



**CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD**

XENOPHOBIA DEBRIEF: SALGA ENGAGEMENT WORKSHOP: 14 SEPTEMBER 2017

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Disaster Risk Management Centre

Making progress possible. Together.

KEY SUCCESSES

1. Rapid response and co-ordination
2. Quick response to emergency sheltering needs
3. Generous response from Civil Society ie. Religious institutions, NGO's etc.
4. No fatalities
5. Rapid containment of spread of violence
6. Disaster Operations Centre activated within 24 hours
7. Commitment from all roleplayers
8. Political commitment to defuse situation
9. Sourcing additional emergency call takers for Disaster Operations Centre (DOC) from COCT Corporate Call Centre

KEY CHALLENGES

- Providing sustained cost-effective emergency sheltering (hiring of marquees too expensive)
- Sustained Inter-governmental co-operation
- Obtain overview of the extent of the crisis in terms of numbers of people displaced
- Identifying all distressed communities (sites and venues)
- Co-ordination and distribution of donations
- Co-ordination of safe transportation of IDP's to identified sites
- Providing sufficient emergency feeding
- Information gathering and consolidation
- Efficient registration of IDP's at safety sites

KEY CHALLENGES

- Streamlining accurate media messaging
- Access control into Sites
- Sufficient security of staff at sites
- Sufficient security at sites
- Multi-nationality of IDP's
- Language barrier
- Diversity of cultures
- Factionalism within camps
- Lack of sufficient trauma counselling
- Health and diseases

KEY CHALLENGES

- Telecommunication
- Different standards for services eg. Sphere document
- Education for scholars
- Transportation to work, schools and medical facilities
- Winter weather, flooding and gale force winds
- Unsuitability of UN tents
- Individual and family unit privacy
- Laundry of clothing and blankets
- Distances travelled for NGO's for food distribution
- Dietary and nutritional standards in diverse cultures,

KEY CHALLENGES

- Expectant mothers, newborns and infants requirements
- Provision of chronic medication
- Long working hours for staff and volunteers
- Substance abuse amongst IDP's
- Criminal activity amongst IDP's
- Retaliatory Xenophobia to officials and volunteers who are Xhosa speaking
- Demanding expectations from the IDP's

CO-ORDINATION

- Lack of co-operation from line functions department
- Unclear roles and responsibilities
- Conflicting views between inter-governmental institutions
- Delays in decision making
- Bureaucracy
- Lack of co-ordination between strategic and operational levels

RESOURCES (USED)

- Personnel
- Volunteers
- Funding
- Containers
- Tents
- Marquees
- Portable Toilets
- Electricity connections
- PA Systems
- Potable water
- Stand Pipes
- Lighting (external and internal)
- Floor boards
- Refuse Skips
- Signage
- Firefighting equipment
- Donations
- Food
- Clothing
- Medical

TRAINING NEEDS

- Camp management
- Diversity management dealing with different cultures
- UN Sphere standards
- Conflict management
- Chairing of meetings
- Anger/self management
- Trauma counselling

GAPS

- Inadequate border control
- Competition of scarce resources between IDP's and indigent people
- Information technology – wireless / 3G etc.
- Telecommunication equipment
- Blank spots for trunked radio communications
- Improving efforts regarding re-integration and repatriation processes
- Incongruence in disaster relief standards for IDP's and indigent local communities.
- Emergency Procurement Policy
- Re-imburement of costs incurred from National Government



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Thank You

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