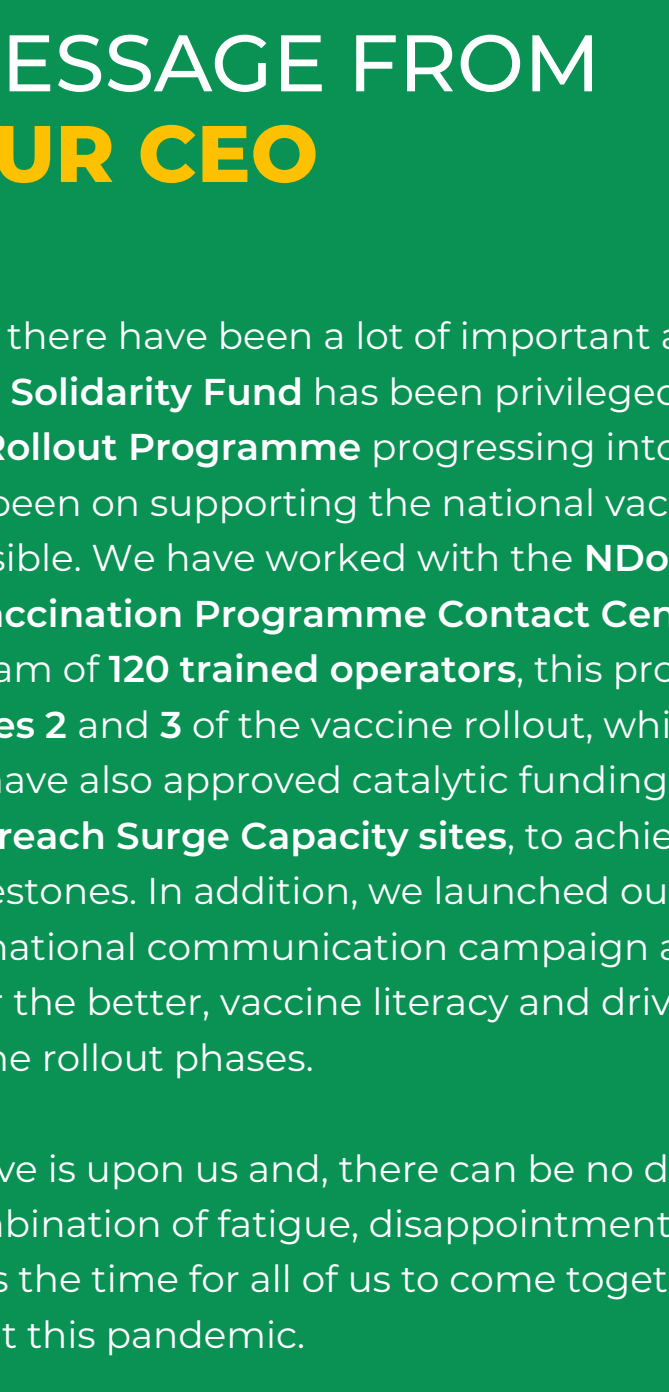


# SOLIDARITY FUND STAKEHOLDERS BULLETIN May 2021



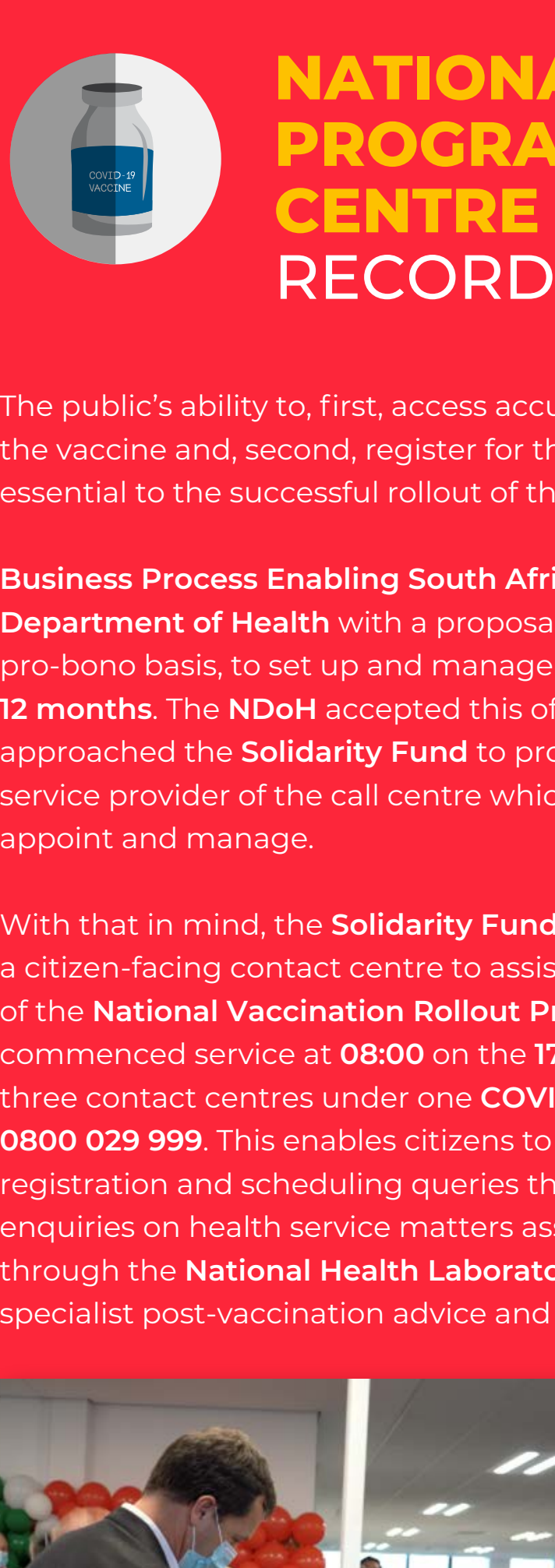
## MESSAGE FROM OUR CEO

In the last few months, there have been a lot of important and exciting developments that the **Solidarity Fund** has been privileged to be a part of. With the **National Vaccine Rollout Programme** progressing into its second phase, the focus at the **Fund** has been on supporting the national vaccine effort in the most impactful manner possible. We have worked with the **NDoH** to successfully launch the **National Vaccination Programme Contact Centre**. Manned at this time by a dedicated team of **120 trained operators**, this promises to play a vital role in support of **phases 2 and 3** of the vaccine rollout, which commenced on the **17<sup>th</sup> May 2021**. We have also approved catalytic funding of the **NDoH's Vaccination Fixed Outreach Surge Capacity sites**, to achieve the country's stated vaccination milestones. In addition, we launched our **"When We Come Together"** large-scale national communication campaign aimed at reinforcing behavioural change for the better, vaccine literacy and driving registration in line with the **NDoH's** vaccine rollout phases.

The third **COVID-19** wave is upon us and, there can be no doubt that the public is responding with a combination of fatigue, disappointment and disillusionment. Now, more than ever, is the time for all of us to come together and fight even harder to curb and beat this pandemic.

**Tandi Nzimande**

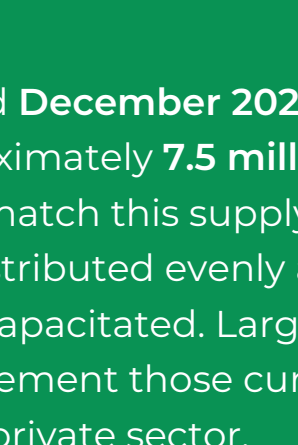
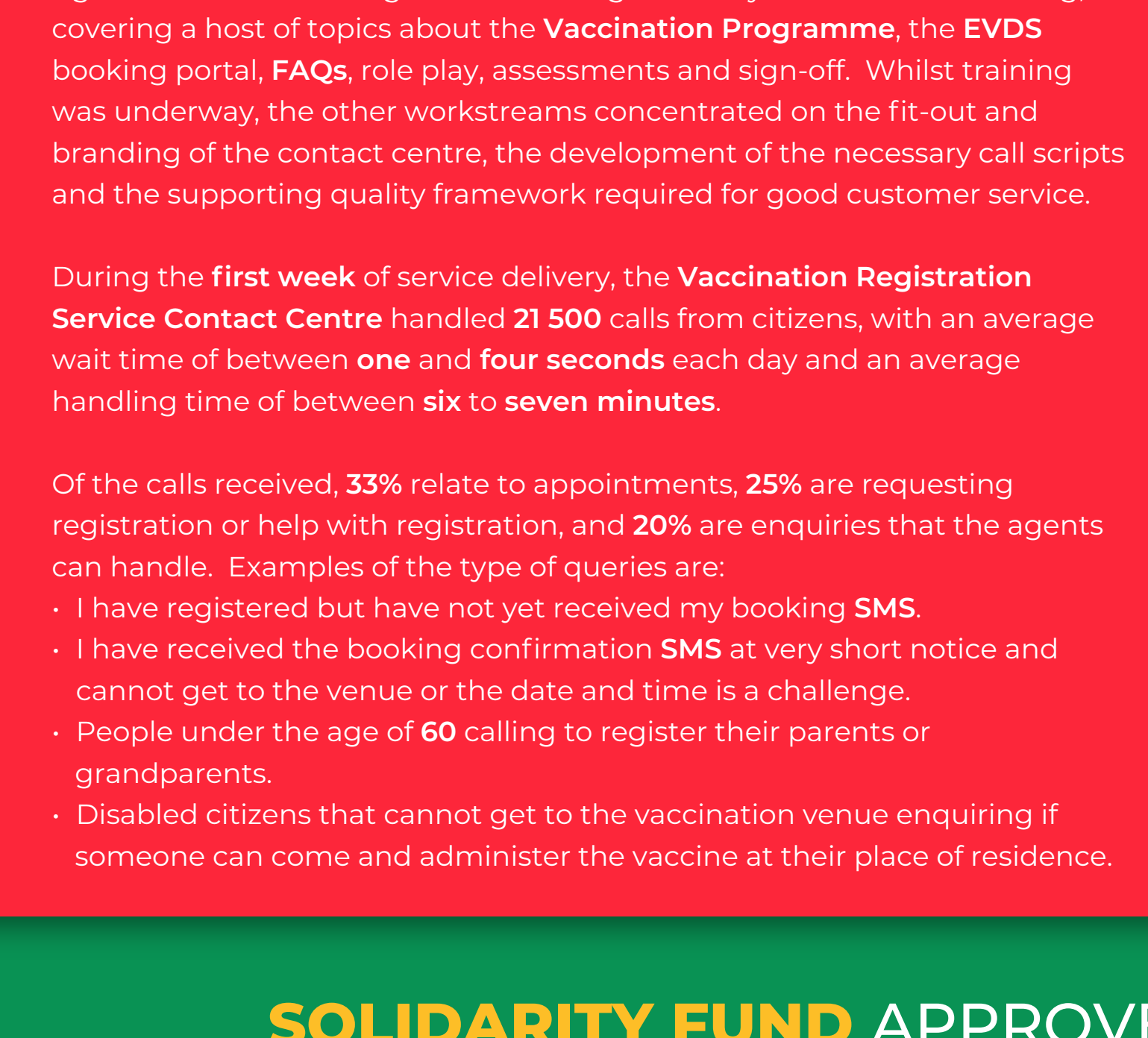
## A LOOK AT THE NUMBERS



**Disbursed- R2,32\* billion** (the difference between allocated and disbursed is as a result of a number of projects which are in execution but have not been fully closed off).

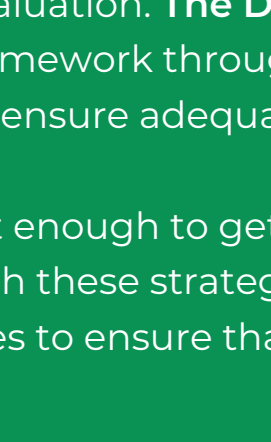
\* Accurate as of 21 May 2021

## PROJECTS UNDERWAY



## AT A GLANCE

Pillars	Allocated	Disbursed
Health	R2,663bn	R1,845bn
Humanitarian	R425m	R329m
Behavioural	R268m	R149m
<b>Total</b>	<b>R3,356bn</b>	<b>R2,323bn</b>



## NATIONAL VACCINATION PROGRAMME CONTACT CENTRE LAUNCHES IN RECORD TIME

The public's ability to, first, access accurate and reliable information about the vaccine and, second, register for the vaccine easily and efficiently, is essential to the successful rollout of the **National Vaccine Programme**.

**Business Process Enabling South Africa (BPESA)** approached the **National Department of Health** with a proposal to assist the department, on a pro-bono basis, to set up and manage a **200-seat call centre** for a period of **12 months**. The **NDoH** accepted this offer from **BPESA**, and in turn approached the **Solidarity Fund** to provide funding of **R72 million** for the service provider of the call centre which **BPESA** and **NDoH** would select, appoint and manage.

With that in mind, the **Solidarity Fund** is pleased to announce the opening of a citizen-facing contact centre to assist **NDoH** in the rollout of **Phases 2 and 3** of the **National Vaccination Rollout Programme**. The centre, which commenced service at **08:00** on the **17<sup>th</sup> of May**, integrates for the first time, three contact centres under one **COVID-19** toll free hotline number **0800 029 999**. This enables citizens to call and be guided on vaccination registration and scheduling queries through the **CCI Centre**, to have all enquiries on health service matters associated with vaccinations answered through the **National Health Laboratory Service (NHLC) CC**, and to receive specialist post-vaccination advice and services from **Right To Care**.

The call centre is operated by **CCI South Africa**, who were awarded the contract after a competitive procurement exercise. Due to the urgent need for the facility, the process to appoint an operator was concluded within a **two-week period**, with the setup of the contact centre being completed within four days of appointment. On the **30<sup>th</sup> of April**, adverts were placed in national media by **BPESA** for a **Lead Service Provider**. In the process, **54 companies** expressed interest, of which **33** responded to a **Pre-Qualification Questionnaire**. Five companies were then issued with a **Request for Proposal**, of which four followed through. Submissions arrived on the **12<sup>th</sup> of May** and were evaluated the same day, with **CCI** being selected. The **Call Centre** is currently manned by **120 agents** and will be scaled up to accommodate **200 agents** as the vaccine rollout programme ramps up over the coming months.

Agents and team managers went through two days of classroom training, covering a host of topics about the **Vaccination Programme**, the **EVDS** booking portal, **FAQs**, role play, assessments and sign-off. Whilst training was underway, the other workstreams concentrated on the fit-out and branding of the contact centre, the development of the necessary call scripts and the supporting quality framework required for good customer service.

During the **first week** of service delivery, the **Vaccination Registration Service Contact Centre** handled **21 500** calls from citizens, with an average wait time of between **one and four seconds** each day and an average handling time of between **six to seven minutes**.

Of the calls received, **33%** relate to appointments, **25%** are requesting registration or help with registration, and **20%** are enquiries that the agents can handle. Examples of the type of queries are:

- I have registered but have not yet received my booking SMS.
- I have received the booking confirmation SMS at very short notice and cannot get to the venue or the date and time is a challenge.
- People under the age of **60** calling to register their parents or grandparents.
- Disabled citizens that cannot get to the vaccination venue enquiring if someone can come and administer the vaccine at their place of residence.



## SOLIDARITY FUND APPROVES R300 MILLION CATALYTIC FUNDING FOR SURGE CAPACITY FIXED OUTREACH VACCINATION SITES

Between **July** and **December 2021**, the country will have the supply of **Pfizer** and **J&J** to administer approximately **7.5 million** vaccines a month. The current committed vaccination capacity cannot match this supply – particularly for the **Pfizer** vaccine. Furthermore, capacity is not distributed evenly across the country, and several sub-districts in large metros are under-capacitated. Large scale surge capacity outreach sites are needed in key metros – to supplement those currently available through the provincial public health facilities and the private sector.

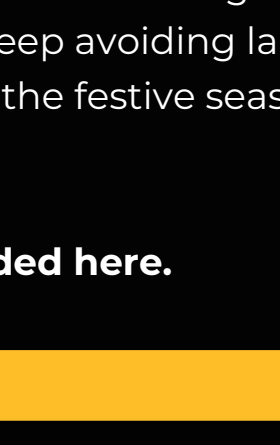
The **NDoH** approached the **Solidarity Fund** with a request to assist with funding of **R300 million** to enable the rapid set-up of initial large/mass surge capacity sites in large **Metros** which, over **six months** of operation, would each deliver **2 000 to 5 000** vaccines per day.

The **surge capacity sites** are aimed at:

- Meeting the vaccine supply surge by allowing the **NDoH** to ensure adequate vaccination capacity to meet the jump in vaccine supply in **July** (from **3 million** to **7.7 million**).
- Reduce disruption to the health system and frontline workers delivering routine healthcare services and protect capacity in hospitals for subsequent **COVID-19** waves.
- Reduce interaction and congestion of healthy individuals seeking vaccination and those coming for acute medical care.
- Fill unmet capacity by enabling vaccination capacity to meet demand across all sub-districts, particularly as the vaccination programme is opened to new target groups.

The **NDoH** is accountable for the surge capacity vaccination sites, including the selection and appointment of **Clinical Operators**, site (venue) selection and performance monitoring and evaluation. **The Department** will also take the lead role in providing the requirements and framework through which these operational players are procured and contracted, as well as ensure adequate vaccine supply and demand.

It is not enough to get vaccines into the country, we also have to get them to the people. Through these strategically chosen sites, the aim is to assist the rapid administration of vaccines to ensure that every **South African** gets the chance to be vaccinated.



## MODULAR HOSPITAL AIMED AT CARING FOR COVID-19 PATIENTS IS HANDED OVER TO EASTERN CAPE DEPARTMENT OF HEALTH

On the **14<sup>th</sup> of May 2021**, a **100-bed modular hospital** solution was handed over to the **Cecilia Makiwane Hospital** in **Mdantsane**. This unit is designed to act as an extension of the hospital, bolstering the national and **Eastern Cape** health system and improving access to healthcare, the impact of which will last beyond the pandemic.

The donation was made possible by the collaboration of: **The German Federal Ministry for Economic Cooperation and Development** – through **Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ)** who provided up to **R63 million** in funding; the **Solidarity Fund** contributed **R10.7 million** toward essential equipment; the charitable association **Siemens Caring Hands** who contributed **R9 million**; and **Aspen Pharmaceuticals**, who contributed **R4 million** for the project.

This innovative modular hospital solution consists of **100** much-needed beds, essential equipment, a laboratory and a pharmacy. It will be powered from a solar modular configuration to enable a decentralized and clean power supply.

View a video of the hospital's construction here:

[View video](#)



## UPDATE ON THE FUND'S 'WHEN WE COME TOGETHER' NATIONAL COMMUNICATION CAMPAIGN

Great things can happen when we come together. We've seen this time and time again in our country. That is the premise behind the **Solidarity Fund's** inspiring new campaign, created by **Joe Public**. Aimed at inspiring **South Africans** to stay the course and be vigilant in adhering to the **COVID-19** nonpharmaceutical interventions as vaccines are rolled out, the campaign features **South Africans** playing their part in response to the pandemic.

The **"WHEN WE COME TOGETHER"** campaign tells the stories of both well known and ordinary **South Africans** who have responded creatively to inspiring new ways of doing things amidst the pandemic. The campaign successfully launched on the **12<sup>th</sup> of May 2021**, on a range of media platforms including broadcast, print, digital, **Out of Home**, social media, influencers and activations.

You can view the new campaign on our **YouTube Channel** here:

[View campaign](#)

Alongside the launch of the campaign, a digital toolkit with communication and marketing material has been made available. The toolkit, which can be co-branded, is freely accessible on the **Solidarity Fund** website, and can be used by business, civil society and government to support **COVID-19** behaviour adherence, vaccine education and uptake.

The **toolkit** is being updated on a regular basis and categories currently available include: **Coronavirus**, **Vaccine Literacy**, **Core Preventative Behaviours** and **Places of Work**. Additional categories to follow, include: **Places of Learning**, **Places of Gathering**, **Specific Needs**, **Mental Health** and **Big Business**.

Material will progressively be made available in **multiple languages** including **Afrikaans**, **isiZulu**, **isiXhosa**, **Setswana** and **siSwati**.

**Toolkit Content** can be downloaded from the **Fund's Information Hub** here:

[Download Toolkit Content](#)



## PHASE 2 OF THE FOOD RELIEF PROGRAMME COMPLETED

**Phase 2** of the **Fund's Food Relief programme** has been completed with the final payment having been made on the **7<sup>th</sup>** of this month. The once-off **R700 food voucher** was allocated to benefit approximately **135 000** households. The impact of urban job losses significantly affected rural households which regularly receive remittances from family members. The **Fund** targeted **108 000** urban households and **27 000** rural households who do not fall within the country's social security net to receive the vouchers. To date, a total of **128 656** vouchers have been issued, at the combined value of just over **R90 million**, with **R75.2 million** in vouchers having been redeemed to date. A close-out report will be uploaded on the **Fund's website** in due course.



## GBV2 FUNDING UPDATE

Earlier this year, we reported that the **GBV Selection and Evaluation Panel** of the **Solidarity Fund** had approved **331 Community-Based Organisations (CBOs)** and **11 large Public Benefit Organisations (PBOs)** with systemic impact to receive funding. Substantial progress has been made with **315 CBOs** and **11 systemic/catalytic organisation** contracts having been finalised. To date, **172** payments with a value of **R33.4 million** have been processed, representing **47%** of total approved grants. It is expected that all contracts will be finalised by the **31<sup>st</sup> of May 2021**.



## FARMING INPUT VOUCHER EXTENSION

The **Farming Input Voucher programme** has played an important role in enabling subsistence farmers to continue providing for their families. To date, **R69.7 million** in vouchers have been redeemed at over **300** input suppliers across the country. The process to redeem the e-vouchers was initially set to close on the **31<sup>st</sup> of May 2021**, but this has been extended to the **31<sup>st</sup> of August 2021**. The extension has been put in place with a view to increase the redemption rate which currently stands at **73%** - **(The Fund's redemption target is 80-90%)**. The remaining funds will be pivoted towards working with **Co-ops SAVE Act** and **Langelille Co-op of the Amathole District** in the **Eastern Cape**, to reach their respective members where redemption rates have been lower than the **Fund's** target.



## UPDATE ON REPORTS

As part of our responsibility to the public and our stakeholders, the **Fund** publishes reports on a regular basis with updates on projects and initiatives undertaken. One new report relating to our **Behavioural Change Pillar** interventions has been uploaded to our website since our **April newsletter**.

## SAFE WORKPLACES: RETURN2WORK

The **Solidarity Fund**, together with **Transition to Transformation**, supported the creation of the **Return2Work (R2W)** platform. This platform was developed in response to the **COVID-19** pandemic, and the need to aid the business sector in enabling a safe return to work. The **Fund** provided financial support to expand and deepen the reach of the platform.

The full report can be downloaded here.



<https://bit.ly/3hL72Nt>

## BEHAVIOUR CHANGE AND COMMUNICATION PROGRAMME – PHASE 2 (#UNITYINACTION CAMPAIGN)

On **December 18<sup>th</sup> 2020**, the **Solidarity Fund** launched a critical, targeted and extensive national **Behavioural Change communication campaign** across TV, radio, outdoor, print, digital, social media and influencers. The **"Don't be a mampara"** campaign focused on entrenching three basic behaviours namely: keep wearing a mask properly, keep avoiding large indoor gatherings and keep practicing social distancing over the festive season in the midst of the second wave.

The full report can be downloaded here.



<https://bit.ly/3vnoLk>

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The **Solidarity Fund** is committed to transparency around all of our activities. You can find detailed information and reporting around donations received, how we allocate resources as well as the impact created, by visiting [www.solidarityfund.co.za](http://www.solidarityfund.co.za).