

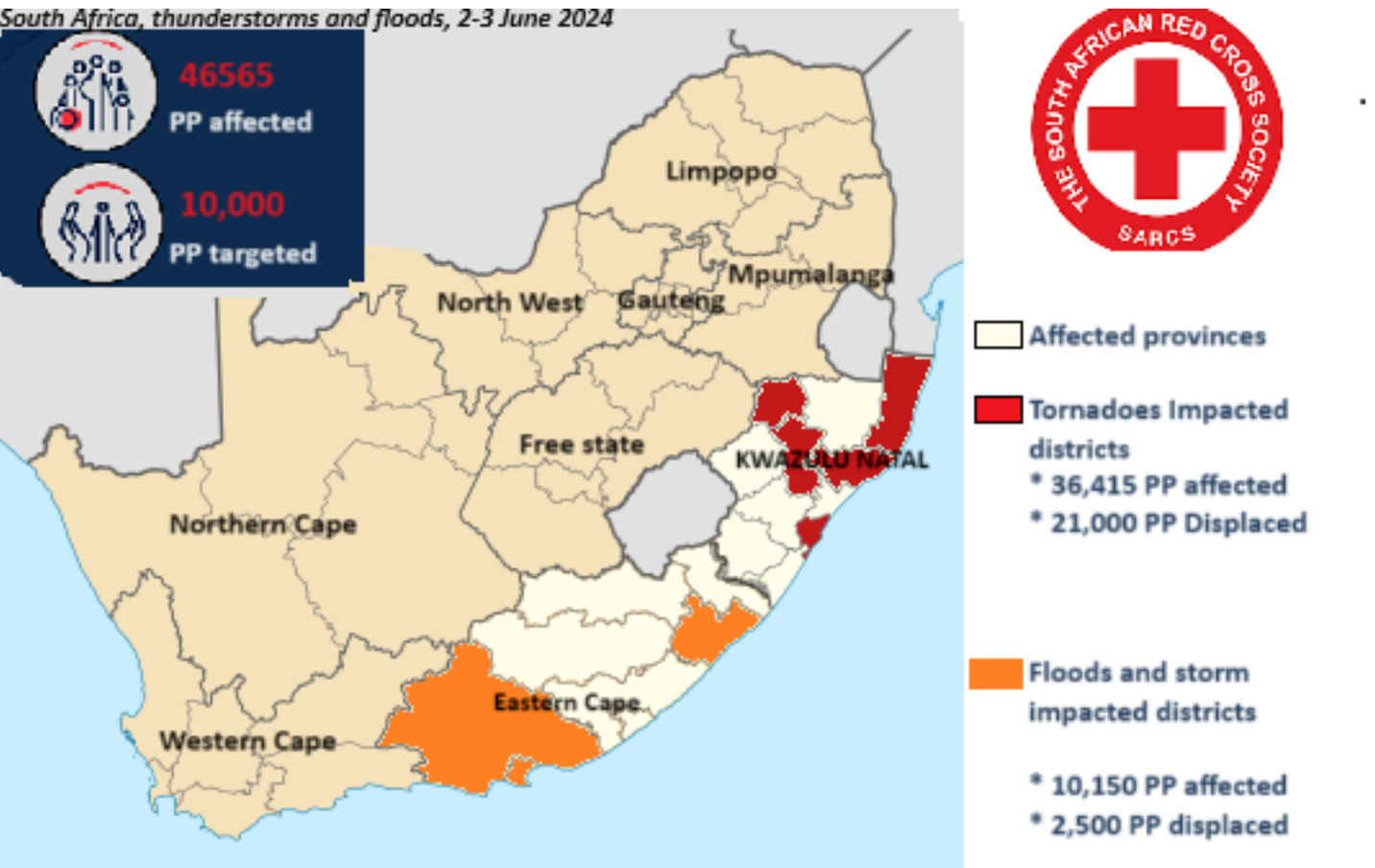


Volunteer providing Restoring Family Links services

Appeal: MDRZA018	Total DREF Allocation: CHF 499,776	Crisis Category: Yellow	Hazard: Storm Surge
Glide Number: -	People Affected: 46,565 people	People Targeted: 10,000 people	People Assisted: 7,529 people
Event Onset: Sudden	Operation Start Date: 21-06-2024	Operational End Date: 31-10-2024	Total Operating Timeframe: 4 months
Targeted Regions: Eastern Cape, Kwazulu-natal			

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



Eastern Cape and KwaZulu Natal impact map @SARCS

Date of event

03-06-2024

What happened, where and when?

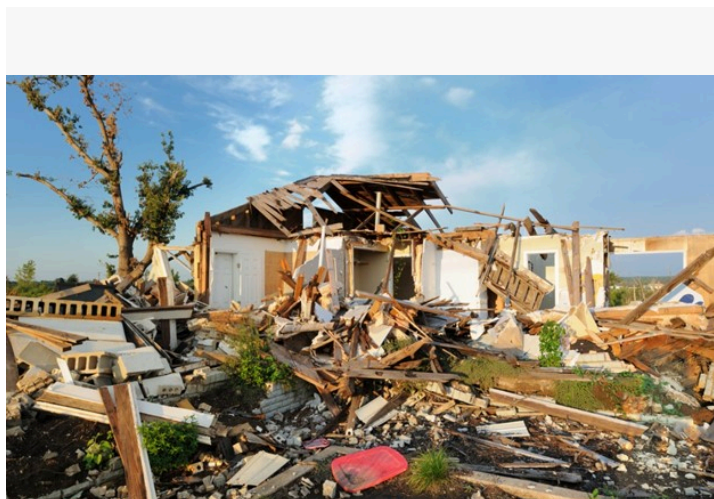
From the 2nd to the 3rd of June 2024, the regions of Eastern Cape and KwaZulu-Natal experienced severe natural weather hazards that left 46,565 people vulnerable. On the 2nd of June, intense floods impacted the Eastern Cape, while two tornadoes of varying intensities struck KwaZulu-Natal, causing extensive damage to homes, community and public infrastructures, and displacing at least 50% of the affected communities, all amid ongoing severe weather and the start of winter.

In the early hours of the 2nd of June 2024, heavy rainfall impacted several areas in the Eastern Cape, including the Nelson Mandela, Sara Baartman, and Buffalo City Metros. The torrential rain breached dam walls and overwhelmed canals, resulting in widespread flooding that inundated homes and businesses. As a result, more than 10,150 people, comprising of 2,030 households, were affected. Of these, 2,500 individuals were displaced, and seven lives were lost. Additionally, 10 people remained missing, while at least 50 were safely rescued. The severe weather caused significant disruption and damage across the province, underscoring the urgent need for emergency response and relief efforts. Flash floods triggered by the heavy rains particularly impacted Nelson Mandela Bay and Buffalo City Metropolitans, as well as parts of the Sara Baartman district. These flash floods devastated the affected areas, causing widespread destruction to infrastructure, homes, and businesses. The deluge resulted in severe disruptions to daily life, with many communities struggling to cope in the aftermath. Emergency services and local authorities worked tirelessly to assist those affected and initiate the recovery process.

On the 3rd of June 2024, two tornadoes struck the KwaZulu-Natal province, primarily affecting the eThekweni Metropolitan Municipality, with significant damage in the Tongaat area where formal houses were destroyed. The tornadoes also partially impacted the uMkhanyakude, uMzinyathi, Ugu, King Hlatshwayo, and Amajuba districts. The destruction to households and infrastructure affected over 36,400 people and displaced more than 5,000. In total, 7,358 formal houses were completely destroyed in the Tongaat area within the eThekweni Metropolitan Municipality. Three shelters were established, providing accommodation to 1,825 people. Many residents



were reluctant to leave their tornado-damaged homes as they sought to protect their remaining belongings, by the 3rd of June, 14 people had lost their lives in KwaZulu-Natal due to the tornadoes that struck that afternoon.



the picture above shows damages in the Tongaat area of KwaZulu Natal in South Africa



The KZN Provincial Response Team providing hot meals in Tongaat following the effect of the floods and tornadoes in the area

Scope and Scale

Following an early warning of Level 6 (Orange) issued by the South African Weather Services (SAWS) regarding the threat of heavy rainfall in the Eastern Cape, severe weather events unfolded. On the 2nd of June 2024, the Eastern Cape experienced significant heavy rainfall that breached dam walls, overwhelmed canals, and caused extensive flooding. The following day, on the 3rd of June 2024, two tornadoes struck KwaZulu-Natal, particularly devastating the Tongaat area, resulting in widespread destruction. According to initial findings from SARCS, the impact of these disasters across the two affected provinces was as follows:

In KwaZulu-Natal, 36,415 individuals were affected, while 10,150 people were impacted in the Eastern Cape, bringing the total to 46,565. Approximately 7,500 individuals were displaced. By the second week after the tornadoes, over 7,000 people were still displaced, either staying in shelters or with relatives, while others remained in their damaged homes. Displacement figures included 5,000 individuals in KwaZulu-Natal and 2,500 in the Eastern Cape.

A total of 7,358 houses were destroyed by the tornadoes in KwaZulu-Natal.

The calamities claimed 21 lives, with seven fatalities in the Eastern Cape and 14 in KwaZulu-Natal. Several individuals remained unaccounted for, compounding the tragedy.

The extreme weather events, which included floods, strong winds, and tornadoes, were classified by meteorological authorities as severe. These disasters severely disrupted lives, destroyed shelters, and decimated livelihoods and infrastructure. Over 7,000 structures, including homes, schools, local businesses, and community facilities, were reported destroyed. The displacement of thousands, combined with the onset of winter, exacerbated already challenging living conditions. This widespread devastation left individuals and families without shelter and vital income sources, deepening vulnerabilities and increasing poverty and economic instability in the affected regions.

The social and economic repercussions of these disasters extended far beyond immediate loss. Vulnerable demographic groups bore the brunt of the impact, particularly in the Eastern Cape areas of Nelson Mandela Bay and Buffalo City. Among those most affected were the elderly, children, individuals with disabilities, migrants, internally displaced persons (IDPs), refugees, and families with limited financial means. Reduced mobility rendered the elderly and children particularly susceptible to health complications, while individuals with disabilities faced significant challenges accessing emergency services. IDPs and refugees, often residing in precarious conditions, lacked the resources to cope with additional disruptions. Low-income families living in poorly constructed, flood-prone dwellings were disproportionately affected, compounding their struggles in the aftermath.

A report by the Institute for Security Studies (2021) highlighted South Africa's lack of preparedness for climate-change-driven weather disasters, citing rapidly growing informal settlements, poor land use, and inadequate infrastructure as key vulnerabilities. The events in KwaZulu-Natal and the Eastern Cape exemplified this reality, as already vulnerable communities faced unbearable hardships. With winter intensifying and the risk of further severe weather, including snowfall, urgent support was needed to mitigate risks and protect affected communities.

Infrastructure across both provinces sustained extensive damage. In the Eastern Cape, flooding compromised dam walls and canals,

inundating residential and commercial areas. In KwaZulu-Natal, the combination of flooding and tornadoes destroyed residences, schools, healthcare facilities, water systems, and power grids. The economic toll was significant, with businesses experiencing losses and substantial investments required for repairs and reconstruction. Damage to critical infrastructure was expected to have lasting repercussions on the regions' economic recovery and stability.

The Tongaat area of KwaZulu-Natal, which had not experienced tornadoes in the past three years, was particularly affected. Known for its formal structures, the destruction in Tongaat marked a shift from previous hazards like floods and landslides to tornado-related damage. This evolution of natural hazards underscored the growing severity of climate-change-induced disasters in the region.

In response to the magnitude of these events, the South African government, through the National Disaster Management Centre (NDMC), declared a National State of Disaster on the 5th of June 2024, rallying partners and stakeholders to provide humanitarian assistance. On the 10th of June 2024, SARCS received requests for aid from KwaZulu-Natal's regional office, the South African Local Government Association, and the provincial government to support recovery efforts. SARCS subsequently launched a DREF operation to complement government interventions in the Eastern Cape and Tongaat area of KwaZulu-Natal.

Source Information

Source Name	Source Link
1. SANews	https://www.sanews.gov.za/south-africa/condolences-eastern-cape-flood-victims-0
2. Herald Live	https://www.heraldlive.co.za/news/2024-06-03-heavy-rains-wreak-havoc-in-nelson-mandela-bay
3. Mail & Guardian	https://mg.co.za/news/2024-06-03-six-people-dead-and-hundreds-evacuated-in-eastern-cape-floods/
4. ECHO	https://erccportal.jrc.ec.europa.eu/ECHO-Products/Echo-Flash#/daily-flash-archive/5084
5. South Africa Eastern cape floods	https://www.sanews.gov.za/south-africa/condolences-eastern-cape-flood-victims-0
6. South Africa KZN strong weathers and tornadoes	https://www.sabcnews.com/sabcnews/946183-2/
7. IOL	https://www.iol.co.za/news/south-africa/kwazulu-natal/kzn-floods-tornadoes-damage-tonga-at-stanger-jozini-umlalazi

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	No
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IFRC Network Actions Related To The Current Event

Secretariat	The IFRC, through its Pretoria Cluster, actively supported SARCS during the disaster and ongoing response efforts implemented by the National Society. This support included providing essential technical assistance as part of its Secretariat role to the National Society.
Participating National Societies	There are no Partners National Societies in country.



ICRC Actions Related To The Current Event

The ICRC provided ongoing support to the National Society (NS) to facilitate Restoring Family Links (RFL) services. These services included phone calls, phone charging, internet access, 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 coordinated response efforts by humanitarian organizations to prevent the duplication of actions. These coordination meetings, led by the government, streamlined operations and ensured effective resource allocation. The Government of South Africa declared the occurrence a National State of Disaster, assigning primary responsibility for coordination to the National Executive Committee. This declaration mobilized organizations, partners, and other stakeholders to provide humanitarian aid in support of the affected provinces. The South African Weather Services (SAWS) continuously provided weather updates, including early warning messages. These updates enabled the government and humanitarian actors, such as SARCS, to intensify the dissemination of critical information to communities, particularly those in high-risk areas. Through its extensive network of community-based volunteers, SARCS reached grassroots communities with timely updates. This approach helped reduce the vulnerabilities of at-risk populations by ensuring they were well-informed and prepared for potential weather-related hazards. However, additional efforts were needed to ensure this information reached marginalized communities and groups effectively.
UN or other actors	SARCS proactively reached out to UNICEF for support under the contingency plan formulated earlier in the year. This collaboration enhanced its capacity to address the crises effectively under child protection.
Are there major coordination mechanism in place?	
There were Joint Operation Committees (JOC) which were activated by Disaster Management Centre (DMC) at all levels (national, provincial, district and local municipality levels) in which SARCS actively participated to strengthen its auxiliary role. DSD was responsible for coordinating relief from both the government and other partners involved in this response operation.	

Needs (Gaps) Identified



Shelter Housing And Settlements

The most affected areas in KwaZulu-Natal (Tongaat) consisted primarily of formal settlements with well-structured houses, many of which were severely damaged by the tornadoes and floods that struck the Eastern Cape. Over 7,358 houses were destroyed, leaving more than 4,600 people displaced in KwaZulu-Natal and in the Eastern Cape, their homes were completely ruined.

The destruction—whether partial or total—of thousands of houses exposed many families to harsh winter conditions. Some families chose to remain in their partially damaged homes to safeguard their belongings from theft. As a result, they often stayed outside or in unsafe structures, unwilling to leave for fear of losing the few possessions spared by the disaster.

Municipalities in both KwaZulu-Natal and the Eastern Cape established 13 temporary shelters, which accommodated 1,835 people in local community centers. Additionally, local churches provided temporary shelter for displaced families. Despite these efforts, significant unmet needs persisted, underscoring the scale of the crisis.

Many individuals and families, however, opted to stay close to their homes and communities by seeking refuge with friends and relatives. This choice reflected their resilience and the strength of community bonds during these challenging times. The combined use of



community centers and support from local church groups highlighted the importance of solidarity in disaster response. These collaborative efforts provided essential shelter options while enabling affected individuals to remain near their homes, preserving social connections and community ties during the recovery process.



Livelihoods And Basic Needs

Access to safe and nutritious food was severely disrupted by the disasters in both provinces, resulting in significant food shortages. The immediate livelihood needs identified by NS were:

- Access to immediate food for most vulnerable and displaced families. There were hundreds of families in the evacuation centers and additionally displaced in the host communities both in need of food since the disaster struck.
- The disruption of their normal source of income was also noticed. Many livelihoods, particularly those reliant on agriculture and local industries, were severely affected, necessitating support for recovery. Many households affected by the floods depended on livestock for their livelihoods and sustenance. On the other hand, the informal settlements impacted included small and upcoming businesses. For the communities already dealing with difficult conditions and scarcity of resources as characterized in some of these rural and peri-urban areas, this crisis was increasing the number of people.
- For highly vulnerable groups such as migrants, displaced communities, and refugees among the affected population, it was crucial to recognize that the pre-disaster economic challenges and social tensions were likely to escalate due to the disruption of their well-being and increased stress on their low incomes. The flooding has not only damaged homes and infrastructure but also destabilized the economic stability of communities and their sources of income. With homes and livelihoods swept away, these families needed to find solutions despite already facing significant challenges even in normal times. Their precarious situation left them unable to quickly recover thereby, creating an urgent need for financial, material, and food support.
- The disruption of income-generating activities and livelihoods also significantly impacts education, with some areas experiencing school closures that affect children's learning. The distribution of non-food items and the implementation of protection measures for vulnerable groups further help address these basic needs.
- Immediate support to help families meet their basic necessities is critical, particularly for those relying on evacuation centers or already facing severe income limitations before the disaster. Given the stressful conditions, there is a heightened risk of theft and negative coping mechanisms. Therefore, addressing livelihoods and basic needs has become a critical priority amidst these challenges.



Multi purpose cash grants

The Cash Voucher Assistance (CVA) program, implemented in response to the flooding in KwaZulu-Natal (KZN) and the Eastern Cape (EC), provided significant benefits beyond immediate relief. One of the key advantages of the program was its ability to restore dignity to affected individuals while empowering communities to meet their own cultural and dietary needs.

The provision of multi-purpose cash assistance was critical as those affected by the tornadoes and floods struggled to meet basic necessities such as food, clothing, and shelter. This inability to access essential resources heightened their vulnerabilities, exposing them to further risks such as malnutrition and illnesses exacerbated by the harsh winter conditions prevalent in the affected areas. Some individuals also faced risks of sexual exploitation, being targeted by those with more resources. Providing financial assistance gave individuals the flexibility to prioritize their needs, enabling them to navigate the challenging process of recovery from the disaster's adverse impacts.

Given the diverse needs ranging from emergency relief to medium- and long-term recovery solutions, multi-purpose cash assistance proved to be the most effective form of support. Its flexibility allowed families to address immediate necessities, such as food and shelter, while also allocating funds toward transitional housing and livelihood recovery. This adaptability was particularly important in contexts where additional shelter support was expected to come from the government, leaving communities in need of interim plans while awaiting long-term solutions.

The CVA program also recognized the importance of livelihoods, particularly in communities reliant on livestock. By providing financial support for livestock care and replacement, the program played a vital role in strengthening resilience, sustaining livelihoods, and supporting overall recovery efforts in KZN and EC. In addressing both immediate and long-term needs, the Cash Voucher Assistance program proved to be an essential component of the disaster response, promoting dignity, flexibility, and resilience among affected populations.





Health

The tornadoes in KwaZulu-Natal (KZN) and floods in the Eastern Cape (EC) resulted in significant and varied health risks and needs. The disasters heightened the risk of waterborne diseases due to contaminated water sources and damaged sanitation infrastructure. Numerous injuries, ranging from minor to severe, required immediate medical attention and first aid. The overall welfare of affected communities was severely compromised. Simultaneously, the emotional toll from the loss of homes and loved ones further strained mental well-being. Additionally, the destruction of roads, schools, clinics, and power supply infrastructure impeded access to essential services, compounding the challenges faced by the affected populations.

The lack of access to healthcare, clean water, and electricity significantly hindered recovery efforts and the ability to maintain good health. Vulnerable groups, such as those dependent on chronic medications, faced heightened risks due to disruptions in their treatment regimens. The absence of clean drinking water further complicated these issues, making it difficult for individuals to safely take essential medications, thereby increasing the likelihood of health deterioration.

The mental health and psychosocial well-being of affected individuals was severely impacted by the trauma and stress caused by the disaster. This underscored the urgent need for mental health and psychosocial support to help individuals cope with their losses and rebuild their lives.

Additionally, an ongoing Monkeypox outbreak added another layer of risk, requiring effective management and prevention measures to protect the health of already vulnerable communities.

Comprehensive health interventions were critical to addressing these multifaceted challenges, ensuring access to medical care, supporting mental health, and mitigating further health risks, including the spread of communicable diseases.



Water, Sanitation And Hygiene

The flooding and tornadoes in KwaZulu-Natal (KZN) and the Eastern Cape (EC) displaced many individuals to evacuation centers, creating an urgent need for clean drinking water, sanitation facilities, and hygiene interventions to prevent disease outbreaks. The disasters caused significant damage to water and sanitation infrastructure, increasing the risk of waterborne diseases and requiring immediate WASH support.

In evacuation centers, clean drinking water was provided through water purification systems and regular distribution. Portable toilets and waste management facilities were set up to maintain minimum hygiene standards and prevent disease transmission in overcrowded conditions.

At the community level, repairing damaged water and sanitation systems was prioritized, requiring coordination with stakeholders like the Department of Water and Sanitation. Hygiene promotion campaigns and educational initiatives encouraged better practices to reduce the risk of disease outbreaks.

Hygiene packs containing soap, disinfectants, sanitary products, and water purification tablets were distributed to affected households, supporting personal hygiene and infection prevention. Handwashing stations and hand sanitizers were also established in public spaces and evacuation centers.



Protection, Gender And Inclusion

In responding to the floods and tornadoes in the Tongaat area of KwaZulu-Natal (KZN) and the Eastern Cape (EC), it was crucial to prioritize Protection, Gender, and Inclusion (PGI) considerations. Vulnerable groups such as women, children, the elderly, and individuals with disabilities often encountered difficulties in accessing information and resources, which made them more susceptible to exploitation and abuse. Tailored strategies were implemented to prioritize their protection and inclusion, effectively addressing their distinct needs.

Through out the implementation, protection efforts focused on upholding adherence to inclusion and social cohesion, drawing on lessons learned from last similar contexts. Consistent application of PGI principles and the movement's core values was critical. The deployed team integrated these values into their work, ensuring alignment with established frameworks.

Challenges such as the reluctance to remain in shelter sites and the diverse composition of evacuation center populations underscored the need for a comprehensive integration of PGI standards into planning. This approach reduced risks of exclusion or protection concerns, particularly for minority groups such as migrants and refugees. Families in shelters required special attention to preserve their dignity and to prevent further harm or discrimination. The key priorities identified included, conducting awareness campaigns, establishment of Safe spaces within and around shelters, development and distribution of child protection messages.





Community Engagement And Accountability

Most of the individuals affected in KwaZulu-Natal (KZN) and the Eastern Cape (EC) came from informal settlements, making community engagement a critical component of the rebuilding process. Actively involving community members in discussions and decisions about reconstructing their homes ensured that recovery efforts aligned with their needs and preferences. Providing assistance in gathering and salvaging belongings proved vital for both their emotional and practical recovery. SARCS adopted a hands-on approach, remaining present on the ground and directly engaging with the affected communities.

Drawing from the diverse context and lessons learned from previous operations, a robust system was implemented to give voice to all groups within the community, ensuring everyone felt heard and respected. Past experiences underscored the importance of addressing rumors and closely monitoring evolving situations in collaboration with community leaders and key representatives to proactively manage emerging challenges or tensions. Communication with the community about criteria, plans, and feedback formed the foundation of decision-making, fostering transparency and inclusivity.

Safe and accessible spaces were established for individuals to voice their concerns and stay informed about response efforts. Maintaining constant communication and timely updates helped build trust, understanding, and a sense of ownership within the affected communities. This approach mitigated challenges observed in previous operations, such as MDRZA014.

At the institutional level, efforts were harmonized to prevent frustration, disturbances, and the dissemination of conflicting messages. By avoiding multiple communication channels and ensuring clarity in messaging, SARCS reduced the risk of rumors, misinformation, and erosion of trust.

Operational Strategy

Overall objective of the operation

The primary goal of this DREF operation was to provide assistance to 10,000 people (2000 Households) affected by the floods and tornadoes in the Tongaat area of KwaZulu-Natal and the Eastern Cape province. The intervention aimed to alleviate the immediate impacts of the disaster and improve the wellbeing of the affected communities by ensuring their basic needs were met in a dignified manner. It focused on key humanitarian priorities identified by the NS, such as Shelter and Livelihoods, Health, Water, Sanitation, and Hygiene (WASH), Multi-purpose Cash Assistance, Protection, Gender, and Inclusion (PGI), and Community Engagement and Accountability (CEA).

In Tongaat, KwaZulu-Natal, the operation prioritized aid to support approximately 5,000 people and was extended to the Eastern Cape, targeting an additional 5,000 people affected by floods.

Operation strategy rationale

SARCS activated its National Response Team (NRT) and Emergency Operations Centre (EOC) to coordinate flood and tornado response efforts in KwaZulu-Natal (KZN) and the Eastern Cape provinces. The strategy was designed based on needs and priorities identified during SARCS's initial assessment. Engagements with local communities, government sectors, and other stakeholders were prioritized to guide the response measures SARCS implemented.

SARCS deployed its intervention to reach impacted municipalities by focusing on critical priority areas. The operation aimed to mitigate the immediate impact of the disaster and improve the well-being of affected populations by addressing their basic needs through a dignified response. The intervention utilized a flexible and complementary approach combining cash and in-kind support. This approach accommodated diverse needs, particularly for displaced families and those in shelters who had limited resources even under normal circumstances. The intervention also targeted families whose livelihoods were affected, especially during the winter season, which heightened the need for immediate housing solutions, food, and basic necessities. Distribution of essential items was prioritized to assist displaced families who had lost their homes, while cash assistance complemented these efforts by enabling beneficiaries to meet additional needs such as food, water, and other essentials.

The response emphasized community engagement to ensure understanding and maintain social cohesion. SARCS strengthened partnerships with local authorities and disaster management entities at provincial and national levels, fostering collaboration to align response efforts with long-term resilience programming. Engaging affected communities in decision-making processes was a key focus, aiming to promote ownership and enhance the effectiveness and sustainability of the intervention.

Despite limited resources and adverse weather conditions, SARCS continued to conduct comprehensive assessments, which were expected to refine the operational strategy and allow necessary adjustments for a cohesive and efficient response. Coordination with



government entities remained strong through regular meetings to ensure the plan avoided duplicating existing efforts. The SARCS DREF allocation focused on the following pillars:

Shelter:

SARCS adhered to South Africa's legal framework, which does not permit the distribution of tarpaulins or emergency shelter kits such as tents. Instead, the intervention provided essential items—blankets, mattresses, and kitchen sets—to 1,000 displaced families to reduce exposure to adverse weather and provide dignified assistance. Each household received two blankets, two mattresses, and one kitchen set. Community awareness campaigns on safe shelter practices and "building back better" were conducted in 20 communities across the two provinces.

Livelihoods:

SARCS provided hot meals to over 1,500 displaced individuals and extended this service for eight weeks to support 5,000 people in evacuation centers. A mobile kitchen was procured to prepare meals, ensuring field teams were equipped to deliver this critical service effectively.

Health:

Health interventions included providing essential chronic medication, Psychological First Aid (PFA), Psychosocial Support (PSS), and sensitization sessions on waterborne diseases and health threats like monkeypox. EPIC training was delivered to SARCS response teams to enhance their skills during interventions. Mobile clinics linked individuals requiring ongoing care, such as hypertension or antiretroviral treatment, to public health facilities.

Water, Sanitation, and Hygiene (WASH):

Hygiene kits were distributed to 2,000 households, and hygiene promotion campaigns were conducted to instill safe practices. A WASH refresher training for volunteers was also implemented. SARCS collaborated with local authorities to restore water sources and sanitation facilities, aiming to prevent waterborne diseases and promote community health.

Multipurpose Cash Assistance:

Financial assistance was provided to 1,500 households (800 in KZN and 700 in the Eastern Cape), with each household receiving a one-time payment of R2,500. This cash support complemented in-kind distributions, enabling families to prioritize temporary housing repairs, food, and other basic needs. SARCS collaborated with Nedbank, a trusted financial service provider, to facilitate the distribution, ensuring efficiency and transparency.

Protection, Gender, and Inclusion (PGI):

The intervention focused on protecting vulnerable groups, such as women, children, the elderly, and individuals with disabilities, from harm. Measures included addressing gender-based violence, safeguarding children, and raising awareness about community safety and respect. Support systems were established to assist survivors of violence and promote their recovery.

Community Engagement and Accountability (CEA):

SARCS engaged communities to ensure their voices informed response efforts. Regular consultations and feedback mechanisms promoted transparency and accountability. Trained volunteers facilitated community feedback mechanisms, tracked rumors, and co-designed interventions with affected populations to build trust and enhance participation.

Targeting Strategy

Who was targeted by this operation?

SARCS targeted at least 2,000 households (10,000 people) affected by the floods and tornadoes in KwaZulu-Natal (KZN) and Eastern Cape (EC). The relief assistance focused on individuals and families who were displaced, particularly those in evacuation centers identified as the most impacted and at risk of further harm. The following criteria were used to define the level of impact and vulnerability for beneficiary selection:

Impact of the Disaster:

Directly Affected Individuals and Families: Priority was given to those who experienced damage to their homes, loss of livelihoods, or disruption of essential services. The immediate needs of the most severely affected were addressed.

Specific Vulnerabilities and Socially Marginalized Groups:

Women, Children, and Child-Headed Households: These groups were prioritized due to their heightened vulnerability during disasters.

People Living with Disabilities: Efforts ensured they received the necessary support and assistance.

Pregnant and Lactating Mothers: Special attention was given to their health and nutritional needs.

Elderly (Over 65): Their specific needs were addressed to ensure their safety and well-being.

Low-Income Households: Assistance targeted families with limited resources or no income, particularly those whose primary source of



income was directly impacted.

Migrants, IDPs, and Refugees: These groups were given specific priority to ensure they were not excluded from aid distribution.

Individuals on Chronic Medication: Support was provided to ensure continuity of medical treatment for those with ongoing health needs.

Assistance Delivered:

1,500 Households (HHs): Cash assistance was provided to prioritize temporary housing solutions (e.g., repairs or rental support) and to complement other needs, such as food and basic essentials in the initial weeks following the disaster.

1,000 HHs: Essential household items were distributed to enable access to basic necessities such as cooking supplies and weather protection.

2,000 HHs: Hygiene kits were distributed to support health and sanitation needs.

Given the overlapping needs, some families received both cash and other relief assistance. The targeting of 1,500 HHs for cash and 1,000 HHs for essential items was maintained to align with the average target of 2,000 households. Specific pre-disaster socio-economic factors—such as household size, low income, income directly affected by the disaster, and the capacity to generate income—were considered in selecting cash beneficiaries.

Beneficiary Selection Process:

The criteria for beneficiary selection were disseminated and agreed upon with communities and local government authorities. Clear and transparent justifications were provided during meetings with community members and leaders, explaining the inclusion or exclusion of specific groups.

Targeting Vulnerable Groups:

SARCS conducted a rapid vulnerability assessment to identify and locate affected individuals and communities. Inclusive programming was prioritized throughout the project lifecycle to ensure all activities were accessible and sensitive to the unique needs of vulnerable populations. Engagement with affected communities enabled SARCS to better understand specific needs and concerns, ensuring that vulnerable voices were heard and their needs adequately addressed. Despite the complex operating environment, the National Society implemented a robust, community-sensitive targeting and verification process designed to uphold the Red Cross Red Crescent principles of neutrality, impartiality, and independence. A community-based targeting approach was used, involving local committees composed of community leaders, traditional authorities, and community-based volunteers. The Vulnerability criteria were developed in consultation with community members, ensuring that support was directed toward the most at-risk groups, including women-headed households, Child headed households, persons with disabilities, and those without sustainable income sources.

Furthermore, a two-step verification process was implemented to ensure the integrity of the targeting process. This included Initial registration and household assessment by trained volunteers, followed by final confirmation during distributions using ID documents, community witness verification, and support from ward councilors and traditional leaders. Community engagement and accountability (CEA) mechanisms such as community meetings, help desks, and complaint boxes enabled beneficiaries to raise concerns, seek clarification, and appeal targeting decisions. Feedback collected was reviewed in real-time and used to make necessary adjustments to the beneficiary lists. The National Society maintained clear and consistent communication throughout the intervention to reinforce the Red Cross's neutral and impartial position. Local radio broadcasts, community dialogues, and printed materials helped counter misinformation and reduced the risk of political misuse of humanitarian assistance. The overall approach ensured that distributions were seen as transparent, fair, and harmonized with community expectations, thereby preserving the integrity and reputation of the SARCS during a politically sensitive period.

Explain the selection criteria for the targeted population

The selection criteria for the targeted population in the KwaZulu-Natal (KZN) and Eastern Cape (EC) flood and tornado response operation was based on a combination of factors designed to prioritize those most in need of assistance. These criteria considered the level of disaster impact, pre-existing vulnerabilities, and the social dynamics among different groups, particularly regarding protection. The selection approach is inclusive, equitable, and sensitive to social and cultural dynamics, focusing on upholding the rights and dignity of all individuals, especially those from vulnerable groups. This approach is grounded in international humanitarian law and human rights principles. The targeting process and the selection of groups will prioritize the following:

1. **Vulnerability Factors:** Including pre-existing and current vulnerabilities. Vulnerable groups often face heightened risks during disasters due to limited mobility, reduced access to information, and existing social and economic disparities.
2. **Equity:** Ensuring that aid is distributed equitably so that no one is left behind in the response efforts.
3. **Protection:** Protecting the rights and well-being of vulnerable populations is a humanitarian imperative. Ensuring their safety and access to essential services is a core principle of disaster response.



Total Targeted Population

Women	2,680	Rural	80%
Girls (under 18)	2,520	Urban	20%
Men	2,300	People with disabilities (estimated)	2%
Boys (under 18)	2,500		
Total targeted population	10,000		

Risk and Security Considerations (including "management")

Does your National Society have anti-fraud and corruption policy?	Yes
Does your National Society have prevention of sexual exploitation and abuse policy?	Yes
Does your National Society have child protection/child safeguarding policy?	Yes
Does your National Society have whistleblower protection policy?	Yes
Does your National Society have anti-sexual harassment policy?	Yes

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.

Risk	Mitigation action
There is a potential risk of unrest or contestation that could disrupt effective service delivery. This risk is heightened by increasing community demands amid limited resources, the politically sensitive election context, and the likelihood of dissatisfaction arising from unmet needs.	Community were engaged through their leaders and representatives to maintain a two way feedback. SARCS ensured that affected populations were provided with a clear platform to understand the efforts undertaken by the NS to support those in need, the targeting criteria and the limitation of the intervention. This approach aimed to build trust, manage expectations, and enhance transparency around the response activities. - SARCS contributed to the Social cohesion and community acceptance were enhanced through targeted messaging and by using community engagement to establish trusted communication channels with all population groups.
Protection Risk: Vulnerable populations, particularly women and children, may face protection risks, including gender-based violence and child protection issues.	-Implement protection measures, such as safe spaces and community-based networks, to ensure the safety of vulnerable groups. -Conduct awareness campaigns on protection and gender-based violence prevention. -Provide referral to specialized services for survivors of violence.
Environmental Impact: The disasters and adaptive solutions engaged by communities may have unintended negative environmental impacts, such as contamination of water sources or damage to ecosystems.	The initial mitigations measures were maintained as part of NS plan even though the environmental impact was not assessed during the intervention. Some of the actions that were put in place included: - Ensuring Response team is aware and acknowledge the



	minimum standard of PGI and safeguarding. All 60 staff and volunteers, equipped to support affected communities and uphold safeguarding principles throughout the response. - PGI was prioritized in the messages, with awareness-raising campaigns on Sexual and Gender-Based Violence (SGBV), Protection from Sexual Exploitation and Abuse (PSEA), and Child Safeguarding carried out in both evacuation centers and host communities. - The National Society worked to strengthen its feedback and complaints mechanism, including measures to ensure confidential handling of sensitive reports, particularly those involving SGBV or SEA linked to staff and volunteers. - A strong partnership was maintained with the Department of Social Development (DSD) to provide support in Mental Health and Psychosocial Support (MHPSS) and PSEA. Through this collaboration, 169 cases were successfully referred to specialized organizations for further assistance.
Inadequate community engagement was identified as a significant risk, particularly in the context of the elections and based on lessons learned from both rural and informal settlement settings. Poor engagement could have negatively impacted access, acceptance, and community perceptions of the response. Limited dialogue and participation risked leading to misunderstandings, resistance, and a misalignment between response efforts and actual community needs.	As part of the mitigation measures implemented during the operation: - A robust community engagement strategy was developed, incorporating regular consultations and feedback mechanisms to foster transparency and trust. - Community ownership and participation were actively promoted, ensuring that affected populations had a voice in decision-making processes. - Response teams were trained to be culturally sensitive and respectful of local customs and existing social dynamics, supporting more effective and accepted interventions. - Community leaders were engaged in resolving potential tensions and included in all key discussions, helping to maintain social cohesion and address concerns as they arose.
Access Constraints: Damaged roads and dangerous terrain may hinder access to remote and isolated areas. Roads have been impacted and rains likely to continue, access can be challenging for some time. Infrastructure and accessibility posed significant challenges in previous interventions, with damaged infrastructure and inaccessible areas delaying aid delivery. SARCS continues strengthening its collaboration with local authorities ensuring rapid repair of critical infrastructure and the establishment of temporary access routes, facilitating smoother logistics and aid distributions to reduce delays and enable access to affected communities	This risk did not last but NS worked with branches to ensure earlier mapping of the alternative transportation methods to reach inaccessible areas. Collaboration with local authorities were undertaken to prioritize road repairs and clearance. Context monitoring was also done to ensure earlier briefing to the team on the access.
Resource Constraints was one important risk Initially assessed.	The main materialization was linked to the insufficient relief supplies compare to the final demands. considering that non-direct affected individuals were also claiming aid and requesting support, the set criteria and planned distributions. The most vulnerable were targeted and SARCS managed the expectations of the other groups to void consequences on the implementation or NS image. NS also received some support for the hot meal which increased the people reached and extended it to the families in centers and other families with less shelter damages but with livelihood impact.
Disrupted communication infrastructure may hinder information sharing and coordination. This risk did not really materialized as the initial network and infrastructure disruption did not last.	Despite the non materialization, SARCS maintained the same risk mitigation measures in the risk tracking. -Establish alternative communication systems, such as satellite



phones and radio networks.

- Train response teams in effective communication protocols.
- Engage community leaders to help disseminate critical information.

Please indicate any security and safety concerns for this operation:

Security Risks are mainly linked to the theft, looting as first common risk across the provinces. The second priority risk will be the socio-political tension that may arise from the ongoing post-electoral period, or the social unrest witnessed in the past. Indeed, the conclusion of the NPR Elections and ongoing discussions by political parties to form a government can affect the general mood of communities, especially in hotspots, potentially leading to unrest. Some of these risks can jeopardize the safety of response teams and the distribution of aid.

Mitigation:

- Coordinate closely with local law enforcement and security agencies for protection during aid delivery.
- Monitor the context and ensure security officer at delegation is involved in all planning to ensure adequate security guidance and adapt response plans accordingly.
- Apply the minimum-security regulation applicable to each situation, include the insurance of volunteers, the travel security measures for all the monitoring, adequate briefing on security and safety for all the personnel and volunteers involved etc.
- All IFRC staff will comply with the stay safe training applicable for their position and ensure their team receive involve in the intervention have complied to the same.
- Regular communication and monthly debriefings will be organized with the security focal point of IFRC and SARCS to ensure alignment and adequate planning adjustment. Regular monitoring and adaptation of the response plan based on changing circumstances are critical components of risk management in humanitarian efforts.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Shelter Housing And Settlements

Budget: CHF 147,278

Targeted Persons: 5,000

Assisted Persons: 6,185

Indicators

Title	Target	Actual
# of detailed assessment conducted.	2	2
# of households reached with blanket distribution.	1,000	2,237
# of households reached with mattress distribution.	1,000	2,237
# of households reached with kitchen sets.	1,000	1,000
# of people reached with safe shelter awareness on building back better	5,000	6,185

Narrative description of achievements

SARCS carried out two comprehensive needs assessments (one in each province) to evaluate the vulnerabilities and extent of damage to affected households. Based on the findings, SARCS distributed essential non-food items to 1,000 households, including 2,000 blankets, 2,000 mattresses, and 1,000 kitchen sets, with each household receiving two blankets, two mattresses, and one kitchen set. In addition,

some safe shelter awareness campaigns were conducted reaching 5,114 people, these awareness campaigns focused on building back better. Building Back Better (BBB) approach is a post-disaster recovery that reduces vulnerability to future disasters and builds community resilience to address physical, social, environmental, and economic vulnerabilities and shocks. The efforts made on disseminating the BBB framework gives impacted communities the chance to reduce risk not only from the immediate hazard but from threatening hazards and conditions as well. which made NS to reach 6185 People (1237 households) under shelter intervention.

Lessons Learnt

- Managing relief distribution in informal settlements requires enhanced crowd control strategies to address the risks posed by high crime levels and large, unmanaged gatherings. Deploying trained personnel, reinforced by law enforcement was necessary, and it helped to maintain order during distributions.
- Proactive engagement with community leaders and local influencers was essential to manage expectations and reduce tension during relief operations.
- Establishing clear guidelines and strategies to control and coordinate the involvement of politicians to ensure a more focused and effective response, minimizing disruptions and enhancing the overall efficiency of relief operations.
- Greater coordination with all political parties through the Joint Operations Committee (JOC) meetings ensured alignment and reduced conflict during response efforts.
- To address resource shortages, it is critical to assess the scale of the disaster thoroughly and secure additional relief supplies where possible. Building partnerships with non-governmental organizations, private donors, and other stakeholders can help fill gaps in resources.

Given the complexities of operating in politically charged environments, especially during election periods, the following key lessons and recommendations emerged:

1. Election-Aware Operational Planning: Emergency preparedness plans should include an electoral calendar risk assessment and integrate contingency measures to manage political sensitivities.
2. Pre-positioning and Timing: When possible, schedule distributions to avoid overlaps with known election periods or events.
3. Enhanced Humanitarian Diplomacy: Proactive engagement with local authorities, civil society, and traditional leadership can create a protective space for neutral humanitarian action.
4. Stronger CEA Deployment: Community dialogues, media messaging, and rumor tracking are critical in managing misinformation and maintaining community trust.
5. Volunteer and Staff Capacity Building: Training on humanitarian principles, political neutrality, and conflict-sensitive programming should be mandatory before deployment.
6. Increased Oversight: Real-time monitoring, including third-party observation where feasible, can deter political misuse and enhance accountability.

Challenges

The informal settlement posed a significant challenge due to high levels of crime and the difficulty in managing large groups of people. Relief distribution was particularly challenging, as individuals who were not directly affected by the disaster often attempted to forcibly claim relief items. Those denied would react with aggression and threats to disrupt the distribution process. These tensions were further exacerbated by the timing, as the incident occurred just days after national elections. The politically charged atmosphere saw some parties leveraging the situation for campaigning, using the response effort to demonstrate their support for the community. This compromised the operation, making it increasingly difficult to manage and coordinate efforts, especially with political parties that were not actively participating in Joint Operations Committee (JOC) meetings.

A major challenge was the lack of sufficient relief resources to satisfy the needs of all meet all affected individuals. Compounding this issue was the exclusion of some households that failed to report to Councilors or shelters, resulting in their omission from assessment and registration processes. This created feelings of neglect and dissatisfaction among those who were not accounted for, further complicating the relief effort and undermining its effectiveness.

Managing political interference during disaster responses remains a key challenge even for other operations.

The Shelter response was significantly affected by the post-election political climate. To mitigate reputational risks and safeguard operational neutrality, the NS adopted a principled approach grounded in the RCRC Movement's Fundamental Principles. Clear communication was maintained with all stakeholders, including community members, political actors, and authorities, emphasizing the NS's humanitarian mandate. Distribution sites were branded exclusively with SARCS visibility materials, and political paraphernalia was strictly prohibited. The operation remained embedded in JOC coordination mechanisms, ensuring legitimacy and consistency. Additionally, the NS conducted internal reviews and debriefings to reflect on the incident and strengthen future safeguarding protocols.



Livelihoods And Basic Needs

Budget: CHF 19,443

Targeted Persons: 5,000

Assisted Persons: 5,944

Indicators

Title	Target	Actual
# of people provided with hot meals.	5,000	5,944
# of mobile kitchens secured.	2	2

Narrative description of achievements

The NS managed to secure 2 mobile kitchens and supported 5,944 people with hot meals portions for 2 months in both provinces (Eastern Cape and KZN). In the 3 evacuation shelters which were established for the people with completely damaged houses and SARCS prepared hot meals 3 times a day for the 3 shelters. The hot meals that were prepared didn't only serve the people in the shelters only but also families affected that were trying to rebuild or repair their houses damages. These efforts significantly affect their livelihood, which explain their inclusion in the meal provision.

Lessons Learnt

The challenge of storing large quantities of donated meat emphasizes the need to invest in sufficient refrigerators and cold room facilities. Portable cold storage solutions and partnerships with local businesses for temporary storage can bridge gaps during emergencies.

Challenges

- Delays in receiving some of the appliances required volunteers to prepare food using their own stoves and refrigerators.
- News of the hot meals being served quickly spread to surrounding areas, leading to a daily increase in the number of people seeking assistance, extending beyond those in the immediate vicinity.
- SARCS received more than 10 tons of meat to be prepared for hot meals, but there was a challenge of storing the meat and keeping it fresh as they lacked sufficient fridges or a cold room. the 10 tons of meat, was a contribution secured through the National Society's domestic resource mobilization efforts and not funded through the DREF allocation. The meat was donated in-kind by private sector partners and local businesses in response to SARCS's national humanitarian appeal. These local contributions were intended to supplement the food assistance already planned and to enhance the nutritional value of food parcels distributed. This additional support demonstrates the National Society's strong local engagement and ability to mobilize resources in a coordinated and principled manner, ensuring a comprehensive response to affected communities without overlapping with DREF resources.



Multi Purpose Cash

Budget: CHF 198,947

Targeted Persons: 7,500

Assisted Persons: 7,480

Indicators

Title	Target	Actual
# of households profiled for cash interventions.	1,500	1,500
# of staff and volunteers who received refresher training on CVA.	50	50
# of people reached with CVA launch event.	200	253
# of households received multi-purpose cash.	1,500	1,496



# of financial Service Provider engaged.	1	1
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Narrative description of achievements

• In collaboration with the Netherlands Red Cross, NS strengthened methods of registration and verification of CVA beneficiaries through the 121 platform. With support from IFRC, 50 staff and volunteers participated in a CVA briefing session on information management and successfully profiled and verified 1,500 households (7,500 people) across both provinces. A total of 1,496 households received a one-time multi-purpose cash grant of R2,500 per household, enabling 7,480 people to meet their basic needs and secure dignified shelter solutions. However, the final report from the Mtn FSP they worked with showed 1,496 HHs redeemed their cash whilst 4 are still pending. Additionally, NS conducted a CVA launch in two new municipal areas: Buffalo City Metro and Nelson Mandela Metro in the Eastern Cape where 253 people attended and participated at the event. This initiative emphasized SARCS's commitment as a dependable partner in delivering appropriate relief during disasters.

Post-distribution monitoring was done over three days following the conclusion of cash distributions. This monitoring aimed to evaluate the effectiveness of the cash assistance provided and review the planning process, indeed the PDM highlighted that 45% of the beneficiaries used their money to purchase building materials to help them build their houses better after the destruction, 38% bought food and the other 18% bought medication, clothes and household needs. A lessons-learned workshop was also conducted to assess the overall cash assistance program and identify areas for improvement, The LL workshop indicated that people appreciated the money received as they could meet their different needs. The beneficiaries also highlighted that the process of registering and redeeming cash was very seamless.

Lessons Learnt

- Providing clear instructions and multiple reminders through diverse communication channels (e.g., SMS, community meetings) can further enhance compliance and increase the number of people who are able to redeem their money.
- NS needs to strengthen its building of the capacity of Staff and volunteers on designing, implementing, and monitoring cash interventions, because lack of expertise may lead to sub-optimal program outcomes, this operation went well but can be improved.
- NS needs to strengthen its monitoring strategy at branch and provincial level when implementing CVA program interventions because without proper monitoring, it's challenging to assess effectiveness, identify gaps, and adjust strategies.
- Involving local community leaders in the identification of beneficiaries improved trust and reduced duplications of efforts, including fraud.
- The reliance on SMS notifications for cash voucher assistance highlighted the need for alternative mechanisms to reach beneficiaries who lose their phones or contact numbers. Backup systems, such as physical vouchers or face-to-face distribution points, can provide contingency options for such scenarios.
- Unofficial demands for inclusion in the CVA program underscored the need for transparent communication about selection criteria and the scope of assistance. Community engagement sessions before and during implementation can clarify processes and manage expectations effectively

Challenges

- Some beneficiaries delayed redeeming their cash vouchers, which hindered the timely redemption of Cash vouchers. However, the National Society (NS) addressed this issue by conducting continuous sensitization and encouraging beneficiaries to redeem and utilize their cash vouchers.
- Insufficient coordination between local government authorities, non-governmental organizations, and relief agencies resulted in overlapping efforts and significant gaps in support delivery. This lack of synergy undermined the overall effectiveness and efficiency of the response efforts
- The CVA model presented critical issues when beneficiaries lost their cellphones or contact numbers following the disaster. This made it difficult for them to receive or redeem their cash vouchers, as the system relies on SMS notifications. Some beneficiaries registered numbers with the hope of performing SIM swaps to recover their contacts. However, when they were unable to do so, the vouchers became inaccessible, leaving them without support. Once cellphones or numbers were lost after registration, there were no alternative mechanisms to communicate with or provide assistance to these beneficiaries, further complicating the process.
- Community members who were not officially identified as beneficiaries often exerted pressure and made demands to be included in the CVA program. This created tension and additional challenges for relief teams managing the distribution process.



Health

Budget: CHF 13,610

Targeted Persons: 1,300

Assisted Persons: 11,370

Indicators

Title	Target	Actual
# of people reached with PFA and PSS services.	1,300	4,429
# of people reached with referral of distress.	100	175
# of volunteers & staff briefed on EPIC.	50	50

Narrative description of achievements

The South African Red Cross Society (SARCS) conducted refresher trainings and subsequently deployed 50 volunteers across two provinces [25 in the Eastern Cape and 25 in KwaZulu-Natal (KZN)]. These volunteers played a key role in delivering health awareness sessions both in shelters and within affected communities, focusing on various health issues, including monkeypox.

Given the scale and impact of the disaster, many individuals experienced significant trauma. In response, SARCS provided Psychological First Aid (PFA) and Psychosocial Support (PSS) services, reaching a total of 4,429 people. Through effective collaboration with the Department of Social Development (DSD) and the Department of Health, SARCS was able to refer 175 individuals for additional specialized services to support their mental well-being and aid in their recovery.

Those referred received advanced counselling and targeted interventions tailored to their specific needs. Follow-up sessions were also conducted to monitor recovery progress and support affected individuals in rebuilding their lives following the floods. Which NS was able to reach 11,370 through sensitization of WASH intervention

Lessons Learnt

Cultural and traditional values impact approaches to PGI and needs should be considered during training in rural areas.

Challenges

The NS needed more staff and volunteers to be formally trained in PGI in all branches as it was a very hot topic that was required. Understanding of cultural beliefs and norms is very important in sensitization of volunteers to ensure PGI during disasters.



Water, Sanitation And Hygiene

Budget: CHF 29,456

Targeted Persons: 10,000

Assisted Persons: 11,370

Indicators

Title	Target	Actual
# of households reached with household hygiene packs.	2,000	2,274
# of hygiene awareness/sensitization sessions conducted.	14	14



# of people reached with awareness/sensitization sessions.	1,400	11,370
# of volunteers and staff trained on WASH refresher.	50	50

Narrative description of achievements

• A total of 50 volunteers were trained and helped to implement WASH activities. The Water, sanitation, and hygiene promotion services were ensured, including the distribution of essential hygiene-related materials such as hygiene kits. Where NS provided 2,274 hygiene packs to a total of 2,274 households. The hygiene packs comprised of sanitary pads, bleach, toothbrush set, bath soap, body lotions, washing powder, roll on and towels. In addition, NS was able to conduct 14 hygiene awareness sessions where a total of 11,370 people were reached for WASH interventions.

Lessons Learnt

• Human dignity means access to clean water and sanitary facilities for temporary accommodation. This is not always possible in disasters where infrastructure is compromised or destroyed. SARCS will have to consider mobile toilets or handwashing stations as well as training of volunteers in waste management and disposal for future interventions because these are challenges that are always coming each disaster.

Challenges

• Widespread water and power outages affected the ability of those affected to maintain sanitary conditions. Community halls and churches providing temporary shelters suffered a lot due to a lack of water for flushing of toilets, washing and personal hygiene of those staying at their facilities. Areas such as Kariaga in eastern cape province were exposed to raw sewage during the floods and some shelters reported diarrhoea outbreaks within three days after the floods. This was made worse by the fact that there wasn't water or power for people to wash hands and clean up toilets.



Protection, Gender And Inclusion

Budget: CHF 486

Targeted Persons: 60

Assisted Persons: 60

Indicators

Title	Target	Actual
# of staff and volunteers briefed to implement PGI minimum standards during operation	60	60

Narrative description of achievements

The National Society successfully integrated Protection, Gender, and Inclusion (PGI) across all aspects of the response. First by ensuring inclusive approach to the targeting and design of activities/distribution etc. Furthermore, the SARCS leveraged all the communication platforms with communities and local representatives to promote the minimum PGI standards. Awareness-raising campaigns on Sexual and Gender-Based Violence (SGBV), Protection from Sexual Exploitation and Abuse (PSEA), and Child Safeguarding were conducted in both evacuation centers and the wider community. These efforts promoted inclusive and safe environments for all affected individuals. Reaching at least 5400 people.

A total of 60 staff and volunteers received training through a PGI briefing on Minimum Standards in Emergencies, equipping them with the necessary knowledge and tools to support vulnerable populations effectively during the operation.

To further strengthen the response, the National Society worked to enhance the feedback and complaints mechanism, incorporating a confidentiality component to ensure that sensitive complaints, including SGBV and SEA cases, were handled with discretion and care.



A robust partnership was maintained with the Department of Social Development (DSD), which provided referral support for Mental Health and Psychosocial Support (MHPSS) and PSEA-related services. As a result, 169 individuals were successfully referred to specialized service providers for further assistance.

Other key interventions included:

- Awareness campaigns promoting tolerance, social cohesion, and protection from violence and discrimination. With the claims and the crowded context in the centers but also the pressure in surrounding communities, this activity was an important one in mitigating risk on demonstrations or contestations witnessed in previous operations sharing similar context. The messages delivered and engagement done by volunteers and staff to the representatives and families aimed at improving community understanding of rights and protection issues, leading to reduced incidents of violence and discrimination.
- Establishment of safe spaces in and around shelters for open dialogue and safe reporting of PGI-related concerns.
- Development of targeted child protection messaging, particularly for children in shelters, including orphans and those affected by electrocution, to ensure their safety and access to essential services.

Lessons Learnt

- Allocating Specialized Resources for Vulnerable Groups such as mobility aids (e.g., wheelchairs, crutches), maternal health supplies, and child-friendly spaces. This will ensure that vulnerable populations have immediate access to essential support.
- A more intense training is needed for volunteers on PGI minimum standards so that they are not trained during the emergencies

Challenges

- Addressing the specific needs of vulnerable groups, such as the elderly, disabled, pregnant women, and children, becomes challenging if the Shelters may not be fully equipped to accommodate these groups, and National Society lack the specialized resources to assist them effectively.



Community Engagement And Accountability

Budget: CHF 4,277

Targeted Persons: 10,000

Assisted Persons: 11,370

Indicators

Title	Target	Actual
# of volunteers and staff oriented on CEA.	86	86
# of feedback mechanisms established.	2	2
# of people reached through awareness.	2,000	11,370
# of volunteers engaged to collect feedback from communities.	60	60

Narrative description of achievements

The NS worked very closely with various local stakeholders, from Community leaders, ward committees, Government agencies and local volunteers were all actively involved in beneficiary identification, verification, and complaints resolution. During distributions, communities played a role in site setup, crowd control, and post-distribution debriefings. This approach promoted local ownership, enhanced transparency, and strengthened trust between the NS and affected communities. Local knowledge was leveraged to ensure that the most vulnerable including women-headed households child headed household, Pregnant & Lactating mothers, people with disabilities, and the elderly were prioritized.

The NS conducted 2 sessions regarding CEA Orientation for Staff and Volunteers (one in KZN, one in the Eastern cape) and a total of 86 staff and volunteers were engaged on the orientation session. Media platform awareness messages for 3 months through social media posting, development of digital material on floods and storm awareness was done to encourage safer building for the communities residing on the disaster-prone areas. Some IEC materials were distributed in various public spaces like shopping centres, schools,

community halls, police stations etc.

2 feedback mechanisms were established: Face to face engagements by volunteers with affected communities' forming part of community feedback mechanism and the 121 project which was integrated with CVA was set up to encompass feedback related to cash interventions. A total of 11,370 people were reached through community engagement intervention.

60 volunteers were engaged to collect community feedback using kobo toolbox and the 212 platform.

A PDM was conducted across Shelter, WASH, and Livelihoods sectors, providing critical evidence on the relevance, appropriateness, and timeliness of the assistance provided. Data collected through household surveys and key informant interviews revealed a generally positive perception of the intervention, even though some beneficiaries expressing concerns that cash distributed was not enough to cover all their prioritize needs. However, challenges were noted, including confusion around beneficiary targeting and delays in distributions. These findings informed subsequent adjustments to the community engagement strategy and operational planning.

Community-based targeting was employed using participatory vulnerability criteria developed in consultation with local stakeholders. Community leaders, ward committees, Government agencies and local volunteers were all actively involved in beneficiary identification, verification, and complaints resolution. During distributions, communities played a role in site setup, crowd control, and post-distribution debriefings. This approach promoted local ownership, enhanced transparency, and strengthened trust between the NS and affected communities. Local knowledge was leveraged to ensure that the most vulnerable including women-headed households child headed household, Pregnant& Lactating mothers, people with disabilities, and the elderly were prioritized.

Lessons Learnt

SARCS need to strengthen its dissemination or Community engagement and accountability approach, mostly in Kwa Zulu Natal to ensure that the community understood SARCS roles during disaster responses better and its mission and vision.

Challenges

The community was highly violent and impatient, which made it particularly challenging for volunteers and staff to work effectively and safely within the area mostly in Kwa -Zulu Natal.

However, to safeguard the image and credibility of the National Society following political party interference, several mitigation strategies were implemented. The NS consistently reiterated its neutrality and impartiality in all public messaging and community engagements. Communications emphasized the auxiliary role of the NS and its alignment with the Fundamental Principles of the Red Cross and Red Crescent Movement. Coordination was strictly maintained through the Joint Operations Committee (JOC) to avoid parallel or politically influenced activities. The NS also held bilateral engagements with key community stakeholders to clarify its mandate and dissociate its operations from any political agendas. Field teams were briefed and monitored to ensure adherence to a zero-tolerance policy on political alignment during the response.



Secretariat Services

Budget: CHF 21,387

Targeted Persons: 100

Assisted Persons: 100

Indicators

Title	Target	Actual
# of field visits conducted.	4	2

Narrative description of achievements

The NS has a very close relationship with the IFRC Cluster Delegation. The proximity of the Delegation to the NS makes it easier to get direct support since IFRC and SARCS who sit in the same country. The Delegation remained supportive from the development of the DREF application right till the completion of the intervention.

The Delegation was able to conduct 2 monitoring visits together with the SARCS HQ. The monitoring visits were to ensure coordination and transparency. Unfortunately, the Delegation could only attend 2 visits instead of 4 because of competing events that were taking place around the same time, but they always made sure there were by-weekly calls that were scheduled with support from the Delegation DM team, PMER and Finance teams to ensure the NS was getting the support they needed. Monitoring and updates about the response were carried out via online team meetings biweekly.



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 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.



National Society Strengthening

Budget: CHF 64,893

Targeted Persons: 90

Assisted Persons: 90

Indicators

Title	Target	Actual
#of field visits conducted by HQ	4	4
# of volunteers and staff reached with visibility materials	50	50
# of lessons learnt workshops conducted	2	2

Narrative description of achievements

SARCS HQ conducted 4 monitoring visits and of the 4, 2 were in collaboration with IFRC for Field supervision, coordination, and monitoring for CVA beneficiary verification in Kwa-Zulu natal and Eastern Cape province, however more field visits were done by the provincial offices.

A total of 50 volunteers were deployed for the support this intervention and were provided with Visibility materials like SARCS branded gilets/bibs, t-shirts, umbrellas and raincoats for visibility. SARCS ensured that Coordination with Disaster management agency in both provinces is prioritized.

2 Lessons learned workshops were conducted at the end of the operation in the 2 provinces to evaluate the effectiveness of the emergency response.

Lessons Learnt

- There is still need for more robust resource mobilization strategies to strengthen the partnerships with private donors, international organizations, and government agencies as a way of bridging funding gaps and provide access to essential supplies.
 - It is imperative to continuously analyse the outcomes of past emergencies to identify gaps and weaknesses in response efforts. Adjusting strategies and implementing improvements based on these lessons learned will help enhance the resilience and protection of vulnerable groups during future crises. For this operation we took some learnings from the previous DREFs we did in the same provinces and working with the government departments makes Red Cross implementation easier.
- Proactive contingency planning can mitigate the impacts of constrained resources. Establishing emergency stockpiles of food, water, and mobile kitchens in disaster-prone areas ensures readiness for large-scale responses which is something we will emphasize moving forward.



Challenges

National Society frequently operates with constrained budgets, vehicles and staffing, which hampers their ability to effectively mobilize in vast areas during large-scale disaster responses.



Financial Report

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DREF Operation

FINAL FINANCIAL REPORT

MDRZA018 - South Africa - Thunderstorm and Floods

Operating Timeframe: 21 Jun 2024 to 31 Oct 2024

Selected Parameters			
Reporting Timeframe	*	Operation	MDRZA018
Budget Timeframe	*	Budget	APPROVED

Prepared on 12/May/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	499,776
DREF Response Pillar	499,776
Expenditure	-467,338
Closing Balance	32,438

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	30,503		30,503
AOF2 - Shelter	138,289	147,278	-8,989
AOF3 - Livelihoods and basic needs	205,061	202,902	2,158
AOF4 - Health	12,779	13,610	-831
AOF5 - Water, sanitation and hygiene	27,658	29,456	-1,798
AOF6 - Protection, Gender & Inclusion	456	486	-30
AOF7 - Migration			0
Area of focus Total	414,746	393,732	21,014
SF11 - Strengthen National Societies	64,949	69,170	-4,222
SF12 - Effective international disaster management			0
SF13 - Influence others as leading strategic partners			0
SF14 - Ensure a strong IFRC	20,082	4,436	15,645
Strategy for implementation Total	85,030	73,607	11,423
Grand Total	499,776	467,338	32,438

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Please explain variances (if any)

IFRC-DREF allocation for this intervention was CHF 499,776. The expenses associated to the above deliverables stand at CHF 467,338 at the end of the operation. The closing balance of CHF 32,438 will return to the DREF pot following the closure of this appeal.

There is a 100% variance on Disaster Risk Reduction because the PSSR charges were budgeted here but they were costed to the other budget lines.

There is a 77% variance in making a strong IFRC because the IFRC was unable to schedule the Capacity Building training due to unavailability of the staff who were supposed to be part of the training. This continued until the DREF was closed.



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DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	*	Operation	MDRZA018
Budget Timeframe	*	Budget	APPROVED

Prepared on 12/May/2025

All figures are in Swiss Francs (CHF)

MDRZA018 - South Africa - Thunderstorm and Floods

Operating Timeframe: 21 Jun 2024 to 31 Oct 2024

I. Summary

Opening Balance	0
Funds & Other Income	499,776
DREF Response Pillar	499,776
Expenditure	-467,338
Closing Balance	32,438

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	30,503		30,503
AOF2 - Shelter	138,289	147,278	-8,989
AOF3 - Livelihoods and basic needs	205,061	202,902	2,158
AOF4 - Health	12,779	13,610	-831
AOF5 - Water, sanitation and hygiene	27,658	29,456	-1,798
AOF6 - Protection, Gender & Inclusion	456	486	-30
AOF7 - Migration			0
Area of focus Total	414,746	393,732	21,014
SFI1 - Strengthen National Societies	64,949	69,170	-4,222
SFI2 - Effective international disaster management			0
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	20,082	4,436	15,645
Strategy for implementation Total	85,030	73,607	11,423
Grand Total	499,776	467,338	32,438

DREF Operation

FINAL FINANCIAL REPORT

MDRZA018 - South Africa - Thunderstorm and Floods

Operating Timeframe: 21 Jun 2024 to 31 Oct 2024

Selected Parameters			
Reporting Timeframe	*	Operation	MDRZA018
Budget Timeframe	*	Budget	APPROVED

Prepared on 12/May/2025
All figures are in Swiss Francs (CHF)

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Workshops & Training	10,497		10,497
Workshops & Training	10,497		10,497
General Expenditure	9,584	4,166	5,419
Travel	7,302	1,897	5,406
Information & Public Relations	2,282	697	1,585
Financial Charges		1,572	-1,572
Contributions & Transfers	449,192	434,650	14,542
National Society Expenses	449,192	434,650	14,542
Indirect Costs	30,503	28,523	1,980
Programme & Services Support Recover	30,503	28,523	1,980
Grand Total	499,776	467,338	32,438