



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

KZN HUMAN SETTLEMENTS DISASTER MANAGEMENT PLAN

2023

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ACRONYMS

ABT	ALTERNATIVE BUILDING TECHNOLOGY
COGTA	COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS
DMA	DISASTER MANAGEMENT ACT, 2002 (ACT NO. 57 OF 2002)
DMA	DISASTER MANAGEMENT ACT NO. 57 OF 2002
DMHS	SOUTH AFRICAN DISASTER RISK MANAGEMENT HANDBOOK SERIES
DMP	DISASTER MANAGEMENT PLAN
DRA	DISASTER RISK ASSESSMENT
EHP	EMERGENCY HOUSING PROGRAMME
GIS	GEOGRAPHIC INFORMATION SYSTEMS
KZNDHS	KWAZULU-NATAL DEPARTMENT OF HUMAN SETTLEMENTS
LDMC	LOCAL DISASTER MANAGEMENT COMMITTEE
MEC	MEMBER OF EXECUTIVE COUNCIL
NDMC	NATIONAL DISASTER MANAGEMENT CENTRE
NDMF	NATIONAL DISASTER MANAGEMENT FRAMEWORK, 2005
PDMC	PROVINCIAL DISASTER MANAGEMENT CENTRE
PDMP	PROVINCIAL DISASTER MANAGEMENT PLAN
PDRA	PROVINCIAL DISASTER RISK ASSESSMENT
PEHG	PROVINCIAL EMERGENCY HOUSING GRANT
SAWS	SOUTH AFRICAN WEATHER SERVICES
SCM	SUPPLY CHAIN MANAGEMENT
TRU	TEMPORARY RESIDENTIAL UNIT

PREFACE

The Disaster Management Plan (DMP) provides the process and procedure that must be followed in the event of emergency housing situations that might be experienced in the Province. It accounts for the development of appropriate disaster risk reduction measures to reduce the vulnerability of communities and infrastructure at risk within the KZN Province.

The DMP outlines the KZN Department of Human Settlements specific action plan and available resources to respond to disasters. The successful implementation of this plan requires the commitment, collaboration, and collective effort of all stakeholders. This plan will be regularly reviewed and updated to ensure its relevance, effectiveness, and alignment with emerging challenges.

The KZN Disaster Management Plan includes the following:

- a) The allocation and co-ordination of responsibilities to the various role players.
- b) Prompt disaster response and relief.
- c) Disaster recovery and rehabilitation focused on risk elimination or mitigation.
- d) The procurement of essential goods and services.
- e) The establishment of strategic communication links.
- f) The dissemination of information.

1. CHAPTER 1: INTRODUCTION & BACKGROUND

1.1 INTRODUCTION

The Disaster Management Plan presented herein outlines a comprehensive framework for the KwaZulu-Natal Department of Human Settlements to effectively respond to and mitigate the impact of disasters within the province. This plan is designed to enhance the department's preparedness, response, and recovery capabilities in the face of natural and man-made disasters that may affect human settlements across the province.

The KZNDHS recognizes the importance of proactive disaster management to safeguard the lives, property, and socioeconomic well-being of beneficiaries. By prioritizing risk reduction, emergency response coordination, and post-disaster recovery efforts, this plan seeks to establish a robust and resilient disaster management framework within the department.

The plan serves as a reference guide for all stakeholders involved in the disaster management process. It outlines the roles and responsibilities of each member of the KZNDHS Disaster Management Committee and presents a comprehensive set of processes and protocols to effectively respond to and recover from disasters.

The Disaster Management Plan is aligned with national and provincial disaster management policies and legislation, including the Disaster Management Act of 2002 and the National Disaster Management Framework. Moreover, it draws upon lessons learned from past disasters, best practices in disaster risk reduction, and the expertise of various stakeholders involved in disaster management.

The successful implementation of this plan requires the commitment, collaboration, and collective effort of all stakeholders. This plan will be regularly reviewed and updated to ensure its relevance, effectiveness, and alignment with emerging challenges.

1.2 BACKGROUND

In recent years, KwaZulu-Natal has been experiencing quite a significant number of disaster events of both natural and anthropogenic origins. These disasters are related to drought, floods, environmental degradation, epidemics and social unrest. For example, between 2017 and 2022, there were 3 major flood related disasters, the COVID-19 pandemic and social unrest. The recurrence of disaster events and the associated disaster impacts have placed enormous risk on vulnerable groups within the society and housing infrastructure. In the aftermath of disasters, communities often face situations that require creative short-term and long-term housing solutions for populations with different geographic, infrastructure and socioeconomic challenges. Effectively moving affected beneficiaries and communities into post-disaster housing is a critical step toward long-term recovery. Hence the urgent need to have a disaster management plan in place that would guide the Department for disaster prevention, preparedness as well as response and recovery which is crucial for the current incidental weather and climate conditions.

The Department in pursuance of its goal of realizing everyone's Constitutional right to access to adequate housing on a progressive basis, has instituted a National Housing Programme through which it endeavors to address the needs of households who for reasons beyond their control such as natural disasters that destroy and/or damage houses, rendering households homeless and destitute. In addition, the current urbanization trends in the Province and the substantial housing backlog facing government also contribute to events that leave households homeless and destitute. The prevailing situation poses an immediate threat to their lives, health and safety, or they have been evicted, or face

the threat of imminent eviction. Therefore, the Department is mandated to cater for all housing related needs and incidents that may occur within the KwaZulu-Natal Province.

1.3 PURPOSE

The main purpose of the Disaster Management Plan is to enable the Department to:

- a) Provide a structured and streamlined process and procedure to effectively respond to disaster events.
- b) Establish communities, housing developments, beneficiaries and informal settlements most vulnerable and at risk of disasters.
- c) Provide temporary sheltered accommodation for persons evacuated, or made temporarily homeless.
- d) Restore normality to the affected community within a reasonable timescale, dependent on the seriousness of the incident.
- e) Focus on strengthening community capacities by creating awareness.

1.4 AIM & OBJECTIVES

The aim of the disaster management plan is to establish a comprehensive framework for the KwaZulu-Natal Department of Human Settlements to effectively prepare for, respond to, and recover from disasters affecting human settlements. The plan aims to mitigate the impact of disasters on vulnerable communities and ensure the provision of timely and coordinated support and assistance.

The objectives of the plan include:

- a) Enhancing disaster preparedness and response capacities within the department.
- b) Identifying and assessing potential hazards and risks specific to human settlements in KwaZulu-Natal.
- c) Developing strategies to prevent and mitigate the impact of disasters on human settlements.
- d) Establishing effective communication and coordination mechanisms with relevant stakeholders.
- e) Ensuring the availability of resources, including emergency shelters, relief supplies, and medical assistance.
- f) Facilitating the timely and efficient evacuation of residents from high-risk areas.
- g) Supporting the recovery and reconstruction of affected human settlements in the aftermath of disasters.
- h) Promoting community awareness, education, and participation in disaster management efforts.

2. CHAPTER 2: CONSTITUTIONAL, LEGISLATIVE AND POLICY MANDATES

2.1 THE CONSTITUTION OF SOUTH AFRICA

KZNDHS is mandated by Section 26 of the Constitution of the Republic of South Africa which states that “(1) Everyone has the right to have access to adequate housing. (2) The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of this right.”

2.2 THE NATIONAL DISASTER MANAGEMENT ACT (NO. 57 OF 2002)

The Disaster Management Act 57 of 2002 defines the roles of national, provincial and local government in disaster management. The Disaster Management Act focuses on speeding up response times to ensure that disasters are dealt with efficiently and effectively by providing clear guidelines for the classification of disasters and the declaration of a state of disaster. In simple terms, the Disaster Management Act is about all spheres of government, all sectors within government, communities and businesses working together to reduce the risk of disasters and to ensure that arrangements are in place to minimise the impact of disasters on the community.

2.1.1 The Act provides for:

- a) An integrated and co-ordinated disaster risk management policy that focuses on preventing or reducing the risk of disasters, mitigating the severity of disasters, preparedness, rapid and effective response to disasters, and post-disaster recovery.
- b) The establishment of national, provincial and municipal disaster management centres.
- c) Disaster risk management volunteers; and
- d) matters relating to these issues.

The Act identifies three categories of disasters, namely a Local, Provincial or National disaster. These are explained below:

A **local disaster** is one that affects a single metropolitan, district or local municipality only and the municipality concerned, or, if it is a district or local municipality, that municipality either alone or with the assistance of local municipalities in the area of the district municipality, is able to deal with it effectively.

A **provincial disaster** is one that affects:

- a) more than one metropolitan or district municipality in the same province;
- b) a single metropolitan or district municipality in the province, and that metropolitan municipality, or that district municipality with the assistance of the local municipalities within its area, is unable to deal with it effectively; or
- c) a cross-boundary municipality in respect of which only one province exercises executive authority, and the province concerned is able to deal with it effectively.

A **national disaster** is one that affects—

- a) more than one province; or
- b) a single province which is unable to deal with it effectively.

Until a disaster is classified, the disaster must be regarded as a local disaster.

2.3 THE NATIONAL DISASTER MANAGEMENT FRAMEWORK

The national disaster management framework is the legal instrument specified by the Act to address such needs for consistency across multiple interest groups, by providing a coherent, transparent and inclusive policy on disaster management appropriate for the country as a whole’ (section 7(1)).

The national disaster management framework recognises a diversity of risks and disasters that occur in South Africa, and gives priority to developmental measures that reduce the vulnerability of disaster-prone areas, communities and households. Also, in keeping with international best practice, the national disaster management framework places explicit emphasis on the disaster risk reduction concepts of disaster prevention and mitigation as the core principles to guide disaster risk management in South Africa.

The national disaster management framework also informs the subsequent development of provincial and municipal disaster management frameworks and plans, which are required to guide action in all spheres of government.

2.4 KZN HUMAN SETTLEMENTS DISASTER MANAGEMENT POLICY

The KZN Department of Human Settlements developed a Disaster Management Policy in line with the Disaster Management Act of 2002 and the National Disaster Management Framework to provide a structured and streamlined procedure for attending to housing related disaster situations in the Province. The Policy was approved in July 2023 and is applicable in the implementation of the Disaster Management Plan.

3. CHAPTER 3: INTEGRATED INSTITUTIONAL CAPACITY

As per the Disaster Management Act 57 of 2002, it is mandatory for a Provincial Department to establish a dedicated Disaster Management Committee for the Province. It is the responsibility of the Disaster Management Committee to ensure the compilation and maintenance of a corporate disaster management policy, as well as the relevant supportive hazard specific plans.

The Disaster Management Committee will consist of a representative from each of the below-mentioned Directorates and must convene at least quarterly.

The Disaster Management Committee shall be responsible to make recommendations for changes that are considered appropriate and the verification of the required support documents, resources, training, and facilities to ensure that the Disaster Management Plan is maintained. The PDMC will also have the responsibility of assigning project teams to address specific risks and develop risk-specific plans.

3.1.1 POLICY, RESEARCH & PRODUCT DEVELOPMENT

The Policy, Research and Product Development Directorate will be responsible for the following:

- a) Assisting in the development of the Disaster Management Plan.
- b) Undertaking research related to disaster management
- c) Developing policies and guidelines to guide the implementation of disaster management programmes in the province.
- d) Reviewing the Disaster Management Policy and other related policy guidelines/plans as and when required.
- e) Hosting a minimum of two (2) Alternative Building Technology (ABT) sessions per annum to keep updated on new market trends and products that may be considered to assist the Department identifying creative housing solutions.
- f) To represent the Department in meetings, workshops and forums and provide reports.
- g) To assist other components in making provisions for disaster management within their existing policy and practices.

3.1.2 INTEGRATED PLANNING

The Integrated Planning Directorate will be responsible for the following:

- a) During the planning stage, assessing the likelihood of weather, flooding, subsidence and other threats damaging the structure, so that these can be factored into the construction specifications.
- b) Ensuring that environmentally sustainable measures are considered and included during the planning and designing phases of a project.

3.1.3 PROJECT MANAGEMENT

- a) The Project Management Directorate must plan accordingly for disaster relief projects and take into account the rapidly changing environment.
- b) They will be responsible for working with sector departments and municipalities to undertake disaster risk assessments within their jurisdiction.
- c) Provide input in the development of Disaster Management Plans.

3.1.4 MUNICIPAL SUPPORT AND CONSUMER EDUCATION

The Municipal Support and Consumer Education Directorate will be responsible for awareness and educational programs on disaster management to municipalities and communities including traditional leaders.

3.1.5 SUPPLY CHAIN MANAGEMENT

The Supply Chain Management Directorate will be responsible for the following:

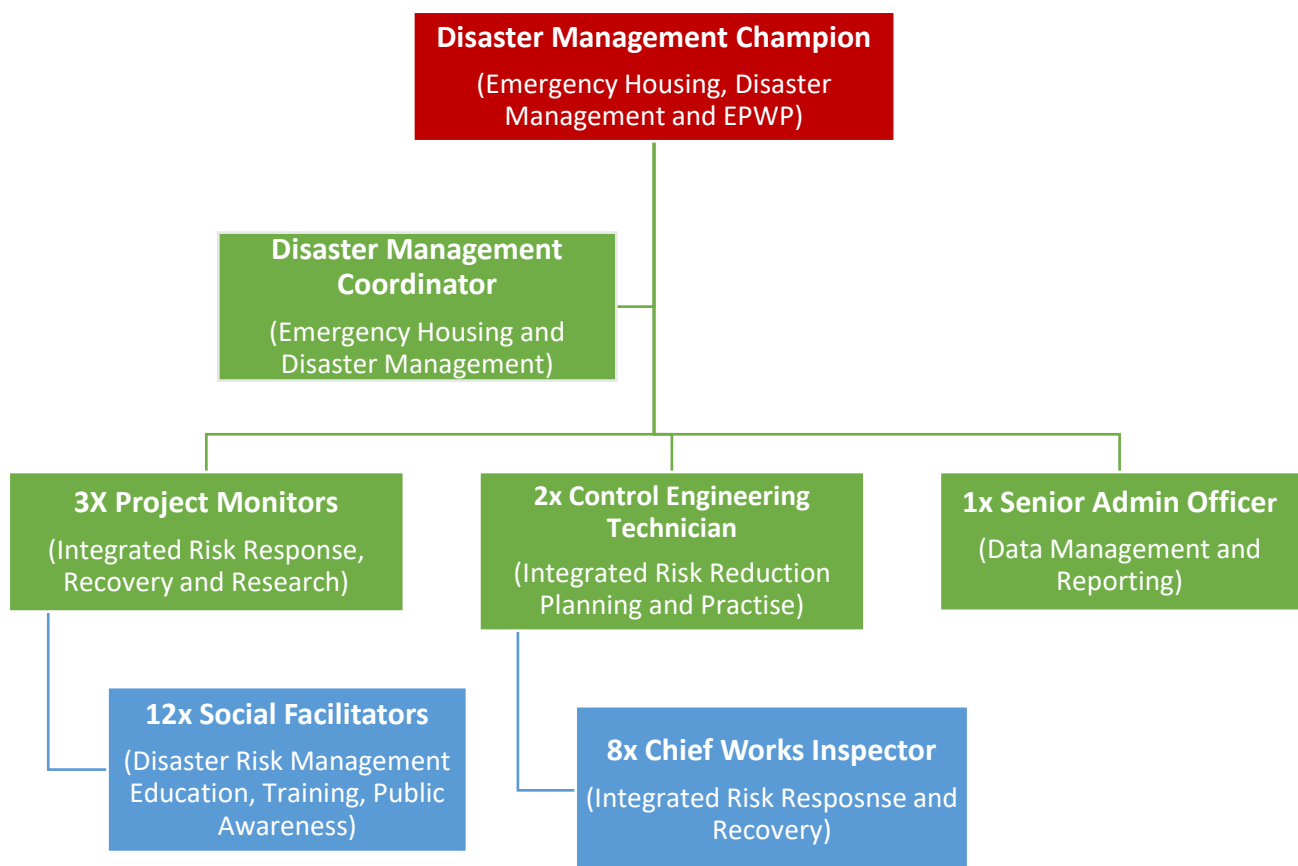
- a) Updating the Supplier Database on an annual basis to ensure that there are sufficient suppliers to meet the material demand during disaster events.

3.1.6 COMMUNICATIONS

The Communications Directorate will be responsible for ensuring that there is clear communication with various role players, media and the public. The disaster management committee for the KwaZulu-Natal

3.2 PROPOSED KZNDHS DISASTER MANAGEMENT STRUCTURE

The Disaster Management Act requires all organs of state to set up a unit dedicated for Disaster Management. The Department of Human Settlements is currently operating with the following structure that is responsible for coordinating and implementing Disaster Risk Management in the Province.



3.2.1 CAPACITY ANALYSIS REQUIREMENTS

The Department is currently operating with limited capacity which is also responsible for other functions as highlighted in the organogram.

The following requirements remains critical for effective functioning of departmental Disaster Management Unit:

- a) Provision of a digital pen solution to enhance data collection and management to increase efficiency and productivity in dealing with emergency cases.
- b) Provision of proposed additional personnel as detailed in 3.3 below.
- c) Filling of current positions on a longer contract basis/ permanent employment.
- d) Provision of training.

3.3 ROLES & RESPONSIBILITIES OF THE DISASTER MANAGEMENT COMMITTEE (DMC)

The committee will consist of key personnel who are responsible for specific roles and responsibilities related to disaster preparedness, response, recovery, and post-disaster control which will include the following members:

3.3.1 CHAIRPERSON

- Provides overall leadership and guidance to the committee.
- Facilitates meetings and ensures effective communication among committee members.
- Represents the department in external meetings and collaborations related to disaster management.

3.3.2 COORDINATOR

- Serves as the focal point for all disaster management activities within the department.
- Develops and implements the disaster management plan in collaboration with other committee members.
- Coordinates and monitors the progress of preparedness, response, and recovery initiatives.
- Liaises with external stakeholders and partners involved in disaster management efforts.

3.3.3 RISK ASSESSMENT AND PLANNING OFFICER

- Conducts risk assessments and analyses potential hazards and risks specific to human settlements in KwaZulu-Natal.
- Develops strategies, policies, and guidelines for disaster risk reduction and mitigation.
- Collaborates with other departments to incorporate disaster management considerations into urban planning and development processes.

3.3.4 PREPAREDNESS AND RESPONSE OFFICER:

- Develops and implements preparedness measures, including early warning systems, evacuation plans, and communication protocols.
- Ensures that emergency response procedures are in place and regularly reviewed and updated.
- Coordinates the mobilization of resources, such as emergency shelters, relief supplies, and medical assistance, during emergencies.

3.3.5 RECOVERY AND REHABILITATION OFFICER

- Oversees the post-disaster recovery and rehabilitation efforts for affected human settlements.
- Develops strategies and initiatives to restore infrastructure, housing, and essential services.
- Collaborates with relevant stakeholders, including other government sectors, NGOs, and community representatives, to coordinate and implement recovery programs.
- Facilitates the provision of temporary and permanent housing solutions for displaced residents and supports livelihood restoration initiatives.

3.3.6 COMMUNICATION AND PUBLIC INFORMATION OFFICER

- Develops and implements communication strategies for disaster management, including public awareness campaigns and information dissemination during emergencies.
- Coordinates with the department's communication team to ensure timely and accurate communication with the public and media.
- Manages the department's website, social media platforms, and other communication channels related to disaster management.

4. CHAPTER 4: RISK ASSESSMENT

4.1.1 KZN Human Settlements Disaster Risk Assessment

KZNDHS will undertake a Provincial Disaster Risk Assessment (PDRA) in conjunction with sector departments and district and local municipalities. To undertake the disaster risk assessment in KwaZulu-Natal, the following systematic process applies:

ACTION	DESCRIPTION
1. Establish a project team	KZNDHS must form a dedicated team comprising of specialists and professionals from relevant fields such as urban planning, environmental management, social sciences, and disaster management. This is to ensure that the team has the necessary skills and knowledge to conduct a comprehensive risk assessment.
2. Define the scope and objectives	<p>The project team must clearly define the scope and objectives of the risk assessment. Determine the specific hazards to be assessed, such as floods, landslides, or storms, and identify the areas within KwaZulu-Natal to be covered. The following must be considered:</p> <ul style="list-style-type: none">a) An audit of past significant events and events classified as disasters must be done. A review of previous small and medium-size events as well as declared disasters, where relevant, can identify areas and communities most at risk and help focus more detailed disaster risk assessment efforts.b) Consultation with community members and traditional leaders in areas affected by past events for information on frequency and severity of events classified as disasters, significant events and recurrent small-scale occurrences. Locate these events on a user-friendly map and record them on a graph to show seasonality/change over time.c) Consultation with long-standing members of emergency services and sector departments, the South African Red Cross Society, or other humanitarian assistance organisations who can remember or have recorded ten years or more of past disaster responses.d) Consultation with specialist research commissions, universities and the private sector and obtain existing or past research reports.
3. Collect data	The project team together with other sector departments must gather relevant data on the hazards, vulnerabilities, and exposure of the settlements in KwaZulu-Natal. This may include historical records of disasters, topographical maps, land use information, population data, infrastructure details, and other relevant socio-economic data.

4. Identify hazards	Identify and map the different hazards present in the province.
5. Assess vulnerabilities and exposure:	The project team must evaluate the vulnerability of human settlements to the identified hazards. Consider factors such as the quality of housing, infrastructure, socioeconomic conditions, access to services, and population density. Determine the degree of exposure of settlements to these hazards.
6. Analyze risks	Combine hazard information with vulnerability and exposure data to assess the overall risk faced by the settlements. This analysis should identify high-risk areas and prioritize them for intervention.
7. Engage stakeholders	The project team must involve relevant stakeholders, such as local government authorities, community representatives, NGOs, and other relevant organizations. Seek their input, insights, and local knowledge to enhance the accuracy and effectiveness of the risk assessment.
8. Develop risk mitigation strategies	Based on the findings of the risk assessment, the project team must develop appropriate risk mitigation strategies and action plans. This may involve measures such as improving infrastructure, implementing early warning systems, enhancing community preparedness, and incorporating disaster risk reduction into urban planning.
9. Implement and monitor	The Department must implement the identified risk mitigation strategies and monitor their effectiveness. Regularly review and update the risk assessment to account for changing conditions and new hazards.
Communicate and raise awareness	The Department must share the findings of the risk assessment with relevant stakeholders, communities, and the public. Raise awareness about the risks, promote preparedness, and encourage a culture of resilience.

A PDRA will be undertaken in the following instances:

- a) As part of the planning process for a housing development, for example, assessing the likelihood of weather, flooding, subsidence and other threats damaging the structure, so that these can be factored into the construction specifications.
 - Provincial Geotechnical Studies & Environmental Impact Assessment to inform the design typologies per area/District to be concluded and be available on Departmental Data base.
 - Servitudes electric, Pipeline, railway
- b) As part of environmental impact assessments for large-scale developments that may increase disaster risk.
 - Highly densified areas due to migration.

- Areas in floodplains / Wetland areas / topography that has risk of landslide.
- c) In all informal settlements characterized by recurrent small and medium-size disaster losses that undermine assets and livelihoods.
- List all informal settlements categorise from high to moderate risk (Add as Annexure & it will be annually updated).
 - Back room dwellers.
 - Occupants of land with unclear ownership which poses a risk to eviction in the near future.
- d) In rural housing projects, to identify communities and households most at risk and to focus or target preparedness and response actions.
- Areas with informal structures such as mud houses.

5. CHAPTER 5: DISASTER RISK REDUCTION

The objective of Disaster Risk Reduction is to ensure that the institution develops and implements an integrated disaster risk management plan and risk reduction programme in accordance with approved Disaster Management frameworks.

Based on the audit of the past significant disaster events, the following measures will be implemented per hazard category as a means of disaster prevention and mitigation using the available instruments within the Human Settlements Sector.

HAZARD	POTENTIAL RISK	LIKELIHOOD IN A CALENDAR YEAR	IMPACT	PREVENTION/ MITIGATION STRATEGY
Fire	Loss of life, assets & injuries. Damage to infrastructure & houses	Jan to Dec	Very High	Informal settlement upgrade Provision of temporary shelter Consumer Education
Lightning	Loss of life, assets & injuries. Damage to infrastructure & houses	Spring to Summer seasons	High	Informal settlement upgrade Provision of temporary shelter Consumer Education
Storms, Flooding, land slide, Dam failures	Loss of life, assets & injuries. Damage to infrastructure & houses	Oct to Dec Jan to April	Very High	Informal settlement upgrade Provision of temporary shelter Consumer Education Eradication of mud houses
Pandemic	Accelerated spread of diseases/ viruses Loss of life	Seasonal	High	Informal settlement upgrade Provision of temporary shelter Consumer Education

6. CHAPTER 6: PREPAREDNESS PLANNING

The regular occurrence of disasters throughout the years have warranted the need for the province to establish various structures of Disaster Committees such as the Technical Inter-ministerial Committee and the Joint Operations Committee.

The Ad-Hoc Joint Committee on Flood Disaster relief and recovery was formed to assess the overall impact of the damage, response and relief measures by government, and oversee the response and implementation of government relief measures. The Joint Operations Committee on the other hand deals with the actual implementation of the disaster interventions and looks to provide progress on the ground as well as identify and resolve any bottle necks that may arise, as this committee is chaired by the Provincial Disaster Management Centre (PDMC).

The Joint Operations Committee also monitors the interventions implemented by the Department as unpacked in chapter 7 on the seven instruments used by the department to respond to emergencies.

The PDMC works closely with the SAWS to issue early warning alerts in the event of inclement weather conditions. This is done to provide communities with the necessary information to take precautions and inform those living in low lying areas to relocate to high zones.

6.1 DEVELOPMENT OF EARLY WARNING SYSTEMS

Early warning systems contribute to building resilient communities and serve as a catalyst for disaster preparedness. The KZN Department of Human Settlements must develop and implement an early warning system by using one or more of the following methods:

1. **Emergency Alert Systems:** The department must establish an emergency alert system to send notifications directly to beneficiaries through phone calls, text messages, or emails. These alerts can provide timely information about approaching disasters, evacuation instructions, and safety guidelines.
2. **Mobile Applications:** Developing a dedicated mobile application specifically for housing beneficiaries can be an effective way to deliver real-time disaster warnings. The app can feature push notifications, emergency contact information, evacuation routes, and shelter locations.
3. **Website and Online Portals:** The Department must maintain include disaster related information on the departmental website for beneficiaries to access. This platform can provide updates on potential hazards, emergency plans, and resources for disaster preparedness.
4. **Social Media Platforms:** The Department must leverage social media platforms such as Twitter, Facebook, and Instagram to help disseminate disaster warnings, timely updates, safety tips, and emergency contact details to a wide audience.

6.2 IMPLEMENTING CAPACITY BUILDING AND PUBLIC AWARENESS CAMPAIGNS

Training and capacitating housing officials in preparation for an impending disaster is crucial for the Department of Human Settlements to effectively respond and mitigate the impact on affected communities. Here are some steps the department can take to train and capacitate housing officials:

1. **Develop a disaster preparedness training program:** The Department must design a comprehensive training program that covers various aspects of disaster preparedness, including risk assessment, emergency response planning, coordination with other sectors, and understanding the principles of disaster resilience in housing.

2. Collaborate with specialists and external organizations: The Department must seek partnerships with disaster management specialists, non-governmental organizations, and academic institutions with experience in disaster preparedness and response. These collaborations can provide specialized knowledge, resources, and training materials to enhance the effectiveness of the training program.

3. Promote knowledge sharing and collaboration: The Department must establish platforms such as conferences, seminars and online forums for housing officials to share experiences and lessons learned from previous disasters. Encourage collaboration and information exchange among officials from different provinces who have encountered similar challenges.

4. Establish partnerships with communities: The Department must involve local communities in the training process to enhance their understanding of disaster preparedness and their role in response and recovery efforts. Conduct awareness campaigns and workshops for community members to equip them with basic disaster preparedness skills and knowledge.

5. Development of a Communication Plan: Disaster Management Awareness

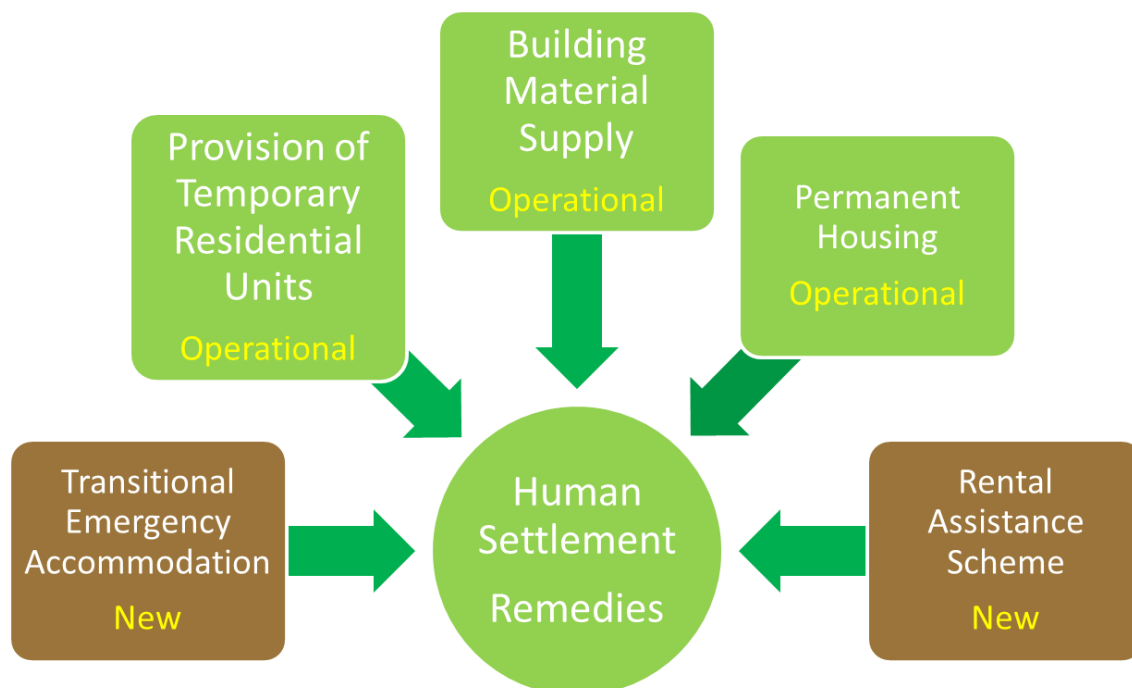
The Department must develop a communication plan to raise awareness among citizens about disaster management, ensuring that they are well-informed and prepared to respond effectively to potential disasters. The target audience includes residents of different communities, homeowners, tenants and housing beneficiaries within the province. The following Communication Channels must be used:

WEBSITE	SOCIAL MEDIA
<ul style="list-style-type: none">✓ Develop a dedicated webpage on the department's website with comprehensive information on disaster management, preparedness tips, and relevant resources.✓ Regularly update the webpage with the latest news, alerts, and safety guidelines.✓ Provide downloadable resources like checklists, emergency contact lists, and evacuation plans.	<ul style="list-style-type: none">✓ Use official social media accounts (Facebook, Twitter, Instagram, etc.) to disseminate information.✓ Post regular updates on disaster management, safety tips, and upcoming training sessions.✓ Share success stories, case studies, and testimonials to demonstrate the importance of preparedness.✓ Respond promptly to inquiries, comments, and concerns raised by the public.

<p>PUBLIC SERVICE ANNOUNCEMENTS (PSAs)</p> <ul style="list-style-type: none"> ✓ Collaborate with local radio stations, television networks, and newspapers to broadcast PSAs on disaster management. ✓ Develop a series of informative and engaging PSAs emphasizing the importance of preparedness. ✓ Highlight specific disaster scenarios, prevention methods, and actions to be taken during emergencies. ✓ Utilize public figures, influencers, and local celebrities to amplify the reach of PSAs. 	<p>COMMUNITY ENGAGEMENT</p> <ul style="list-style-type: none"> ✓ Conduct community workshops, seminars, and training sessions on disaster management. ✓ Collaborate with local community centers, schools, and organizations to host educational events. ✓ Encourage community members to form neighborhood disaster management groups to enhance preparedness.
<p>INFORMATIONAL MATERIALS</p> <ul style="list-style-type: none"> ✓ Create brochures, pamphlets, and posters with concise and visually appealing information on disaster management. ✓ Distribute these materials at community centers, local government offices, and public events. ✓ Translate materials into multiple languages to cater to diverse communities. ✓ Collaborate with non-governmental organizations (NGOs) and volunteers to distribute materials effectively. 	<p>PARTNERSHIPS</p> <ul style="list-style-type: none"> ✓ Collaborate with other government departments, NGOs, and community-based organizations working on disaster management. ✓ Jointly organize awareness campaigns, workshops, and training sessions. ✓ Leverage their networks and resources to enhance the reach and effectiveness of communication efforts.

7. CHAPTER 7: RESPONSE

The Department of Human Settlements has several instruments to respond to emergency situations in line with the National Housing Code of 2009 and the Gazette number 46919 Vol 689 of 2022. The emergency interventions available within the human settlements are as per below:



7.1.1 BUILDING MATERIAL SUPPLY

This intervention is available when disaster victims have their structures partially destroyed which needs to be repaired or if they are living in an informal settlement- In line with Material Supply Policy.

7.1.2 PROVISION OF TRU'S

This intervention is available when disaster victims have their structures completely destroyed needing a shelter– in line with the prevailing subsidy quantum.

7.1.3 TRANSITIONAL EMERGENCY ACCOMMODATION/ RENTAL ASSISTANCE SCHEME

This intervention is available when disaster victims have their structures destroyed which can no longer be repaired or rebuild the temporary structure to resettle on the same site – in line with Gazette number 46919 Vol 689 of 2022.

7.1.4 PERMANENT HOUSING

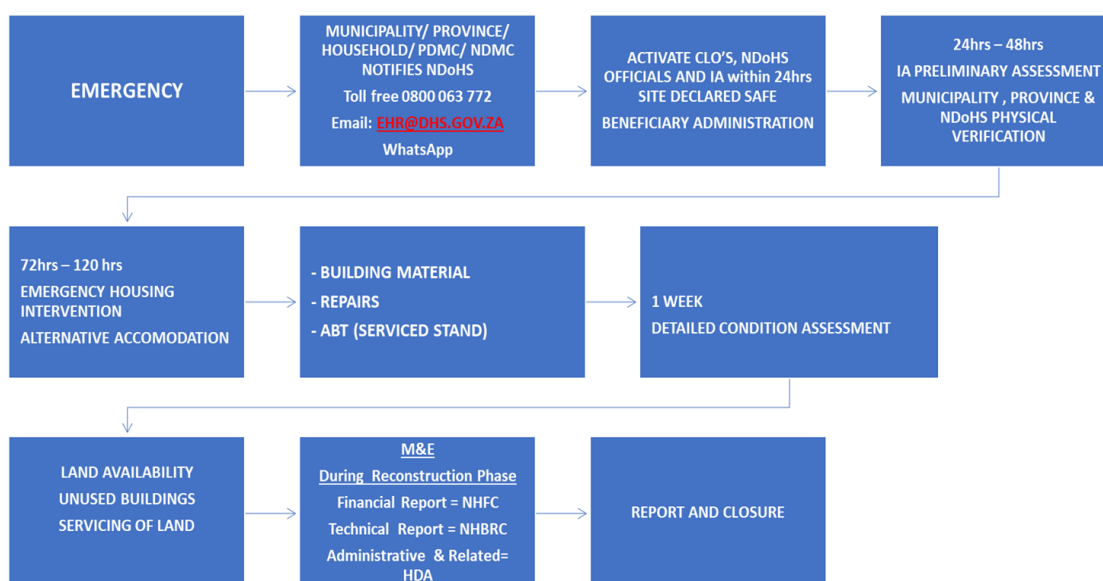
This intervention is available to assist victims when they fall within the existing project area and it is deemed reasonable and cost effective to fast track the construction of a permanent house as a response to disaster in line with the prevailing subsidy quantum.

7.2 DISASTER RESPONSE PROCESS

When the disaster occurs, it affects communities in various ways e.g. houses are destroyed, either completely damaged or partially damaged. The three spheres of Government take necessary steps to conduct assessments to ascertain the magnitude of the disaster and to develop a plan for the required intervention.

- The District Disaster Management Centre working with Local municipalities and various other relevant sector departments with affected communities undertake assessments of the damages caused and compiles the list of affected families per Ward.
- District and Municipal Disaster Management Centres play a critical role in consolidating lists of affected families received from each Ward.
- The consolidated lists of affected families with the nature of damages in each household from various affected municipalities is then submitted to Provincial Disaster Management Centre for further processing.
- The Provincial Disaster Management Centre compiles a consolidated report about the disaster incident which highlights the damages to the houses and the estimated costs of repairing or rebuilding the affected houses.
- The report together with the consolidated lists from various districts is then submitted to KZN Human Settlements for necessary coordination.
- The National Department of Human Settlements with the appointed Implementing Agent and the Provincial Department of Human Settlements as well as the affected municipality undertake the verification process of the affected families and assess the type of intervention required.
- An assessment report with beneficiary lists categorizing the type of interventions required is then submitted to the National Department of Human Settlements to further appoint service providers for the provision of services.
- The National Department of Human Settlements has a panel of service providers/ contractors on the database for disasters / emergency housing assistance that get allocated to urgently build TRU's/ABT and supply building material.

The process flow for the provision of disaster intervention with timelines is as follows;



8. CHAPTER 8: RECOVERY

Disaster recovery in the Human Settlements sector requires the roles and functions of national, provincial and local government. The critical partners required for the execution of recovery efforts are as follows:

- Local Municipalities
- District Municipalities
- Provincial Disaster Management Center
- Provincial Department of Human Settlements
- Provincial Treasury
- National Treasury
- National Disaster Management Center
- National Department of Human Settlements

The above is not limited to other Organs of State, Social support organizations, private partnership and Non-profit organizations.

a) The Disaster recovery will be undertaken and coordinated as per the following table.

NO	ACTIVITY	TIME FRAMES	RESPONSIBILITY
1.	Mobilization and deployment of internal resources on the ground	24 hours to 48 hours after site declared safe	<ul style="list-style-type: none">▪ LDMC/ PDMC▪ Municipality▪ PDoHS▪ NDoHS
2.	Briefing and mobilization of Implementing Agents	24 hours to 48 hours	<ul style="list-style-type: none">▪ HDA▪ NHBRC▪ NHFC
3.	Physical verification and confirmation	24 hours to 48 hours after site declared safe	<ul style="list-style-type: none">▪ NDoHS▪ PDoHS▪ Municipality
4.	Preliminary assessment	24 hours to 48 hours after site declared safe	<ul style="list-style-type: none">▪ Implementing Agents▪ NDoHS
5.	Provision of building materials in Informal Settlements	48 hours to 72 hours	<ul style="list-style-type: none">▪ Municipality▪ PDoHS▪ NDoHS
6.	Technical and condition assessment of damaged houses	1 week	<ul style="list-style-type: none">▪ Implementing Agents▪ NDoHS
7.	Provision of TRU, ABT on service site, building material, repair and remedial works on damaged houses	2 weeks to 3 weeks	<ul style="list-style-type: none">▪ Implementing Agents▪ NDoHS

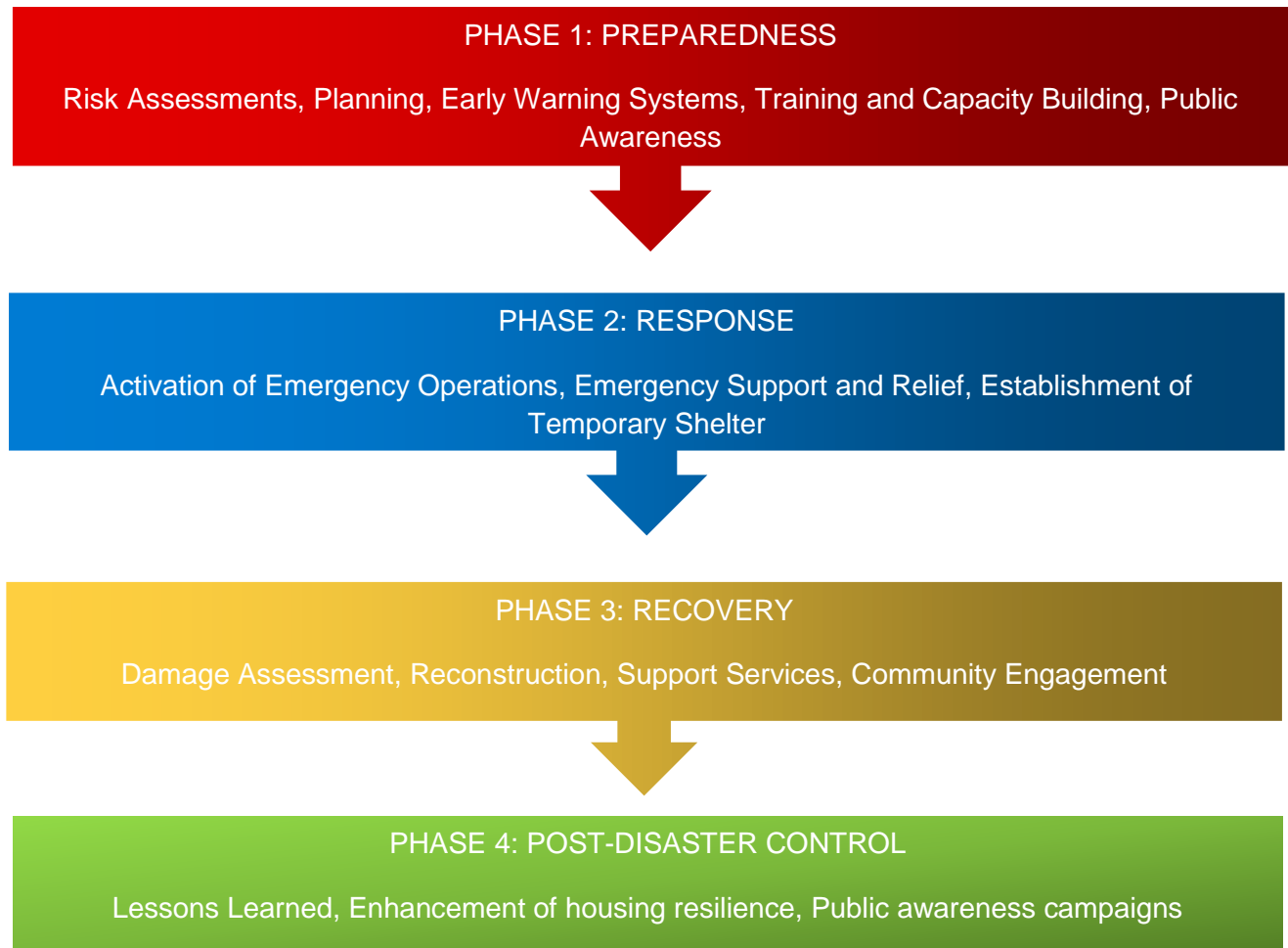
b) The Department of Human Settlements ensures that the rebuild process complies with statutory requirements when planning the development of housing projects. These processes involve

compliance with the Spatial Planning and Land Use Management Act (SPLUMA) and the National Environmental Management Act (NEMA).

- Project Readiness Matrix – Coordinated planning of all projects in terms allocation of land, services and other related planning matters. This allows for integrated planning, leading to creation of liveable human settlements.
 - Consideration of statutory development and environment issues in packaging of projects.
 - Settlement planning ensures that context specific environmental matters are considered in construction of houses (wetlands, flood-plains, biodiversity rich areas).
 - Prioritisation of social and rental housing interventions to address housing demand in urban areas.
 - Informal settlements upgrading to relieve those in need of housing, but also be move those in environmentally sensitive areas.
- c) The Departmental Special Projects Unit directly communicates with PDMC regarding the information related to Disasters at a provincial level through the Joint Operations Committee meetings and the Provincial Disaster Management Advisory Forums. At the district level, officials have been appointed as additional capacity for coordinating disaster intervention through DDM and attendance of District Disaster Forums.
- d) The received reports and data of the affected households is managed by the Department's Special Projects Unit in a managed database, including reporting and performance on disaster interventions.
- e) Awareness programmes for communities will be performed on a aligned basis by the Consumer Education Directorate that will focus on disaster risk awareness, disaster risk reduction, volunteerism and preparedness. Communities must be given the opportunity to modify and enhance awareness programmes through the inclusion of indigenous knowledge, practices and values, and the incorporation of local experience of disasters and disaster risk management. Awareness programmes developed during quiet periods will form a sound basis for the development of early warning systems.
- f) The GIS Directorate must prepare risk maps, updated regularly and maintained that may be used to keep communities informed.
- g) It is imperative that traditional leaders, as custodians of indigenous knowledge, play an active role at the local level and that they be made aware of disaster risk management.
- h) The role of the media during disasters must be defined and managed through a consultative process involving the media, role players involved in response and recovery efforts, and communities routinely affected by disasters or impending disasters. The Communications unit must establish and manage ongoing relations with relevant local and national media. Communication must be done in line with the Departments Communication Plan.
- i) The National Department of Human Settlement has a function to support and implement the recovery process and the Provincial Department of Human Settlements has a coordinating role to the process.

9. CHAPTER 9: IMPLEMENTATION AND REVIEW OF PLAN

As per the Disaster Management Act and the Provincial Disaster Management Framework, the Disaster Management Plan for KZN Human Settlements has been structured for implementation in four (4) main phases:



KZN HUMAN SETTLEMENTS DISASTER MANAGEMENT PLAN

PHASE 1: PREPAREDNESS

Risk Assessments, Planning, Early Warning Systems, Training and Capacity Building, Public Awareness

Actions	Responsible individual (who)	Collaborators (with whom)	Resource requirements (with what) Budget	Timing/time frame (by when/how often)	Indicator of success
KZNDHS to undertake a Provincial Disaster Risk Assessment (PDRA) in all district and local municipalities (Disaster Risk Assessments requires an in-house specialist to provide on-going input and the Department must define the terms of reference that specify feedback, consultation, skills transfer and capacity-building processes by the appointed specialist).	KZNDHS – appointment of specialist/service provider	COGTA SALGA Municipalities ITB EDTEA DFEE		Commence in Q1 of 2024 Period: 2024 – 2026 (24 months)	Comprehensive disaster risk assessment report for all district and local municipalities in KZN.
Development of early warning systems to alert areas, communities, households and individuals of an impending or imminent significant event or disaster so that they can take the necessary steps to avoid or reduce the risk and prepare for an effective response.	KZNDHS	COGTA SALGA Municipalities ITB EDTEA DFEE SAWS		Commence in 2024	Successful implementation of an effective early warning system.
Develop and implement a capacity building/training program for disaster management officials and first responders, including emergency responders, personnel, and volunteers. The training program will include disaster risk reduction and	KZNDHS	COGTA SALGA Municipalities ITB EDTEA DFEE		Commence in 2024	Number of trained officials per annum.

management, safety procedures, evacuation protocols, and communication strategies.					
<p>Develop an application (APP) compatible with mobile, tablet or iPad devices to allow for works inspectors to rapidly and efficiently document incidents. The APP should incorporate the following functionalities:</p> <ul style="list-style-type: none"> • Capture real-time data (date and time of inspection) • Capture the beneficiary/household details • Capture the GPS coordinates of the site and unit • Capture a description of the damage • Capture and upload on-site images of the damage to the APP • Set up automated notifications - Receive and send automatic notifications to relevant personnel regarding the incident investigation 	KZNDHS	COGTA SALGA Municipalities ITB EDTEA DFEE		Commence in 2025	Active mobile application (APP)
Acquisition of appropriate vehicles to ensure that essential Departmental officials are able to effectively reach destinations affected by disasters.	KZNDHS			2024	Successful procurement of appropriate vehicles for official use.
Development of awareness programmes for communities must be performed on a quarterly basis by the Consumer Education Directorate that will focus on disaster risk awareness, disaster risk reduction, volunteerism and preparedness.	KZNDHS	COGTA SALGA Municipalities ITB EDTEA DFEE		On-going basis Commence 2024	Number of workshops held per annum: 4

PHASE 2: RESPONSE					
Activation of Emergency Operations, Emergency Support and Relief, Establishment of Temporary Shelter					
Actions	Responsible individual (who)	Collaborators (with whom)	Resource requirements (with what) Budget	Timing/time frame (by when/how often)	Indicator of success
Development of an Emergency Response Plan to coordinate and manage response efforts between internal and external stakeholders.	KZNDHS DMC	COGTA SALGA Municipalities ITB		Commence in 2024	Effective Emergency Response Plan.
Undertake a rapid needs assessment: Conduct rapid assessments to determine the scale of the disaster, identify affected areas and assess the needs to the affected population.	KZNDHS DMC	COGTA SALGA Municipalities ITB		On-going	Number of rapid needs assessments per annum.
Emergency Shelter Provision: Provide immediate emergency shelter solutions such as tents, TRU's or the retrofitting of damaged structures.	KZNDHS DMC	COGTA SALGA Municipalities ITB		On-going	Number of TRU's provided per annum.
PHASE 3: RECOVERY					
Damage Assessment, Reconstruction, Support Services, Community Engagement					
Actions	Responsible individual (who)	Collaborators (with whom)	Resource requirements (with what) Budget	Timing/time frame (by when/how often)	Indicator of success
Develop and implement plans for the repair and reconstruction of damaged homes.	KZNDHS	Municipalities COGTA	Internal: Integrated Planning	On-going	

Develop/support plans/designs for climate smart human settlements (low income and gap market housing).	KZNDHS Appointment of a professional team comprising of architects, engineers and quantity surveyors.			2021-2023	Number of climate smart human settlements developed/supported.
Include Climate Resilient Alternative Building Technologies (ABT) in 10% of the reconstruction of damaged homes.	KZNDHS	DSI NHBRC Service Provider		On-going	10% inclusion of ABT in emergency housing provisions.
PHASE 4: POST- DISASTER CONTROL					
Lessons Learned, Enhancement of Infrastructure Resilience, Public Education & Awareness					
Actions	Responsible individual (who)	Collaborators (with whom)	Resource requirements (with what) Budget	Timing/time frame (by when/how often)	Indicator of success
Conduct post-disaster evaluations and lessons learned case studies to identify strengths and weaknesses in the response and recovery phases and implement necessary improvements.	KZNDHS	COGTA SALGA Municipalities ITB		On-going	Number of post-disaster evaluations and case study reports produced.
Conduct on-going public education and awareness programmes on disaster preparedness, risk reduction and resilience building measures to minimize the impacts of future events.	KZNDHS	DSI NHBRC Service Provider		On-going	Number of awareness programmes per annum.

10. CHAPTER 10: CONTACT DETAILS & REFERENCES

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