



Western Cape  
Government

Social Development

# Citizen's Report 2017/18

# Who we are

We are the Western Cape Department of Social Development (DSD). Our job is to ensure that a full network of social developmental services is provided, together with our partners, to enable and empower the poor, the vulnerable and those with special needs.

# What we do

The work of the Department is governed by our legislative duties. We address the social welfare and community development needs of communities in the Western Cape through these five programmes:

- **Administration** includes the strategic management and support services at all levels of the Department.
- **Social Welfare Services** are provided to the poor and vulnerable by the Department and our partners.
- The **Children and Families** programme ensure that a full range of child protection, child and family care and support services are delivered to communities by the Department and our partners.
- **Restorative Services** deliver social crime prevention, victim empowerment services and substance abuse services to the most vulnerable in society by the Department and our partners.
- **Development and Research** provide population policy promotion and sustainable development programmes that aim to empower communities.

# Who is in charge?

The **Minister** is Adv. Albert Fritz, an elected politician responsible for directing the Department's activities in line with legislation and government policies.



Dr. Robert Macdonald, the **Head of Department**, is a public servant appointed to ensure that the Department implements Ministerial and Government directives and mandates efficiently and effectively.

## Vision

A self-reliant society.

## Mission

To ensure the provision of a comprehensive network of social development services that enables and empowers the poor, the vulnerable and those with special needs.



The work of the Department is guided by the following **Provincial Values**:



**Caring**  
To care for those we serve and work with



**Competence**  
The ability and capacity to do the job we are appointed to do



**Accountability**  
We take responsibility



**Integrity**  
To be honest and do the right thing

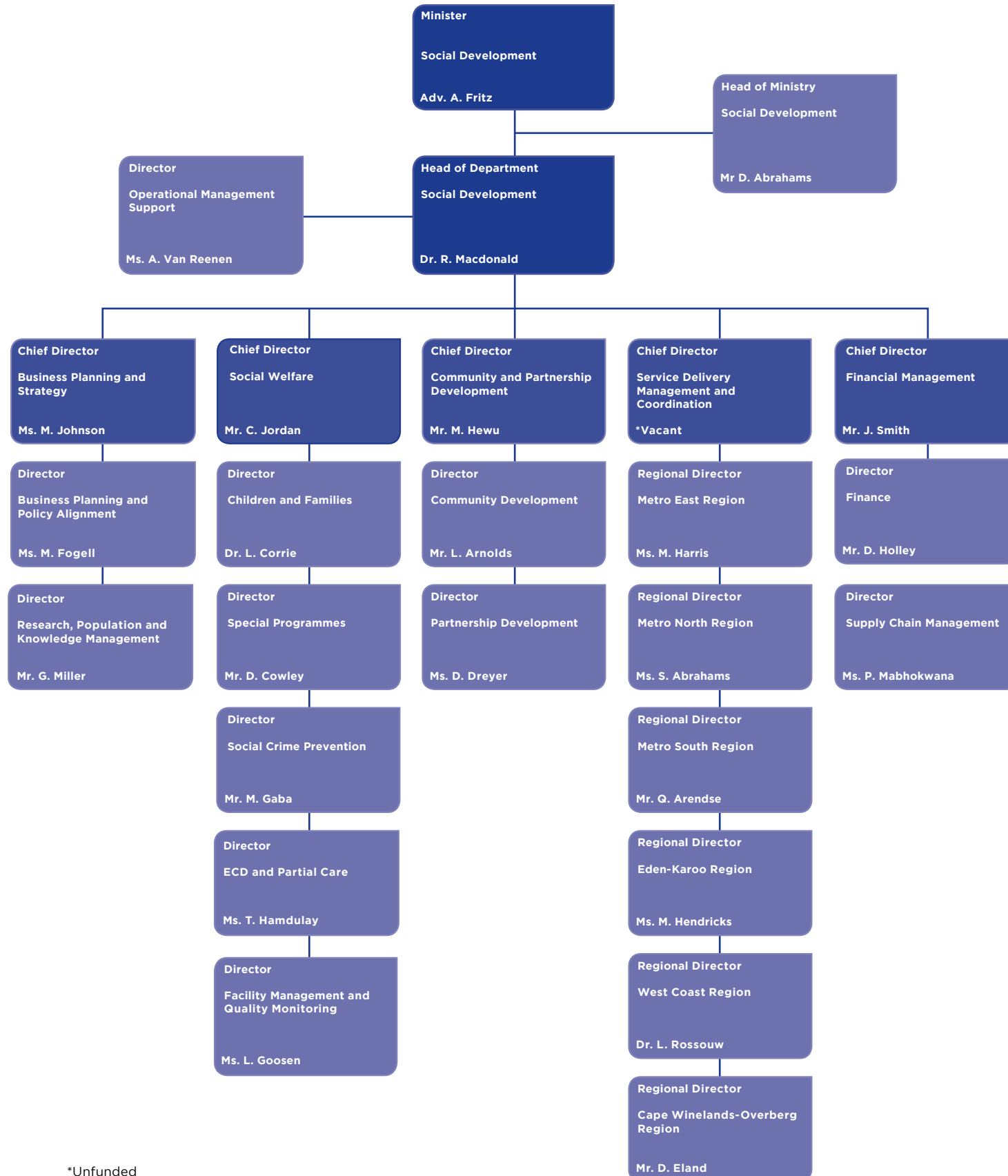


**Innovation**  
To be open to new ideas and develop creative solutions to challenges in a resourceful way



**Responsiveness**  
To serve the needs of our citizens and employees

# Organisational Structure



\*Unfunded

# Organisation and staffing

Human resources are a key element in achieving the strategic objectives of the Department. Therefore human resource planning aims to ensure that the Department has the right people, with the right skills, at the right place at the right time, all the time.

## Employment and vacancies

For the financial year ending 31 March 2018 the number of people employed by the Department was 2 141, which included 28 employees with disabilities:

Staff	Female	Male	Total
African	433	234	667
Coloured	868	464	1 332
Indian	8	2	10
White	97	35	132
<b>Total</b>	<b>1 406</b>	<b>735</b>	<b>2 141</b>

We render services through six regional offices, 45 local service delivery offices and seven government-owned facilities. We also fund more than 2 000 Non-Profit Organisations (NPOs) to render social welfare and community development services.



# Our Budget

Financial Year: 2017/18

## Breakdown of the budget:

Programme Name	Final Appropriation	Actual Expenditure	Over/ Under Expenditure
	R'000	R'000	R'000
Administration	202 437	199 785	2 652
Social Welfare Services	844 729	844 071	658
Children & Families	651 063	649 911	1 152
Restorative Services	352 879	351 578	1 301
Development and Research	59 413	58 772	641
<b>Total</b>	<b>2 110 521</b>	<b>2 104 117</b>	<b>6 404</b>

### Programme 1: Administration

- spent 98.7% of it's R202, 437 million budget

### Programme 2: Social Welfare Services

- spent 99.9% of it's R844, 729 million budget

### Programme 3: Children and Families

- spent 99.8% of it's R651, 063 million budget

### Programme 4: Restorative Services

- spent 99.6% of it's R352, 879 million budget

### Programme 5: Development and Research

- spent 98.9% of it's R59, 413 million budget





# How did we do in 2017/18?



## Services to Older Persons

Our objective is to ensure access to quality social development services for poor and vulnerable older persons.

A total of 26 100 older persons made use of a range of the Department's services, of whom 16 494 used community-based care and support services, which include service centres.

In prioritising residential care facilities for frail older and vulnerable persons, substantial progress has been made with the registration of these facilities. Furthermore, the Department increased the subsidy to residential facilities for frail older persons from R2 565 to R3 132 per person, per month.

A service centre registration drive has resulted in the full assessment of more than 220 centres.

## Services to Persons with Disabilities

Our objective is to provide integrated programmes and services to Persons with Disabilities and their families/ caregivers.

- The subsidy for 24-hour care facilities for children with disabilities was increased from R2 589 to R5 510 per child;
- In partnership with NPO Disabled Children Action Group, 12 parental support structures were established and strengthened in both urban and rural communities;
- 2 860 People with Disabilities accessed services in funded protective workshops;
- 841 People with Disabilities participated in Department-funded community-based day care programmes;

# How did we do in 2017/18?

## Services to Persons with Disabilities (continued)

- 88 089 people accessed Department-funded specialised support services; and
- Bed space at residential facilities increased from 82 to 125.

## Social Relief

We facilitate access to immediate and temporary social relief of distress services to those affected by undue hardships and disasters:

- The Department established humanitarian relief work streams in Matzikama and Beaufort West municipal areas, aimed at streamlining the joint disaster relief interventions of the different spheres of government departments to households affected mainly by drought, and other disasters; and
- A total of 3 472 families who experienced undue hardship and disasters such as fires and floods were assessed and referred to SASSA for humanitarian relief.



## Care and Services to Families

Our aim is to build resilient families and in 2017/18, 23 054 families benefitted from developmental social welfare services designed to strengthen families and communities, of which:

- 669 people were reunified with their families;
- 22 385 people participated in services that promote the preservation and support of families; and
- 1 401 homeless adults were housed in subsidised shelters.

# How did we do in 2017/18?

## Child Care and Protection

We facilitate the provision of services that promote the wellbeing of children and build the resilience of families, in order for communities to care for and protect their children. The roll out of the safety and risk assessment training as well as the standard operating procedures provided a better working structure for our child protection social workers. During the year, 10 580 children and families in the province received care and protection services:

- 97% of the foster care cases were concluded and through these services 4 055 children were placed in foster care;
- 366 children were reunified with their families or caregivers; and
- 3 727 parents and caregivers completed parent education and training programmes.



## Early Childhood Development (ECD) and Partial Care

We facilitate a nurturing, caring and safe environment for children to be physically healthy, mentally alert, emotionally secure, socially competent, and able to learn. The work done in this programme included the following:

- 76 053 children accessed funded ECD services;
- 8 209 accessed funded after school care services; and
- The Department assessed 1 000 children at 50 sites, in eight communities, across the province as part of the school readiness project. The project is linked to Provincial Strategic Goal 2, which aims to improve educational outcomes and opportunities for youth development.



# How did we do in 2017/18?

## Child and Youth Care Centres

We facilitate the provision of alternative care and support programmes for children found to be in need of care and protection. Some of the highlights in the review period include:

- A total of 3 460 children in need of care and protection were placed in residential care; and
- The upgrade and extension of Sivuyile Residential Facility commenced and will provide additional bed space for children with intellectual disabilities;



## Community-Based Care Services for Children

We facilitate the protection, care and support services to vulnerable children in the communities. In the year under review the following interventions were implemented:

- 34 Child and Youth Care Worker trainees received training through the Isibindi model. They provided a wide range of child protection and support services in the children's home environment; and
- The implementation of the Isibindi Programme in the province was evaluated and as a result a new integrated Isibindi model is under development, which will include expansion into two new areas.

# How did we do in 2017/18?

## Crime Prevention and Support

Our objective is to reduce the number of children and adults who reoffend by offering effective probation services. During the 2017/18 financial year:

- In total 22 683 children and adults participated in programmes aimed at reducing the likelihood of them reoffending;
- 8 012 children in conflict with the law were assessed;
- 1 309 children in conflict with the law, awaiting trial were placed in secure care centres;
- 1 824 children and 8 578 adults in conflict with the law completed diversion programmes.
- The Department funded a reintegration pilot project in Hanover Park, where there was a 100% success rate with the 36 recipients. The beneficiaries were children and youth in conflict with the law who were provided with job skills, as well as mentoring and support to sustain their reintegration back into their communities; and
- The Western Cape was considered the national leader in registering and maintaining the registration of Child and Youth Care Centres providing secure care programmes.

## Victim Empowerment Programme

We provide services to all victims of crime and violence especially women and children. During the 2017/18 financial year:

- 21 243 victims of crime and violence accessed services at Department-funded victim empowerment programme service centres;
- Shelter services were expanded into areas with high levels of gang violence;
- Social crime prevention programmes were strengthened in primary and high schools in high-risk areas. This was done to equip learners, parents, educators and community members, with skills to combat the social risk factors of crime and violence, and to increase their resilience to these risk factors;
- The Department established the Human Trafficking Task Team to help implement the Prevention and Combatting of Human Trafficking Act; and
- The Department launched the first shelter in South Africa to specifically accommodate adult victims of human trafficking and their children.

## Substance Abuse, Prevention and Rehabilitation

Our objective is to improve the outcomes of individuals, families and communities through the substance abuse services funded by the Department. During the year under review:

- 11 689 clients accessed substance abuse services;
- 2 078 clients accessed aftercare and reintegration services;
- 61 substance abuse treatment centres (funded and private) were assessed and were issued with registration certificates. These included 46 community-based centres, 12 inpatient centres, two half-way houses, and one outpatient facility; and
- The Department supported the studies of postgraduate and undergraduate social workers to specialise in substance abuse/ addiction management to ensure that social work staff are able to deal with both preventative and treatment options for substance abuse.



# How did we do in 2017/18?



## Institutional Capacity Building and Support

We provide capacity building and support services to funded NPOs and civil society organisations to address the demand for capacity building interventions.

- 821 NPOs received training to improve the work that they do;
- 997 were helped with NPO registration; and
- 12 at-risk NPOs have undergone a mentoring programme in order to improve their knowledge, systems and capabilities.

# How did we do in 2017/18?

## Poverty Alleviation and Sustainable Livelihoods

The Department provides access to nutrition, social support services and employment opportunities through the Expanded Public Works Programme (EPWP). These services are aimed at youth, children and their caregivers or households who are at risk of hunger.

- Due to the drought in the province as well as the avian flu outbreak, the Department helped to develop and implement the province's Disaster Management Humanitarian Support Stream. The purpose of the work stream is to ease the negative impacts associated with the drought, including job losses in the agricultural sector;
- We worked closely with the Department of Agriculture and the South African Social Security Agency to ensure that affected families were linked to social relief of distress benefits;
- Targeted feeding was extended to the avian flu and drought affected agri-workers and their families in the Metro East, Eden Karoo and West Coast regions;
- A Community Works Programme (CWP) has been officially established in the West Coast region, which makes it the third rural region in the Province to implement CWP. Existing CWP participants were trained on the Approaches of Community Development and the Understanding of CWP in the 2017/18 financial year;
- 5 101 individuals received meals at the Department-funded feeding sites; and
- 1 585 EPWP work opportunities were created.

## Youth Development

We facilitate access to appropriate services for all young people, including those young people not in employment, education or training. A total of 19 457 young people accessed various social development programmes which included:

- 15 055 youth who participated in training opportunities through Department-funded skills development programme; and
- 4 402 youth who were linked to job and other skills development opportunities.

Youth Cafés were launched to strengthen the access of skills development for the youth. Two new Youth Cafés were opened in Veldriff and Groot Brakrivier bringing the total to eight in the province in the year under review. The other Youth Cafés are located in Mitchells Plain, Nyanga, Vrygrond, George, Oudtshoorn and Athlone.

## Population Policy Promotion

We facilitate, conduct and manage population research, population advocacy, and population capacity building based on the demographic dynamics and population trends, then monitor and evaluate the implementation of policy in the province.

- 30 demographic profiles were completed; and
- Estimates of the Western Cape mortality rates were compiled using census and other mortality related data sources available in the province. This is in preparation for population projections to be developed for 2019/20 provincial and municipal five year strategic planning process.





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