupted roads and transportation networks, hindering access to affected areas and complicating response operations. The Kuils River overflowed, flooding Mfuleni Township and forcing around 2,710 families to evacuate. Evacuation centres were established in Faure and Sandvlei to support displaced residents.

According to the 2023 Western Cape floods Wikipedia page, 11 fatalities were reported. Major highways, including parts of the N1, R60, and R62, were closed due to flooding. Authorities in Cape Town declared a state of emergency due to the extensive impact of the floods. By the end of the intervention, the concerted efforts across various sectors had substantially alleviated the distress caused by the Western Cape floods. Comprehensive interventions, including the establishment of temporary shelters, distribution of multi-purpose cash grants, and extensive WASH programs, restored normalcy and provided essential support to the communities. These efforts, guided by ongoing assessments and reinforced by community feedback, ensured that interventions were both timely and aligned with the specific needs of the affected populations, leading to significant improvements in living conditions and infrastructure stability. Through the cash voucher assistance, some of the people were able to buy shelter materials such as roofing materials and food.

From 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 caused 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 essential means of life and urgent lifesaving interventions, the NS managed to scale the support in Kwa-Zulu Natal under the DREF scope.



SARCS Volunteers preparing for distribution

Scope and Scale

Consecutive heavy rainfall in late 2023 resulted in the Western Cape and Kwa Zulu being affected. 16 localities were affected within the 2 provinces. In total 24,221 people were affected, with 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 were situated on the waterway 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. But NS branches in collaboration with government entities managed to collect data to assess the impact encountered in different affected areas and respond to the emergency crises situations in the two provinces accordingly.

1) Western Cape

- 3 days of flooding reported in the Western Cape resulted in a significant impact of floods. Key information to support DREF plan were based on SARCS rapid assessment that indicated the data below.
- Over 16,000 people were affected with 11 fatalities and 2,710 families forced to relocate to evacuation centres following the impact on their houses.
- At least 7 areas were affected. Including regions such as Sir Lowrys Pass, Nomzamo, Houtbay, Greyton, Montique, Paarl, Strand, and Macasar.
- The floods struck both urban and rural areas, primarily those along waterways and riverbanks, making them highly susceptible to flooding. Roads and transportation networks were severely disrupted, hindering access to affected areas and complicating response operations for several weeks.
- Public and private infrastructure were damaged, including 150 schools. Roads and transportation networks have been severely disrupted, hindering access to the affected areas and complicating relief efforts. Electricity disruption across several cities.
- Community facilities and agricultural lands overflowed led to losses of assets, means of life and other livelihoods were disrupted. The continuous flooding and waterlogged landscapes heightened the risk of waterborne diseases and contamination of drinking water

sources, posing additional public health challenges.

2) KwaZulu-Natal floods

- 8,221 people were reported to be directly affected by the floods based on SARCS assessment.
- Based on data collected by SARCS, 10 districts were affected with the below impact per district.
- Districts of uMkhanyakude, King Cetshwayo and iLembe accounted for the most affected.
- 12 fatalities were reported, 43 people were injured 946 houses were totally destroyed and 1,017 partially destroyed. Thousands became homeless while some were hosted by relatives.

| District in KZN | Fatalities | 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 | 353 |
| Harry Gwala | 01 | 04 | 13 | 65 |
| King Cetshwayo | 00 | 61 | 162 | 1132 |

Considerations:

The flood situation with its regularity has had a negative impact on socio-economic wealth in these communities, affecting the livelihoods of communities that 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 was essential to address the immediate needs of the affected populations, initiate recovery efforts, and enhance community resilience. The situation required a multi-faceted approach that spanned various sectors, including shelter, livelihoods, health, water and sanitation, protection, and community engagement. Important losses of material were reported.

The KwaZulu Natal floods happened after re-incident of July, putting pressure on the mobilized resources from authorities and NS capacity in the province. Approximately 1,101 homes were burnt in Durban, displacing over a thousand people. Other small flood incidents were reported later in October and early November but with no significant impact. All the flood 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.

Ultimately, the scope of the Floods underscored 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 could rebuild their lives and withstand future challenges. This emerged also as a learning from the past humanitarian crisis in the past years.

Source Information

| Source Name | Source Link |
|----------------------------------|---|
| 1. DREF application and update 1 | https://www.ifrc.org/fr/appeals?date from=&date to=&search terms=&search terms=&appeal code=MDRZA015&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 | <ul style="list-style-type: none">• Through internal stocks and resources, SARCS reached 861 HHs (4 305 people) with NFIs following the identified priorities. This came on top of the assistance delivered by SARCS through this DREF allocation. |



- The NS also worked with IFRC and ICRC to coordinate and respond to the needs of the affected people.
- Furthermore, Shoprite supported the affected with food parcels which were distributed by the NS.

IFRC Network Actions Related To The Current Event

| | |
|---|---|
| Secretariat | The IFRC assisted the National Society through its Country Cluster Delegation office in Pretoria, through the provision of coordination and operational technical support, to NS team such as PMER, Finance, and Programs team. The IFRC facilitated and coordinated biweekly meetings to provide technical support during the implementation of the project. The IFC further deployed surge personnel to support SARCS in implementation of this operation. Monitoring visits were conducted jointly with the IFRC Pretoria delegation, HQ and provincial team to verify the progress of the implementation, provide technical support and advise in resolving challenges experienced during implementation. |
| Participating National Societies | No Participating National Societies are present in South Africa and no bilateral support was provided |

ICRC Actions Related To The Current Event

ICRC provided RFL support to NS to facilitate RFL services such as phone call service, phone charging, internet connection services and red cross messaging for the displaced people to reconnect with their loved ones.

Other Actors Actions Related To The Current Event

| | |
|--|--|
| Government has requested international assistance | No |
| National authorities | <p>The government through Cooperate Governance and Traditional Affairs (COGTA) and Disaster Management Centers (DMCs) identified community halls which accommodated the affected families. Department of Social Development (DSD) provided Mental health psychosocial support (PSS) and some blankets but the organization could not cover all the affected families and the SARCS closed that gap through this intervention. South African Weather Services (SAWS) continuously provide weather updates including early warning messages so that both government and humanitarian actors like SARCS intensify dissemination to communities especially to people living in risky areas. NS through its strength of community-based volunteers reaches people at grassroots with timely updates through community accountability and engagements a to minimize vulnerabilities of communities at risk. 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. The government actively coordinated with local authorities, non-governmental organizations (NGOs), and relief agencies to streamline relief efforts. Joint Operation Centre (JOC) was established by Provincial Disaster Management Center comprised of multi-disciplinary team consisting of stakeholders from various organizations including NGOS to properly coordinate the interventions to avoid duplication. These organizations presented their interventions, resources available as a way of identifying gaps, and operate in a integrated and coordinated manner.</p> <p>The government allocated emergency funds to support relief and recovery efforts. The funds were used to rehabilitate and rehabilitate the infrastructure that was damaged by floods including road, water electric, health infrastructure. The Provincial authority took the lead in coordinating the response interventions and repairing the</p> |



| | |
|---------------------------|--|
| | infrastructure. NS provided relief material such as blankets, Mattresses ,hotmeals , hygiene kits and multipurpose cash voucher to the affected people |
| UN or other actors | <ul style="list-style-type: none"> SARCS, in collaboration with government entities and other actors including Mustadafin, The Warehouse, Ali Hum Daad Foundation, Food Forward, Gift of the Givers, and Shoprite, strategically coordinated efforts to efficiently meet the needs of affected families. The provincial disaster management centre activated the Joint Operational Centre (JOC), where all participating organizations, including local government authorities, could present their capacity, resources, and planned support, ensuring a well-coordinated intervention and avoiding duplicative efforts. The government also implemented evacuation plans, relocating residents from high-risk areas to safer locations. Despite the establishment of evacuation centres by national authorities and NGOs, some families chose to stay with relatives or in alternative accommodations. This discrepancy was addressed in JOC meetings, where strategies were refined to respect community preferences while ensuring that all displaced individuals received the necessary support. Each organization played a crucial role: Mustadafin and The Warehouse focused on supplying essentials, Ali Hum Daad Foundation and Food Forward contributed food and basic supplies, and Gift of the Givers provided emergency relief items. |

Are there major coordination mechanism in place?

Provincial coordination was established following the National Disaster Management Contingency Plan. Thematic areas of support, including food security, health, and shelter, coordinated the efforts of NGOs and UN agencies within their respective sector. A government coordinating body was created to oversee and align the efforts of various response actors. This body worked closely with clusters and other partners to ensure a cohesive and efficient response in collaboration with national authorities.

Regular Coordination Meetings: Regular coordination meetings were conducted at various government levels to exchange information, align strategies, and address emerging challenges. These meetings included government officials, UN agencies, INGOs, and local NGOs. The coordination mechanisms in place facilitated well-organized response efforts, effective resource allocation, and enhanced cooperation among the government, UN agencies, INGOs, and local NGOs in addressing the crisis.

Needs (Gaps) Identified



Shelter Housing And Settlements

In the aftermath of the Western Cape floods, which had severe destructive impacts on shelter, housing, and settlements, a significant number of affected people were displaced. The municipalities played a notable role in providing three temporary shelters in local community centers, with local churches also stepping in to offer temporary shelter assistance. Despite these efforts, there was a notable gap in psychosocial first aid (PFA) and Mental Health and Psychosocial Support (MHPSS), which the national society aimed to address.

Immediate shelter intervention was crucial, as many individuals and families, determined to remain close to their homes and communities, opted to stay with friends and relatives. This choice highlighted the resilience and strong bonds within these communities during challenging times. These collaborative efforts, including the utilization of community centers and the support of local church groups, underscored the importance of community solidarity in disaster response. This ensured that individuals and families had options to find shelter while remaining close to their home locations.

The collective response showcased the critical role of community networks and local organizations in providing immediate relief and support. The efforts to address both physical and mental health needs were essential in fostering recovery and resilience among the flood-affected populations.



Livelihoods And Basic Needs

Access to safe and nutritious food was disrupted, leading to food shortages. Amidst the challenges posed by the Western Cape floods, addressing livelihoods and basic needs emerged as a critical priority. The flooding had disrupted not only homes and infrastructure but also the economic stability of communities and their sources of income. As homes and livelihoods were swept away, it was imperative to provide immediate support for families to meet their basic necessities. Indeed, livelihoods that were often reliant on agriculture and local

industries in the province were destabilized, necessitating support for recovery. The initial distribution of family items such as blankets remained insufficient to cover the number of families affected. From NS field monitoring, there was evident demand that exceeded 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, held multiple benefits that extended beyond immediate relief. One of the most significant advantages of CVA was its role in restoring dignity to the affected individuals and empowering communities to cater to their 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 played a vital role in helping flood-affected communities provide for their livestock needs. This multifaceted approach extended 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 relied on livestock for their livelihoods and sustenance. The CVA program allowed these families to allocate funds to care for their existing livestock, ensuring they received proper nutrition and veterinary care. Furthermore, in cases where livestock may have been lost or adversely affected by the floods, CVA provided the means to replace them. This helped safeguard the economic stability of these households and preserved their means of earning a living.

Community Resilience: Supporting livestock care and replacement through CVA contributed to the overall resilience of flood-affected communities. Livestock often served 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 helped protect a valuable asset that could be critical for their recovery and long-term stability.

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

Food Security: In many cultures and communities, livestock were a source of dietary protein and nutrition. By enabling families to care

for their animals, CVA indirectly contributed to food security by ensuring a continued supply of animal-sourced foods.

Restoring Human Dignity: Disasters like floods could strip individuals of their sense of dignity and self-reliance. CVA addressed 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 contributed to restoring their dignity, as they were no longer passive recipients but active decision-makers in their recovery.

Cultural Dietary Requirements: Cultural diversity was a hallmark of many communities, and it included diverse dietary preferences and requirements. CVA allowed recipients to select foods that aligned with their cultural and dietary needs, respecting their traditions and preferences. This flexibility ensured that individuals and families could maintain their cultural identity and dietary practices during their recovery, promoting a sense of normalcy and continuity.

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

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

In conclusion, the Cash Voucher Assistance program not only addressed immediate needs and cultural dietary preferences but also recognized the importance of livestock in the livelihoods of flood-affected communities. .



Health

The impact of the flooding in the Western Cape brought significant and multifaceted health risks and needs. The situation led to an increased risk of waterborne diseases due to the contamination of water sources and the disruption of sanitation facilities. Injuries, both minor and severe, occurred as a result of the flooding, requiring medical attention. Furthermore, people on chronic medications faced heightened vulnerability as access to required medications became compromised. Consideration of vulnerable groups, such as people on chronic medications, who faced heightened vulnerability as access to required medications became compromised, including routine immunization access for children. The scarcity of clean, drinkable water exacerbated the challenges, affecting the ability to take essential medications safely. Additionally, the mental health and psychosocial well-being of affected individuals were challenged by the trauma and stress associated with the disaster. Moreover, reproductive health services, with a particular focus on women and girls, were 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, was paramount to address these health-related concerns. Healthcare access was crucial for addressing injuries and waterborne diseases while psychosocial support was essential for coping with trauma. A comprehensive healthcare response was 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 disrupted clean water access and sanitation facilities, heightening the risk of waterborne diseases. Contaminated floodwaters posed a threat to clean water sources, emphasizing the need for clean water and sanitation facilities. Access to water became 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, was paramount to prevent illness and maintain public health. Additionally, there was a need for hygiene promotion campaigns to raise awareness and encourage safe practices within affected communities. A comprehensive WASH response was essential to address these challenges and safeguard the well-being of the flood-affected populations, particularly when access to clean water was hampered by damaged infrastructure.



Protection, Gender And Inclusion

Protection, Gender, and Inclusion (PGI) considerations were of paramount importance in the response to the Western Cape floods, especially when addressing the needs of communities with varying levels of literacy. Cape Town, with its large Muslim community,

required specific religious considerations. Vulnerable groups, including women, children, the elderly, and persons with disabilities, often had limited access to information and resources, making them more susceptible to exploitation and abuse. Ensuring their protection and inclusion required tailored strategies that prioritized their unique needs.

These strategies included establishing safe spaces and community-based protection networks that offered security and support. Raising awareness through targeted campaigns, especially addressing gender-based violence and discrimination, was crucial. Additionally, addressing the specific needs of illiterate individuals and communities through accessible communication channels was vital to ensure they could access assistance, report concerns, and participate meaningfully in the response efforts. Inclusivity and sensitivity to gender dynamics and literacy levels were essential principles to ensure no one was left behind in the recovery process.

Child safeguarding was a critical component, especially since some children had tragically lost their lives due to electrocution. Support for children who were alone, orphans, and vulnerable children, as well as women, was necessary. Specific considerations for persons with disabilities were also identified. Based on the community needs assessment, SARCS developed activities and interventions that specifically considered the needs of persons with disabilities.

Lastly, strengthening referral pathways through partnerships with other entities was crucial. These collaborations ensured that affected individuals received comprehensive support, including specialized services that SARCS alone could not provide. This multi-faceted approach ensured that the response was inclusive, respectful of cultural and religious practices, and attentive to the unique needs of the most vulnerable groups.



Education

The Enhanced Vulnerability and Capacity Assessment (EVCA) was 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 focused on understanding the vulnerabilities and capacities, it was not specifically an educational tool in itself. However, the process of conducting an ECVA served as a valuable educational experience for both communities and the agencies involved. Here's how education was integrated into the ECVA process:

Training and Capacity Building: Before conducting an ECVA, agencies often provided training to community members, local authorities, and volunteers. This training helped participants understand the purpose of the assessment, the methodology, and how to collect and analyze data. This educational component was crucial for ensuring that those involved in the assessment process were well-prepared.

Community Engagement: ECVA was a participatory process, meaning that communities themselves were actively involved in the assessment. During the assessment, community members shared their knowledge, experiences, and perspectives, which could be educational for both the community and the assessment team. Communities often learned about the risks they faced and ways to mitigate them through this process.

Data Collection and Analysis: Gathering data about vulnerabilities and capacities required community members to share their insights and experiences. This data collection process could be educational in itself, as it encouraged people to think critically about their vulnerabilities and capacities and to articulate them.

Risk Awareness: The ECVA process often included discussions about the specific risks and hazards that a community faced. This served as an educational opportunity for community members to learn more about the potential threats and how to prepare for them.

Action Planning: Following the assessment, action plans were often developed to address identified vulnerabilities and build on existing capacities. These plans may have included educational initiatives aimed at increasing community resilience. For example, it might involve training on disaster preparedness, first aid, or evacuation procedures.

Feedback and Learning: ECVA was an iterative process, and the results of the assessment could inform future preparedness and resilience-building efforts. Communities and agencies could learn from the assessment's findings and adapt their strategies accordingly, creating an ongoing cycle of education and improvement.

In summary, while ECVA itself was not an educational program, it incorporated various educational components throughout the process. It empowered 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 engaged 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 was the implementation of the Enhanced Vulnerability and Capacity Assessment (EVCA). This initiative aimed to provide 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) was 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 focused on understanding the unique needs and challenges of flood victims to tailor assistance effectively.

Key Elements of the EVCA:

Identification of Vulnerabilities: EVCA began with the identification of vulnerabilities that had emerged as a result of the flood. These vulnerabilities could be physical, emotional, social, or economic in nature.

Assessment of Immediate Needs: The assessment process evaluated the immediate needs of flood victims, including access to clean water, shelter, food, healthcare, and psychological support.

Capacity Building: EVCA also identified the existing capacities within the affected communities that could be leveraged for recovery and resilience-building. This included local skills, resources, and community networks.

Psychosocial Support: Given the emotional toll that disasters could have on individuals and communities, the EVCA included a strong focus on providing psychosocial support and counseling to those in need.

Community Engagement: The assessment process involved active engagement with the affected communities to ensure their voices and perspectives were taken into account when planning and implementing recovery efforts.

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

Western Cape was committed to providing EVCA to flood victims as part of its comprehensive disaster response strategy. This initiative involved trained personnel and experts who worked 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 offered several benefits to flood victims and the broader community, including:

Tailored Assistance: By understanding the specific vulnerabilities and capacities of each affected area, assistance could be tailored to address the unique needs of individuals and communities.

Informed Decision-Making: EVCA results provided valuable data for decision-makers, enabling them to allocate resources effectively and prioritize recovery efforts.

Empowerment: Flood victims were empowered to actively participate in their own recovery and resilience-building, ensuring a sense of ownership over the process.

Holistic Support: EVCA took into account not only the physical needs but also the emotional and social well-being of those affected.

The Enhanced Vulnerability and Capacity Assessment was a vital component of the Western Cape's commitment to assisting flood victims in their journey toward recovery and rebuilding their lives. It exemplified 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 resided in informal settlements, necessitating focused engagement on the potential for rebuilding their homes. The affected individuals required assistance in gathering their belongings, with Sir Lowry's Pass Village informal settlement being one of the communities with these needs addressed during response interventions.

Community feedback mechanisms, such as meetings with community members, were significantly prioritized. SARCS actively responded to these needs, ensuring accountability and constant communication, as many community members had lost everything and needed ongoing support and information.

Operational Strategy

Overall objective of the operation

The overarching goal of the DREF initiative was centered on mitigating the immediate impact of floods, ensuring life-saving emergency assistance, and enhancing the well-being of affected populations through providing assistance to 15,858 individuals, equivalent to 3,713 families (1 213HH from KZN and 2 500HH from Western Cape), who were severely affected by the floods in Western Cape and KwaZulu Natal. The focus areas of intervention included Shelter, Health, Water, Sanitation, and Hygiene (WASH), Cash Voucher Assistance, Protection, Gender, and Inclusion (PGI), as well as Community Engagement and Accountability (CEA).

Operation strategy rationale

The goal of the DREF initiative was centred on mitigating the risk posed by the impact of floods, ensuring life-saving emergency assistance, and enhancing the well-being of affected populations. The focus areas included 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).

SARCS funding assistance from the IFRC supported the affected people with different relief items as well as conducted assessments to establish the needs and impacts of the floods. The NS activated a team of 7 staff and 35 volunteers to coordinate the response. Some of the activities implemented were; distributing relief items, providing Psychological First Aid (PFA), Psychosocial Support (PSS), Protection of Family Links (PFL) by offering free phone calls, tracing and case management.

SARCS worked with government ministries such as the Department of Social Development and the Department of Home Affairs to support beneficiaries who lost their identity and relevant documents. The NS also worked with IFRC and ICRC to coordinate and respond to the needs of the affected people. Furthermore, Shoprite supported the affected with food parcels which were distributed by the NS.

Some of achievements under the operation were;

- Assisted with evacuation of the affected communities
- Provided food aid especially the hot meals
- Supported 960, 5Lt of clean bottled water
- Provided 1840 Blankets and 1640 mattresses
- Supported people 1820 hygiene packs
- Provided 480 baby packs (nappies)
- Five (5) Psychosocial First Aid volunteers were deployed
- Two (2) PFL Officers were deployed to assist with PFL services
- Provided multi-purpose cash to the 1496 beneficiaries
- Family and Gender space Separation materials were provided in the evacuation sites.

SARCS ensured that Community Engagement and Accountability (CEA) and Protection, Gender, and Inclusion (PGI) aspects were integrated into the response interventions by continuously involving the communities in decision-making and coordination of the response.

The NS also worked with the existing community structures to ensure that the involvement of key stakeholders such as community leaders prioritize people with special needs. To ensure the continuity of the activities, there is a need to lobby with the government to coordinate and build good working relationships in future responses.

For the KZN assistance some of the stocks were not purchased under this allocation but were taken from the MDRZA014 fire DREF. The quantities purchased for the distribution under the MDRZA014 for Kennedy fire, were finally not distributed due to social unrest in the Kennedy Informal Settlement. During the operation's implementation, SARCS faced difficulties distributing blankets, mattresses, and hygiene packs due to tensions and social unrest among government officials at the Local Municipality over service delivery issues. These safety concerns led the government to advise the NS to terminate the operation. Consequently, adjustments were made to the DREF scope for the specific items distributions. The NS redirected the distribution of these materials to respond to the flood-affected areas in KwaZulu-Natal as targeted under MDRZA015 operation update 1 (DREF for Western Cape floods).

These items that were redirected from the MDRZA014 DREF to MDRZA015 floods response included: 352 mattresses, 352 blankets, 1,213 hygiene packs, and 1,213 kitchen sets.



Targeting Strategy

Who was targeted by this operation?

The priority was to provide assistance to 15858 individuals, equivalent to 3713 families, who had been most severely affected by the floods in Western cape and KZN floods. The focus was also on families and individuals impacted by floods and relocated in the centers. This target breakdown per province is indicted below:

- 2,500 families in the Western Cape floods, include 1500 HH reached with relief distribution.
- 1,213 families in KwaZulu Natal. This target was added during the revision of this operation.

The National Society assisted a total of 15858 people (3,713 households) following flooding in western cape and KwaZulu Natal province in rebuilding or recover from disaster shock with dignity.

Explain the selection criteria for the targeted population

The selection criteria used was focusing on the most vulnerable people to uphold the 'Do No Harm principle'. The people supported by this intervention included those who had suffered damage to their homes, loss of livelihoods, and disruption of essential services. The logic was to address the immediate needs of those severely affected by the disaster. Specific vulnerabilities and common social marginalized groups were also included: 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, migrants and refugees were also considered.

The 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. NS staff and volunteers collected feedback and complaints from targeted households during the selection process and throughout the operation, using different channels including during the needs assessment. 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 Individuals and families who were directly impacted by the floods. This includes those who have suffered damage to their homes, loss of livelihoods, and disruption of essential services targeting the elderly over 60 years, people with disabilities, Pregnant and lactating mothers, child-headed households, and low-income households with children under 5 years old, including those with no means of income. 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.

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 |
|---|--|
| Inadequate resources, including funding and personnel, may limit the scale and effectiveness of the response. | <ul style="list-style-type: none">• Mobilize additional resources through fundraising and donor engagement.• Collaborate with other humanitarian organizations to share |

| | |
|---|---|
| | <p>resources and expertise.</p> <ul style="list-style-type: none"> • Optimize resource allocation by prioritizing high impact areas for interventions. |
| Disrupted communication infrastructure hindered information sharing and coordination | <ul style="list-style-type: none"> • Established alternative communication systems such as engaging community leaders to help with the dissemination of critical information • Trained response teams in effective communication protocol. |
| Protection Risks which Vulnerable populations, particularly women and children, may be compromised, due to gender-based violence and child protection issues. | <p>NS Implemented protection measures, such as safe spaces and community-based networks, to ensure the safety of vulnerable groups.</p> <ul style="list-style-type: none"> • Conducted awareness campaigns on protection and gender-based violence prevention measures. <p>Additionally Provided specialized services for survivors of violence.</p> |
| Environmental Impact: response activities had unintended negative environmental impacts such as contamination of water sources or damage to the ecosystem | <p>NS Adhered to environmental guidelines and best practices in relief operations</p> <ul style="list-style-type: none"> • Monitored and mitigated environmental risks associated with infrastructure repair and construction • Engage local environmental experts for guidance. |
| Inadequate Community engagement resulted in misunderstanding or misalignment of response efforts with community needs. | <p>Developed a robust community engagement strategy that includes regular consultations and feedback mechanisms.</p> <ul style="list-style-type: none"> • Promoted community ownership and participation in decision-making. • Ensured that response teams were culturally sensitive and respectful of local customs. |
| Access Constraints such as Damaged roads and dangerous terrain hindered access to remote and isolated areas. | <p>Established alternative transportation methods, such as air or water transport, to reach inaccessible areas. Prepositioned relief supplies, strategically to reduce response time.</p> <ul style="list-style-type: none"> • Collaborated with local authorities to prioritize road repairs and clearance. |

Please indicate any security and safety concerns for this operation

Issues such as gangsterism, drug abuse, theft, looting, and civil unrest pose significant threats to the safety of response teams and the effective distribution of aid. Coordinated closely with local law enforcement and security agencies to ensure protection during aid delivery. Established security measures, including community watch groups, to safeguard aid distribution points.

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Shelter Housing And Settlements

Budget: CHF 114,619

Targeted Persons: 15,858

Assisted Persons: 13,565

Indicators

| Title | Target | Actual |
|--|--------|--------|
| # of blankets replenished from prepositioned relief aid | 3,000 | 3,000 |
| # of mattresses replenished from prepositioned relief aid | 3,000 | 3,000 |
| # of mobile lights purchased for safety and protection in evacuation centers | 10 | 10 |
| # of generator provided | 5 | 1 |
| #of families that received shelter assistance | 2,713 | 2,713 |

Narrative description of achievements

In total, NS assisted 2,713 families (13,565 people) with NFIs following the identified priorities. This was achieved with the IFRC-DREF allocation that supported to reach 1,852 HHs (1,500 in western Cape and 352HHs in KZN) and NS internal resource that reached 861HHs.

- SARCS was able to purchase and distribute NFIs to 1,500 families in Western Cape (7,500 people) which included: 3,000 units of blankets and 3,000 units of mattresses
- In KZN, SARCS distributed blankets, mattresses and Kitchen set to a total of 352 HHs (1,760 people) with stock redirected from MDRZA014 fire intervention.
- Through internal stocks and resources, SARCS 861 HHs (4,305 people).
- 10 mobile lights were distributed in the evacuation centers to increase safety and protection in the evacuation sites which can also be used in other future responses as the families have now left the centers.
- The five (5) UPS /generators (uninterrupted power supply) to assist during scheduled recurring power cuts were under budgeting during the drafting of the budget. Still, only one generator was procured due to under budgeting for it.
- The shelter partitioning required standards with technical support from an Engineer. NS assisted 2,713 families with NFIs following the identified priorities. Most of the people who were in the shelters complied to 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 them to go back to their homes.

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. As it is now, there is limited support on shelter especially on reconstruction because more work is required for government to provide guidance on designs, plans and bill of quantities (BoQs) for shelters that can support the affected families. The NS needs to undertake more engagements to lobby with the government for the technical support on shelter assistance.

Challenges

- Delay on the fund transfer and procurement impacted the delivery of additional assistance. Thankfully, the NS had prepositioned stocks which was used to systematically speed up the assistance.
- NS under budgeted on the 5 generators procurement, which the budget was only enough to buy one generator because of error in calculation during planning.
- NS did not procure family dividers as most of the families returned to their homes. The unused funds for evacuation sites gender separation were used to pay the deficit for currency conversion for the overall budget which was not included during planning



Livelihoods And Basic Needs

Budget: CHF 22,659

Targeted Persons: 12,500

Assisted Persons: 12,584

Indicators

| Title | Target | Actual |
|--------------------------------------|--------|--------|
| # of people supported with hot meals | 12,500 | 12,584 |

Narrative description of achievements

CS 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. While there was no livelihood assistance provided in KZN.

Lessons Learnt

- The project was complimented by other donors like Shoprite checkers, church groups and local businesses hence more people were reached. Which shows the importance of coordination and layering benefits to affected people thereby ensuring holistic support of a person's livelihood. The NS will emphasize on collaboration with other organizations.

Challenges

The support for meals was limited to people staying in the shelter, excluding those not accommodated there. This was due to security concerns that made it challenging to include individuals not living in the shelters.



Multi Purpose Cash

Budget: CHF 196,075

Targeted Persons: 7,500

Assisted Persons: 7,180

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 |

Narrative description of achievements

SARCS successfully conducted one session of CVA refresher training targeting 35 volunteers who are involved in this response. More so, the NS was able to disburse cash to 1436 households targeting the selected people (7180) who met the selection criteria due to limited resources. The cash entitlement was based on the average food basket which is around R1,500 ZAR and an additional R1,000 was added to cover priority needs for either shelter/repairs or the most pressing needs. This means that each household received an amount of R2500 unrestricted multipurpose cash voucher for this response intervention. The cash was meant to help them acquire different household materials including reconstruction of their houses. Unfortunately, only 64 households (330 people) did not redeem the allocated cash due to wrong contact details being shared during the beneficiary registration and not having redeemed the cash once it was made available. SARCS closely monitored and followed up with beneficiaries to ensure they redeem their money vouchers.

- The Post distribution monitoring was conducted to evaluate the efficiency of cash assistance. Findings from the post distribution

indicated that most of the people (75%) used the money to buy shelter materials, food, and school uniforms for their children, however 10% of the people were complaining that the money was not enough to recover what they had lost due to floods.

Lessons Learnt

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

There must be various ways of distributing cash to give room to situations where the targeted beneficiaries change their phone numbers and the verification process needs to be enhanced to ensure correct capturing of people's numbers.

Challenges

The team experienced delays in cash distribution due to the prolonged verification of beneficiaries, as many phone numbers were unreachable. Some people provided incorrect numbers, while others were recorded incorrectly. Despite these challenges, the team worked diligently to locate eligible recipients and ensure they received their cash entitlements.

Some affected beneficiaries were unable to redeem their cash due to providing incorrect numbers or losing their cell phones. These individuals faced difficulties in retrieving their registered numbers, as some were migrants without proper documentation and depended on their neighbors for contact information as a result they did not get the money because there was no other way of verifying them again or contacting them completely in other instances.



Budget: CHF 14,351

Targeted Persons: 15,858

Assisted 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 | 15,858 |
| # 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 | 100 |
| % of people that require first aid that received it | 100 | 100 |
| % of volunteers and staff that receiving refresher training on PFA and PSS | 100 | 100 |

Narrative description of achievements

•SARCS deployed 35 volunteers in this response for multisector assistance that include provision of mental health support and health promotion to floods victims .100% Staff and volunteers were provided with refresher training sessions on health promotion, PFA and PSS services. Through sensitization of health promotion in emergencies, NS was able to reach 15858 people in the affected areas. Furthermore, through Mental Health and Psychosocial Support Service (MHPSS). 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.

Lessons Learnt

• DSD played a significant role in ensuring that all partners have a streamlined mandate with specific roles and responsibilities. However there were still some instances where other actors were working outside their roles and responsibilities thereby causing confusion but in the end people were given the necessary support they needed and everything was cleared.

Challenges

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



Water, Sanitation And Hygiene

Budget: CHF 24,572

Targeted Persons: 13,073

Assisted 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 | 1,852 | 2,713 |

Narrative description of achievements

In both the Western Cape and KZN, people assisted under wash intervention reached a total of 13,073 people (12,072 in the Western Cape and 1,001 in KZN).

- With support from the IFRC, 35 volunteers underwent Hygiene and Health refresher training in the Western Cape before conducting six Hygiene and Health sensitization sessions. Water, sanitation, and hygiene promotion services were provided, including the distribution of essential hygiene-related materials such as household hygiene kits. The sessions reached a total of 13 073 people.
- SARCS distributed a total of 2,713 hygiene kits in the Western Cape and KZN. Specifically, 1,820 kits were given to the affected population, targeting women, children, pregnant and lactating women, the elderly, and people with disabilities. Stocks from a fire incident were used to extend the target in the Western Cape, while the remaining hygiene packs were distributed to flood-affected families in KZN. As a result, 1,854 families saw improvements in their hygiene conditions by accessing essential hygiene items.
- In the Western Cape, safe and clean drinking water was provided to 2,880 affected people. However, this assistance was not extended to KZN. This effort targeted 1,500 households and additional households with one or two individuals per house or some host families.
- With unused funds from other budget areas, mainly under shelter, NS increased assistance by distributing 480 bags of nappies and baby food to vulnerable mothers with small children. This need was identified during a rapid protection evaluation.

Lessons Learnt

Advocating for adequate support for WASH (Water, Sanitation, and Hygiene) interventions is essential during emergencies to ensure timely and effective assistance. Building the capacity of local communities and response teams before emergencies occur enhances the speed and efficiency of WASH responses during crises. Additionally, prioritizing psychosocial support (PSS) during and after the impact of disasters is crucial.



Challenges

There was a lack of information regarding WASH activities, and some affected individuals showed a lack of interest due to the stress of losing all their belongings.



Protection, Gender And Inclusion

Budget: CHF 252

Targeted Persons: 15,858

Assisted 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 | 1 |

Narrative description of achievements

SARCS conducted a PGI (Protection, Gender, and Inclusion) briefing on the minimum standards for PGI in emergencies for 42 volunteers. This training equipped them with the necessary skills to ensure coordination with local stakeholders, establish referral pathways for child protection and sexual and gender-based violence (SGBV), and conduct child protection awareness-raising sessions with community leaders and members to increase male engagement in SGBV prevention and response. SARCS manage to protect the affected people from vulnerability through distribution of immediate relief materials such as blankets, mattresses, and hygiene kits, which they managed to reach 13073 people (4311 Males and 8762 Female)

The NS ensured that PGI was integrated into all programs by conducting SGBV, PSEA (Protection from Sexual Exploitation and Abuse), and Child Safeguarding awareness-raising campaigns in evacuation centers and surrounding affected communities. Throughout the response, there were no recorded cases of abuse, especially among women and children.

Lessons Learnt

There is a need for continuous awareness of the "Do No Harm" principle for both affected populations and volunteers. GBV (Gender-Based Violence) awareness campaigns for staff, volunteers, and affected populations are crucial in all future emergency response operations.

Challenges

There was limited privacy for the affected people in the community hall where they were evacuated and temporarily sheltered.



Community Engagement And Accountability

Budget: CHF 3,814

Targeted Persons: 15,858

Assisted Persons: 13,158

Indicators

| Title | Target | Actual |
|-------|--------|--------|
|-------|--------|--------|

| | | |
|---|----|----|
| # of volunteers trained on CEA | 35 | 35 |
| # of community feedback mechanisms deployed | 1 | 1 |

Narrative description of achievements

35 volunteers participated in a CEA (Community Engagement and Accountability) orientation session to equip them with the necessary skills to support the intervention. SARCS, using CEA approaches, ensured the engagement and involvement of stakeholders, including the communities being supported throughout the response. They utilized Community Feedback Mechanism tools to facilitate the exchange of relevant information between the community and the response teams.

The National Society conducted field supervision and engaged in field missions to provide technical support to the team actively involved in the operations. This effort was to enhance the effectiveness of the operation. To ensure sustained effectiveness, three methods of community engagement were employed: direct contact with the affected community, house interviews, holding community meetings, and using loudhailers to provide early warnings and updates during assessments. which NS managed to reach 13,158 people.

Lessons Learnt

- Establishing clear and reliable communication channels between authorities and the community is crucial. This includes using multiple platforms to disseminate information quickly and accurately and ensuring that resources are available and accessible to all community members, especially vulnerable populations, can enhance the overall effectiveness of flood responses.

Challenges

- Ineffective communication between authorities and the affected communities resulted in affected people perceiving the delayed response from authorities in addressing their needs as pure negligence and lacking of understanding of the true impact of the floods situation.



Secretariat Services

Budget: CHF 9,064

Targeted Persons: 5

Assisted Persons: 5

Indicators

| Title | Target | Actual |
|-----------------------|--------|--------|
| #monitoring conducted | 4 | 3 |

Narrative description of achievements

5 joint visits involving SARCS and IFRC were conducted to provide the province with the necessary support for efficient operation implementation. Additionally, the Cluster Senior Disaster Management Officer worked closely with both the NS and IFRC teams to ensure effective coordination of the operation and its implementation. The IFRC and NS PMER teams also collaborated to develop the required monitoring and reporting tools for the operation. Furthermore, the IFRC Finance team provided technical assistance to the NS finance counterpart to establish and manage the financial systems for the operation, including procurement processes.

Lessons Learnt

The NS needs to strengthen its resource mobilization strategy to ensure it has access to undesignated funds. This will provide additional resources during emergencies, enabling effective responses while awaiting disbursement of funds for specific operations.



Challenges

Delays in disbursement for the operation caused a delay in the NS response. Additionally, limited funds available to the NS for procuring relief items further delayed their response time.



National Society Strengthening

Budget: CHF 37,874

Targeted Persons: 42

Assisted Persons: 42

Indicators

| Title | Target | Actual |
|---|--------|--------|
| # of staff and volunteers trained on PGI, CEA and disaster response | 42 | 42 |
| # of insured and supported volunteers | 42 | 42 |
| # of supervision and coordination meetings hosted | 3 | 5 |
| # of Lessons learned workshop conducted | 1 | 1 |

Narrative description of achievements

42 volunteers involved in the operation were insured and provided with personal protective equipment. They also received refresher training on cash voucher assistance, PGI, CEA, WASH, and other disaster response interventions. SARCS ensured the operation was strategically planned based on the latest assessment and operational data to strengthen coordination in this response. The SARCS national office hosted five coordination meetings where information exchange and updates regarding the response were shared. Furthermore, the NS provided necessary support to the province to implement the operation efficiently, including corporate services activities.

Coordination was done as well as continuous monitoring until November. To strengthen coordination and partnerships in this response, SARCS took part in coordination platforms by participating in 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. To strengthen disaster preparedness and response strategies for future responses, a lessons learned workshop was held with volunteers, staff, community representatives, and stakeholders. The workshop highlighted the successes of the intervention, challenges encountered such as delay in cash disbursement to beneficiaries and those who did not receive and the money returning to the funder, and areas for improvement such as NS need to strengthen its community engagement and accountability strategies working with different stakeholder so that they can understand their role during emergencies.

Lessons Learnt

- Investment in resource mobilization for funds to recruit more NS personnel and training for both branches, Provincial and National to strengthen the standard of reporting systems that can ensure efficient and accurate reporting in future responses. It was a bit of a challenge to obtain reports but the NS is working tirelessly to resolve this challenge.

Challenges

- Short staffing on other departments such as finance and programs at both branch, provincial and national level that cause delay in reporting back to the donor.

Financial Report

bo.ifrc.org > Public Folders > Finance > Donor Reports > Appeals and Projects > DREF Operation - Standard Report

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DREF Operation

FINAL FINANCIAL REPORT

MDRZA015 - South Africa - Floods

Operating Timeframe: 12 Oct 2023 to 29 Feb 2024

| Selected Parameters | | | |
|---------------------|-----------|-----------|----------|
| Reporting Timeframe | 2023-2024 | Operation | MDRZA015 |
| Budget Timeframe | 2023-2024 | Budget | APPROVED |

Prepared on 17/Feb/2025

All figures are in Swiss Francs (CHF)

I. Summary

| | |
|---------------------------------|-----------------|
| Opening Balance | 0 |
| Funds & Other Income | 423,280 |
| DREF Response Pillar | 423,280 |
| Expenditure | -404,745 |
| Closing Balance | 18,535 |

II. Expenditure by area of focus / strategies for implementation

| Description | Budget | Expenditure | Variance |
|---|----------------|----------------|---------------|
| AOF1 - Disaster risk reduction | 4,215 | 3,897 | 318 |
| AOF2 - Shelter | 114,619 | 114,794 | -175 |
| AOF3 - Livelihoods and basic needs | 218,734 | 205,874 | 12,860 |
| AOF4 - Health | 14,143 | 11,317 | 2,827 |
| AOF5 - Water, sanitation and hygiene | 24,572 | 19,591 | 4,981 |
| AOF6 - Protection, Gender & Inclusion | 252 | 46 | 206 |
| AOF7 - Migration | | | 0 |
| Area of focus Total | 376,536 | 355,519 | 21,017 |
| SF11 - Strengthen National Societies | 37,680 | 43,345 | -5,665 |
| SF12 - Effective international disaster management | | | 0 |
| SF13 - Influence others as leading strategic partners | | | 0 |
| SF14 - Ensure a strong IFRC | 9,064 | 5,880 | 3,183 |
| Strategy for implementation Total | 46,744 | 49,225 | -2,482 |
| Grand Total | 423,280 | 404,745 | 18,535 |

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

Please explain variances (if any)

The IFRC-DREF allocated CHF 423,280 for this response, with total expenditures amounting to CHF 404,745 within the designated timeframe. The remaining balance of CHF 18,535 will be returned to the DREF pot upon the publication of this report. A detailed breakdown of this balance and the associated variances is provided below.

- Relief items, Construction, Supplies: Variance is 16 276 (4.9%)
- Logistics, Transport & Storage: Variance is 2 865 (43.4%) because this expense was spent accordingly and the under expenditure was due to exchange losses.
- Personnel: Variance is 30 308 (78.3%) the variance is because of a coding error for NS admin costs budget line of 25,444 CHF.



- Workshops & Training: Variance is -5 269 (-99%) because the over expenditure was attributed to extra costs incurred with securing central training venues in targeted areas. The activities were successfully executed.
- General Expenditure: Variance is -26 776 (-208.4%) The huge over-expenditure is due to NS admin costs budget line of 25,444 CHF that was incorrectly coded.
- Indirect Costs: Variance is 1 131 (3.5%) because The NS did not fully implement as planned hence a reduction in the PSSR costs.

Contact Information

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

National Society contact: Ireen Mutombwa-Shumba, Mrs, imutombwa@redcross.org.za, +27719360221

IFRC Appeal Manager: Kopano Masilo, Head of Delegation, Country Cluster Delegation, kopano.masilo@ifrc.org

IFRC Project Manager: Bongeka Mpinke, Senior Officer, Disaster Management, bongeka.mpinke@ifrc.org

IFRC focal point for the emergency: jimmy Ngobeni, Mr, jimmy.ngobeni@ifrc.org, +27664868432

Media Contact: Susan Nzisa Mbalu, Communication Manager, susan.mbalu@ifrc.org, +254 733 827 654

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DREF Operation

FINAL FINANCIAL REPORT

MDRZA015 - South Africa - Floods

Operating Timeframe: 12 Oct 2023 to 29 Feb 2024

| Selected Parameters | | | |
|---------------------|-----------|-----------|----------|
| Reporting Timeframe | 2023-2024 | Operation | MDRZA015 |
| Budget Timeframe | 2023-2024 | Budget | APPROVED |

Prepared on 26/Feb/2025

All figures are in Swiss Francs (CHF)

I. Summary

| | |
|---------------------------------|-----------------|
| Opening Balance | 0 |
| Funds & Other Income | 423,280 |
| DREF Response Pillar | 423,280 |
| Expenditure | -404,745 |
| Closing Balance | 18,535 |

II. Expenditure by area of focus / strategies for implementation

| Description | Budget | Expenditure | Variance |
|---|----------------|----------------|---------------|
| AOF1 - Disaster risk reduction | 3,059 | 3,897 | -838 |
| AOF2 - Shelter | 114,619 | 114,794 | -175 |
| AOF3 - Livelihoods and basic needs | 218,734 | 205,874 | 12,860 |
| AOF4 - Health | 10,952 | 11,317 | -365 |
| AOF5 - Water, sanitation and hygiene | 24,572 | 19,591 | 4,981 |
| AOF6 - Protection, Gender & Inclusion | 252 | 46 | 206 |
| AOF7 - Migration | | | 0 |
| Area of focus Total | 372,188 | 355,519 | 16,669 |
| SFI1 - Strengthen National Societies | 35,387 | 43,345 | -7,958 |
| SFI2 - Effective international disaster management | | | 0 |
| SFI3 - Influence others as leading strategic partners | | | 0 |
| SFI4 - Ensure a strong IFRC | 9,064 | 5,880 | 3,183 |
| Strategy for implementation Total | 44,451 | 49,225 | -4,775 |
| Grand Total | 416,639 | 404,745 | 11,894 |

DREF Operation

FINAL FINANCIAL REPORT

MDRZA015 - South Africa - Floods

Operating Timeframe: 12 Oct 2023 to 29 Feb 2024

| Selected Parameters | | | |
|---------------------|-----------|-----------|----------|
| Reporting Timeframe | 2023-2024 | Operation | MDRZA015 |
| Budget Timeframe | 2023-2024 | Budget | APPROVED |

Prepared on 26/Feb/2025

All figures are in Swiss Francs (CHF)

III. Expenditure by budget category & group

| Description | Budget | Expenditure | Variance |
|---|----------------|----------------|----------------|
| Relief items, Construction, Supplies | 333,740 | 317,464 | 16,276 |
| Clothing & Textiles | 99,288 | 106,662 | -7,374 |
| Food | 7,092 | 7,753 | -661 |
| Water, Sanitation & Hygiene | 20,567 | 19,497 | 1,069 |
| Medical & First Aid | 7,092 | | 7,092 |
| Other Supplies & Services | 21,337 | 12,617 | 8,720 |
| Cash Disbursement | 178,364 | 170,934 | 7,429 |
| Logistics, Transport & Storage | 4,941 | 2,808 | 2,133 |
| Distribution & Monitoring | 2,364 | | 2,364 |
| Transport & Vehicles Costs | 2,577 | 2,808 | -231 |
| Personnel | 35,042 | 7,926 | 27,116 |
| National Society Staff | 1,182 | 2,154 | -972 |
| Volunteers | 33,860 | 5,772 | 28,088 |
| Workshops & Training | 5,272 | 10,541 | -5,269 |
| Workshops & Training | 5,272 | 10,541 | -5,269 |
| General Expenditure | 12,257 | 41,303 | -29,046 |
| Travel | 8,038 | 7,330 | 708 |
| Information & Public Relations | 1,950 | 4,668 | -2,718 |
| Office Costs | 236 | 375 | -138 |
| Communications | 1,418 | 2 | 1,416 |
| Financial Charges | 615 | 2,455 | -1,840 |
| Other General Expenses | | 26,472 | -26,472 |
| Operational Provisions | | 0 | 0 |
| Operational Provisions | | 0 | 0 |
| Indirect Costs | 25,387 | 24,703 | 684 |
| Programme & Services Support Recover | 25,387 | 24,703 | 684 |
| Grand Total | 416,639 | 404,745 | 11,894 |