



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
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Policy, Research and Product Development

REVISED KZN HUMAN SETTLEMENTS DISASTER MANAGEMENT POLICY

2025

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DEFINITIONS:

'Department' refers to the KwaZulu-Natal Department of Human Settlements.

'Disaster' refers to the serious disruption of the functioning of a society, causing or threatening to cause, widespread human, material or environmental losses which render the affected community unable to cope using its own resources. Disasters are only disasters because they impact and affect the way in which we live. They can be caused by the impact of a natural occurrence on human beings or by human beings themselves

'Disaster Mitigation' refers to structural and non-structural measures that are undertaken to limit the adverse impact of natural hazards, environmental degradation and technological hazards on vulnerable areas, communities and households. These efforts can target the hazard or threat itself.

Disaster mitigation efforts can also target people who are at risk, by reducing their vulnerability to a specific threat (for instance, promoting community responsibility for controlling fire risk in an informal settlement).

'Disaster Response' refers to the provision of assistance or intervention before, during or immediately after a disaster to meet the life preservation, property and basic subsistence needs of those people affected. It can be of an immediate, short-term or protracted duration.

'Disaster Recovery' focuses on the decisions and actions taken after a disaster to restore lives and livelihoods, services, infrastructure and the natural environment. In addition, by developing and applying risk reduction measures at the same time, the likelihood of a repeated disaster event is reduced.

'Emergency' can be seen as a local event within a community that affects a limited number of people or property. An emergency could require extreme measures to correct and cope with, but can usually be managed by the community itself, using its own resources.

'Hazard' can be defined as a potentially damaging physical event, social and economic disruption or environmental degradation. Typical examples of hazards can be absence of rain (leading to drought) or the abundance thereof (leading to floods). Hazards can be the creation of man or the environment.

'Preparedness' contributes to disaster risk reduction through measures taken in advance to ensure effective response to the impact of hazards, including timely and effective early warnings and the temporary evacuation of people and property from threatened locations. Preparedness enables organs of state and other institutions involved in disaster risk management, the private sector, communities and individuals to mobilise, organise, and provide relief measures to deal with an impending or current disaster, or the effects of a disaster. Preparedness differs from prevention and mitigation, as it focuses on activities and measures taken in advance of a specific threat or disaster.

'Risk' is usually associated with the human inability to cope with a particular situation. In terms of disaster management, it can be defined as the probability of harmful consequences, or expected losses, death, injury, damage to property and the environment, jobs, disruption of economic activity or social systems. Hazards will affect communities differently in terms of ability and resources with which to cope. Poorer communities will be more at risk than others.

'Vulnerability' can be seen as, the ability a person or community has, to predict, cope with, or avoid and recover from, the consequences of a hazard or disaster. Marginalised, poorer and over-populated communities are more vulnerable and less able to cope with disasters.

ABBREVIATIONS:

ABT	-	ALTERNATIVE BUILDING TECHNOLOGY
COGTA	-	COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS
DMA	-	DISASTER MANAGEMENT ACT NO. 57 OF 2002
DMF	-	DISASTER MANAGEMENT FRAMEWORK
DRA	-	DISASTER RISK ASSESSMENT
EHAS	-	EMERGENCY HOUSING ALERT SYSTEM
EHRRC	-	EMERGENCY HOUSING RAPID RESPONSE COMMITTEE
PDRA	-	PROVINCIAL DISASTER RISK ASSESSMENT
PDMC	-	PROVINCIAL DISASTER MANAGEMENT CENTRE
PDMP	-	PROVINCIAL DISASTER MANAGEMENT PLAN
PFMA	-	PUBLIC FINANCE MANAGEMENT ACT
KZNDHS	-	KWAZULU-NATAL DEPARTMENT OF HUMAN SETTLEMENTS
MEC	-	MEMBER OF EXECUTIVE COUNCIL
NDHS	-	NATIONAL DEPARTMENT OF HUMAN SETTLEMENTS
NHBRC	-	NATIONAL HOME BUILDERS REGISTRATION COUNCIL
NIA	-	NATIONAL IMPLEMENTING AGENT
PRT	-	PROFESSIONAL RESOURCE TEAMS
SALGA	-	SOUTH AFRICAN LOCAL GOVERNMENT ASSOCIATION
SAWS	-	SOUTH AFRICAN WEATHER SERVICES
SCM	-	SUPPLY CHAIN MANAGEMENT
SMS	-	SHORT MESSAGE SERVICE
TEA	-	TRANSITIONAL EMERGENCY ACCOMMODATION
TRU	-	TEMPORARY RESIDENTIAL UNIT

1. INTRODUCTION

The KwaZulu-Natal Department of Human Settlements developed a **Disaster Management Policy**, approved in 2022, and a **Disaster Management Plan**, approved in 2023. The aim being to provide a structured approach to addressing housing-related disaster situations within the province.

In 2024, the National Department of Human Settlements approved the **National Guidelines for Implementation of Emergency Housing Responses** as part of its mandate to strengthen disaster management and housing response frameworks across the country. This guideline introduces a significant shift in roles and responsibilities, designating the National Department of Human Settlements as the **primary first responder** for disaster management and emergency housing interventions.

This development highlighted the need for a comprehensive review of the KwaZulu-Natal Department of Human Settlements Disaster Management Policy to align with the updated guideline. The review aims to ensure that provincial and municipal roles are clearly defined, with a focus on supporting national initiatives while addressing local challenges effectively.

By adapting to this new structure, the KwaZulu-Natal Department of Human Settlements can ensure its disaster management strategies remain relevant, responsive, and compliant with national priorities. This review also emphasizes the importance of collaboration between provincial, municipal, and national stakeholders to achieve efficient and coordinated disaster management efforts.

2. PURPOSE

The main purpose of the policy is to enable the Department to:

- a) To provide emergency housing assistance in alignment with the National Housing Code's Emergency Housing Programme, ensuring a rapid and effective response to housing needs during and after disasters.
- b) Provide a structured and streamlined process and procedure to effectively respond to disaster events.
- c) Establish communities, housing developments, beneficiaries and informal settlements most vulnerable and at risk of disasters.
- d) Provide temporary sheltered accommodation for persons evacuated, or made temporarily homeless.
- e) Restore normality to the affected community within a reasonable timescale, dependent on the seriousness of the incident.
- f) Focus on strengthening community capacities by creating awareness.

3. POLICY PRINCIPLES

The principle and the objectives of the KZNDHS Disaster Management Policy will enable the Department to be more prepared and participative in the prevention of disasters and disaster risk management with the aim to:

- a) Promote disaster risk management as a multi-sector responsibility.
- b) Allocate necessary resources for disaster risk reduction and management.
- c) Enforce the implementation of disaster risk management plans.
- d) Facilitate participation from civil society and the private sector.
- e) Protect and reduce the loss of human lives and properties.
- f) Contribute to the wellbeing and safety of citizens and their properties.
- g) Determine ways to prevent disasters from affecting impoverished and vulnerable households.

- h) Minimize the loss of homes and livelihoods through identification of best practices.
- i) Develop proactive solutions in preparation for disasters (natural, pandemic, civil unrest).

4. APPLICATION OF THE POLICY

The policy shall apply to the various categories of disasters tabled below. One of the prevalent disasters experienced in KwaZulu-Natal is climate-related which is the main focus of this policy.

DISASTER CATEGORIES		
Broad Hazard Category		Specific Disaster Risk Category
Hydrometeorological	Climate-related	Extreme weather (Flooding, hail, hurricanes/heavy winds)
	Hydrological	Riverine flooding Estuarine flooding Coastal flooding/storm surges Urban flooding Hydrological drought Agricultural drought
Geological		Seismic risks and earthquakes Rock falls and landslides
Biological	Fires	Urban fringe fires, Veld fires
	Epidemic	Humans, Livestock
Civil unrest		Social unrest, looting, criminal

In line with the Emergency Housing Programme, the policy will apply to emergency situations of exceptional housing need, such situations being referred to as “Emergencies”. An emergency exists when the MEC, on application by the Department, agrees that persons affected owing to situations beyond their control:

- a) Have become homeless as a result of a declared state of disaster, where assistance is required, including cases where initial remedial measures have been taken in terms of the Disaster Management Act, 2002 (Act No. 57 of 2002) by government, to alleviate the immediate crisis situation;
- b) Have become homeless as a result of a situation which is not declared as a disaster, but destitution is caused by extraordinary occurrences such as floods, strong winds, severe rainstorms and/or hail, snow, devastating fires, earthquakes and/or sinkholes or large disastrous industrial incidents;
- c) Live in dangerous conditions such as on land being prone to dangerous flooding, or land which is dolomitic, undermined at shallow depth, or prone to sinkholes and who require emergency assistance;
- d) Live in the way of engineering services or proposed services such as those for water, sewerage, power, roads or railways, or in reserves established for any such purposes and who require emergency assistance;

- e) Are displaced or threatened with imminent displacement as a result of a state of civil conflict or unrest, or situations where pro-active steps ought to be taken to forestall such consequences;
- f) Live in conditions that pose immediate threats to life, health and safety and require emergency assistance.
- g) Are in a situation of exceptional housing need, which constitutes an Emergency that can reasonably be addressed only by resettlement or other appropriate assistance, in terms of this Programme.

5. LEGISLATIVE FRAMEWORK

The policy is informed by the following legislation:

5.1 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.

5.1.1 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.

5.2 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.

5.3 NATIONAL GUIDELINES FOR IMPLEMENTATION OF EMERGENCY HOUSING RESPONSES

The Emergency Housing Guideline, as approved by the National Department of Human Settlements, provides a structured framework for responding to housing emergencies caused by disasters. The guideline outlines the roles and responsibilities of national, provincial, and municipal authorities in managing emergency housing interventions. It emphasizes the importance of providing timely and effective housing solutions to affected communities, ensuring that emergency responses are coordinated, and that vulnerable populations, including those with disabilities, are prioritized. The guideline also stresses the need for proactive disaster risk mitigation, including the identification of high-risk areas and communities, as well as the development of contingency plans for emergency housing and relocation. Compliance with the Housing Code, along with adherence to procurement policies set out by the Public Finance Management Act (PFMA) and Treasury Regulations, is a key element of the guideline to ensure transparent, efficient, and legally sound emergency housing responses.

5.4 KZNDHS COMPLIANCE WITH THE ACT, FRAMEWORK AND GUIDELINE

The following physical controls and measures must be in place in order to demonstrate compliance:

- a) Establish a Disaster Management Technical Committee;
- b) Classify and record disasters;
- c) Prepare disaster management plans;
- d) Establish a unit for volunteers for disaster management;
- e) Identify threats and risks in a community;
- f) Identify vulnerabilities in a community;
- g) Prioritise risks;
- h) Develop risk treatment actions and incorporate into the integrated development plan for action;
- i) Train communities to ensure community awareness and engagement;
- j) Ensure that contingency plans, protocols and procedures are in place to address incidents and disasters;
- k) Develop plans and actions for the rehabilitation and reconstruction of communities at risk; and
- l) Develop excellent co-operation and relationships between all parties.

6. EMERGENCY HOUSING ALERT SYSTEM (EHAS)

The Emergency Housing Alert System (EHAS) is designed to ensure rapid and effective communication and response during housing emergencies caused by disasters. Municipalities or provinces, as the first responders, must promptly notify the National Department of Human Settlements (NDHS) when incidents requiring emergency housing interventions occur.

Notifications should be sent via the emergency housing call centre (0800 063 772), the dedicated email address (EHR@dhs.gov.za), or the SMS/WhatsApp line (063 684 8187).

Upon receiving a report, NDHS will alert relevant disaster management centres and the South African Local Government Association (SALGA). They will also activate a short message service (SMS) to facilitate ongoing reporting of such incidents. Information on the incident must include the type of disaster (e.g., fire, flood), the location, and the estimated number of affected people. This data will then be directed to the Emergency Housing Rapid Response Committee (EHRRC), which is responsible for coordinating intervention and recovery processes.

All data collected through the EHAS must be stored and archived. Analyses of reported cases will be conducted monthly, quarterly, or as needed to improve disaster management strategies.

7. EMERGENCY HOUSING FIRST RESPONDERS

The NDHS Emergency Housing First Responders play a critical role in the immediate aftermath of a disaster. Their duties include coordinating recovery efforts, registering affected beneficiaries, and conducting preliminary assessments. They are required to be on-site within 24 hours of the incident, provided the area has been declared safe.

Recovery efforts are coordinated in consultation with affected municipalities, provinces, and communities. Agreements on recovery strategies include considerations such as land availability, municipal services, and intervention prioritization. Affected households must be registered in the Emergency Housing Database, which will aid in planning, monitoring, and accountability. The information collected should include personal and household details such as names, identity numbers, income levels, and contact information. NDHS will develop a simplified digital system to facilitate this process.

8. TECHNICAL ASSESSMENT

As per the Emergency Housing Guidelines, technical assessments play a critical role in determining the extent of damage and formulating appropriate responses. These assessments are conducted in two stages: Preliminary Assessment and Detailed Assessment. The table below outlines the differences between these stages to ensure efficient and coordinated disaster response efforts.

ASPECT	PRELIMINARY ASSESSMENT	DETAILED ASSESSMENT
Purpose	To quickly assess the extent of damage and recommend immediate interventions.	To provide in-depth analysis for long-term housing reconstruction and repairs.
Responsible Party	National Implementing Agent (NIA) and Professional Resource Teams (PPT).	Structural/Civil Engineers in collaboration with Quantity Surveyors, Geotechnical Specialists, and other professionals.
Timeframe	Must be completed and reported within 24 hours of deployment.	First detailed report must be submitted within 5 working days of appointment.

Scope	General damage assessment focusing on immediate recovery needs.	Comprehensive evaluation of partially or fully damaged formal housing units.
Tools and Frameworks	Uses a standardized preliminary reporting tool.	Utilizes a detailed assessment framework developed by the National Department of Human Settlements.
Application of Findings	Used to decide on immediate emergency housing interventions.	Used to develop repair strategies, determine costs, and prioritize long-term reconstruction efforts.
Payment	Rates for preliminary assessments are pre-negotiated annually and paid upon completion of the required tasks.	Payments are processed based on the subsidy quantum and upon satisfactory submission of detailed reports.
Phased Approach	Not applicable.	Adopted to allow reconstruction to commence as soon as the first group of houses is assessed.
Special Notes	Informal settlements usually do not require a detailed assessment.	Formal housing with significant structural damage will always require detailed evaluation.
Reporting Frequency	Reports must be submitted within 24 hours of assessment completion.	Weekly progress reports are submitted to relevant stakeholders.

9. EMERGENCY HOUSING INTERVENTIONS

In alignment with the Emergency Housing Guidelines and KZN Human Settlements Disaster Management Policy, interventions are designed to provide immediate and structured responses to housing emergencies arising from disasters. These measures ensure the rapid coordination of resources, assessment of damages, and restoration of affected households. By integrating efforts from local, provincial, and national stakeholders, the interventions aim to alleviate distress, promote recovery, and uphold the well-being of impacted communities.

INTERVENTION	KEY POINTS	RESPONSIBILITIES
1: Rebuild	<ul style="list-style-type: none"> Destroyed mud/brick houses may be rebuilt using Alternative Building Technology (ABT) up to 40m². Technical and geotechnical reports are required. Contractors must have NHBRC registration and Agrément Certificates. Registration of households in the Housing Subsidy System is mandatory. NDHS processes invoices upon receiving quality assurance certificates. 	<ul style="list-style-type: none"> Compile database/panel of ABT providers. Appoint contractors based on procurement processes. Ensure continuous communication with affected households.
2: Relocation	<ul style="list-style-type: none"> Options: Transitional Emergency Accommodation (TEA), Mental Assistance Programme, and Temporary Residential Units (TRU). 	<ul style="list-style-type: none"> Municipalities to identify suitable land/buildings. Procure and install TRUs with registered contractors.

	<ul style="list-style-type: none"> • TRUs must meet Emergency Housing Programme standards and be built in situ or at new sites. • Urban relocations require land development plans and basic services. • Rural relocations are often on the same site but need soil geotechnical reports. • TEA facilities must provide temporary shelter for up to 12 months. 	<ul style="list-style-type: none"> • Maintain asset registers and manage TEA facilities.
3: Restoration	<ul style="list-style-type: none"> • Provides immediate relief to informal settlement residents with temporary building materials (e.g., corrugated sheets, poles, etc.) • Materials must support shelters of 9m²–30m², with a maximum unit cost of R12,000. • Focused on rebuilding after disasters in municipal/state-owned land. • Fire-rated material prioritized. • Affected households must be registered in the Emergency Housing Programme. 	<ul style="list-style-type: none"> • Municipalities to procure and distribute materials. • Manage rebuilding efforts and maintain a database of beneficiaries. • Submit claims and monitoring reports to NDHS.
4: Repairs	<ul style="list-style-type: none"> • Two approaches: homeowner-based or contractor-based repairs. • Detailed technical assessment reports required within five days of the incident. • Homeowners can redeem vouchers at registered hardware shops for repairs. • Contractors must complete repairs following NHBRC quality assurance. • Payment is processed upon satisfactory completion of work. 	<ul style="list-style-type: none"> • NDHS appoints implementing agents/project managers. • Compile contractor and material supplier databases. • Ensure technical and financial verification of repairs.

10. INSTITUTIONAL ARRANGEMENTS

The 2023 Emergency Housing Guidelines redefine institutional roles and responsibilities for disaster management in South Africa. The National Department of Human Settlements now serves as the **primary first responder** for disaster-related housing needs, leading coordination and implementation efforts at the national level. This necessitates realignment of the KwaZulu-Natal Department of Human Settlements disaster management structure to provide support while addressing specific provincial needs.

There are various stakeholders that play different roles in both the planning for disasters and mitigating factors as well as recovery efforts. These include Municipalities, Provinces, DHS Entities, SALGA, Government Departments such as COGTA, Non-Government Sector, Research Communities and Academia.

10.1 NATIONAL DEPARTMENT OF HUMAN SETTLEMENTS

a) Develop Risk and Mitigation Plans

- Assist provinces and municipalities in developing emergency housing strategies and disaster mitigation measures.
- Support in identifying communities at risk from unsafe conditions or natural disasters.

b) Manage Emergency Housing Responses

- Coordinate responses to emergencies involving multiple municipalities.
- Ensure no duplication of funding for disaster relief by coordinating with the National Disaster Management Centre.
- Facilitate the appointment of agents for executing housing responses (could be provinces, municipalities, or government entities).

10.2 KZN DEPARTMENT OF HUMAN SETTLEMENTS

a) Manage Emergency Housing Responses

- Provide immediate response in the aftermath of a housing emergency.
- Notify NDHS within 24 hours and assess disaster damage within 2 days.
- Implement emergency housing measures once funding is received from NDHS.
- Maintain a register/database of disaster-affected areas and beneficiaries.
- Monitor and report on progress with disaster housing projects.

b) Proactively Plan for Emergency Housing

- Develop disaster risk mitigation plans, including emergency housing solutions.
- Ensure contingency plans are in place for the rapid deployment of emergency shelter.
- Work with municipalities to identify communities in unsafe areas and plan for possible relocation.
- Plan disaster mitigation measures in collaboration with the Provincial Disaster Management Centre (PDMC).
- Facilitate the release of municipal land for emergency housing and resettlement purposes.

c) Ensure Compliance with Legislative and Policy Prescripts

- Ensure that procurement policies for emergency housing adhere to the Public Finance Management Act (PFMA) and Treasury Regulations.
- Ensure shelter solutions comply with the National Housing Code.

10.3 MUNICIPALITIES

a) Manage Emergency Housing Responses

- Provide the first response in the aftermath of a housing emergency.
- Notify the NDHS within 24 hours of a disaster occurrence.
- Conduct assessments and verify the extent of damage within 2 days of accessing the site.
- Support emergency interventions and maintain a register of human settlements disasters.
- Ensure housing solutions are inclusive, especially for people with disabilities.

b) Proactively Plan for Emergency Housing

- Develop disaster risk mitigation plans that include emergency housing strategies.
- Identify communities at risk and inform them of potential hazards like flooding.
- Facilitate relocation and proper housing for those in unsafe or unhealthy conditions.

c) Ensure Compliance with Legislative and Policy Prescripts

- Ensure emergency housing responses comply with the Housing Code.
- Follow emergency procurement policies in line with the PFMA and Treasury Regulations.

10.4 DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS (COGTA)

COGTA would play a key role in providing assistance and support during times of disaster:

- a) Issuing of notices to KZN Human Settlements.
- b) Coordinating disaster response efforts across different government agencies, as well as working with local communities to ensure that they have the resources they need to respond to disasters effectively.
- c) Providing funding for emergency services, coordinating the deployment of rescue teams, and assisting with the provision of basic necessities such as food, water, and shelter.
- d) Assisting KZN Human Settlements to develop and implement disaster management plans that can help to mitigate the impact of future disasters.

11. KZNDHS DISASTER PREVENTION, MITIGATION AND PREPAREDNESS

Disaster management has mainly been dealt with as a post disaster activity focusing mainly on rescue, relief and rehabilitation, however a proactive approach must be implemented to facilitate a paradigm shift from rescue and relief operations to disaster prevention and preparedness. This section of the policy outlines the two main categories to ensure an effective disaster management procedure.

11.1 DISASTER RISK ASSESSMENTS (DRA)

KZNDHS must undertake a Provincial Disaster Risk Assessment (PDRA) in conjunction with sector departments 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 specialist commissioned).

A PDRA must 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.
- b) As part of environmental impact assessments for large-scale developments that may increase disaster risk.
- c) In all informal settlements characterized by recurrent small and medium-size disaster losses that undermine assets and livelihoods.
- d) In rural housing projects, to identify communities and households most at risk and to focus or target preparedness and response actions.

The process tabled below must be followed for assessing disaster risks:

STAGE 1	The Department must identify the specific disaster risk to be assessed in a specific area. For example, an assessment of all informal settlements must be done to identify potential risks that may affect the dwelling such as flooding, fire, mud slides etc.
STAGE 2	The second stage involves analyzing the disaster risk concerned to determine whether the resulting risk is a priority or not.
STAGE 3	The third stage requires an evaluation of the disaster risk being assessed – usually in relation to other risks. It involves undertaking much more comprehensive assessments of specific threats and establishes priorities for action.
STAGE 4	The fourth stage is required to inform ongoing disaster risk assessment and planning. It involves monitoring disaster risks and the effectiveness of risk reduction initiatives. It also involves updating disaster risk assessment information and disseminating this information to all stakeholders.

Scope of the disaster risk assessments:

- 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) Consult 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) Consult 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) Consult with specialist research commissions, universities and the private sector and obtain existing or past research reports.

11.2 PROVINCIAL DISASTER MANAGEMENT PLAN (PDMP)

A comprehensive Disaster Management Plan must be developed for the province. The scope of the plan must include 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.

11.3 AWARENESS AND COMMUNICATION

Public awareness and education regarding the realities of climate variability, status of natural resources and vulnerability, must be created as a mitigation measure.

- a) 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. 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.
- b) The GIS Directorate must prepare risk maps, updated regularly and maintained, that may be used to keep communities informed.
- c) 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.
- d) 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.

11.4 FLEET MANAGEMENT

Acquisition of appropriate vehicles must be prioritized to ensure that essential Departmental officials are able to effectively reach destinations affected by disasters. At least two (2) appropriate vehicles must be available. This will allow for officials to attend to a call-out in a timely manner and perform their tasks efficiently.

11.5 ANNUAL UPDATE OF SUPPLIER DATABASE

The Supply Chain Management (SCM) Directorate must annually invite a minimum of 2 TRU service providers and/or suppliers to register on the Department's Built Environment Database. This will ensure that there will be sufficient suppliers to meet the material supply demand during the recovery period.

11.6 IDENTIFICATION OF LAND AND SUITABLE RELOCATION FACILITIES PRE-DISASTER

The Department of Rural and Land reform offers information of State-owned land for acquisition through their land inventory data base system. The Provincial State Land Disposal Committee (PSLD) must be consulted in cases where a tribal or community authority own the land desired for acquisition. It is important to route consultation through the PSLD when land is owned by the National Department of Public Works.

11.7 EARLY WARNING SYSTEMS

Early warnings are designed to alert areas, communities, households and individuals to 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.

Although weather warnings are issued by the South African Weather Services (SAWS), the Department must communicate precautionary measures on their social media platforms to inform individuals, beneficiaries and communities of any such impending disaster and the method of communication should they be affected.

11.8 EXTRA-ESSENTIAL RESOURCES

- a) As a method of preparedness, the Department must consider the procurement and use of camera drones to monitor the extent of damage to a development or informal settlement prior to visiting

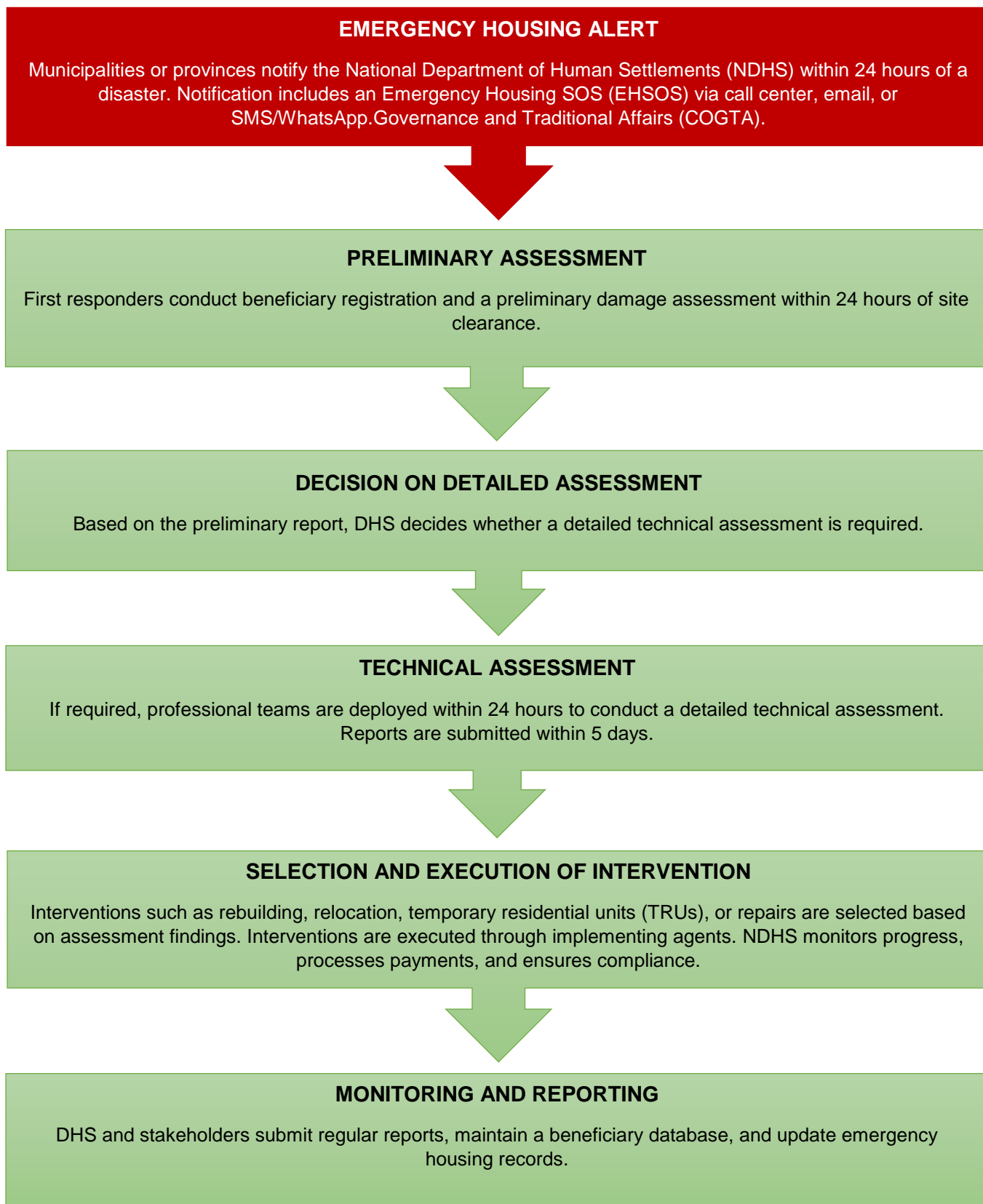
the site. Satellite imagery, geospatial data, and crowd-sourcing from localities and partners to gather initial estimates of disaster impact is also recommended.

- b) An application (APP) compatible with mobile, tablet or iPad devices should be developed and implemented to allow for works inspectors to rapidly and efficiently document incidents. The APP should incorporate the following functionalities:
- ✓ 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

This will also aid in the record keeping of disaster events and disaster damage that can be used to inform policy development.

12. DISASTER RESPONSE AND RECOVERY

12.1 STANDARD OPERATING PROCEDURE (SOP)



13. ESTABLISHMENT OF A PROVINCIAL DISASTER MANAGEMENT COMMITTEE (PDMC)

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.

13.1 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.

13.2 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.

13.3 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.

13.4 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.

13.5 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.

13.6 COMMUNICATIONS

The Communications Directorate will be responsible for ensuring that there is clear communication with various role players, media and the public.

14. EFFECTIVE DATE

The effective date of this policy will be the date of signature by the Honorable MEC.

15. MONITORING & EVALUATION

The Policy, Research and Product Development Directorate will undertake policy reviews after every three (3) years and/or when the need arises to evaluate the effectiveness of the policy and to ensure that the policy is updated with the most recent information necessary for compliance and implementation.

16. IMPLEMENTATION

The policy must be implemented through the use of a Disaster Management Plan for KZN Human Settlements and must be regularly updated as and when required.