



Western Cape
Government

Social Development

Citizen's Report 2016/17

Who we are

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

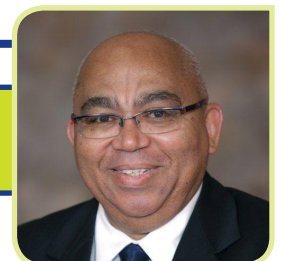
What we do

The work of the Department is governed by our legislative duties. We address the social welfare 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.
- **Children and Families Services** ensure that a full range of child protection, and family care and support services are delivered to communities by the Department and our partners.
- **Restorative Services** deliver social crime prevention and substance abuse services to the most vulnerable in society by the Department and our partners.
- **Development and Research** provides sustainable development programmes that aim to empower communities.

Who is in charge?

Minister Adv. Albert Fritz, an elected politician, is 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 supported 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 were employed to do.



Accountability | We take responsibility.



Integrity | To be honest and do the right thing.

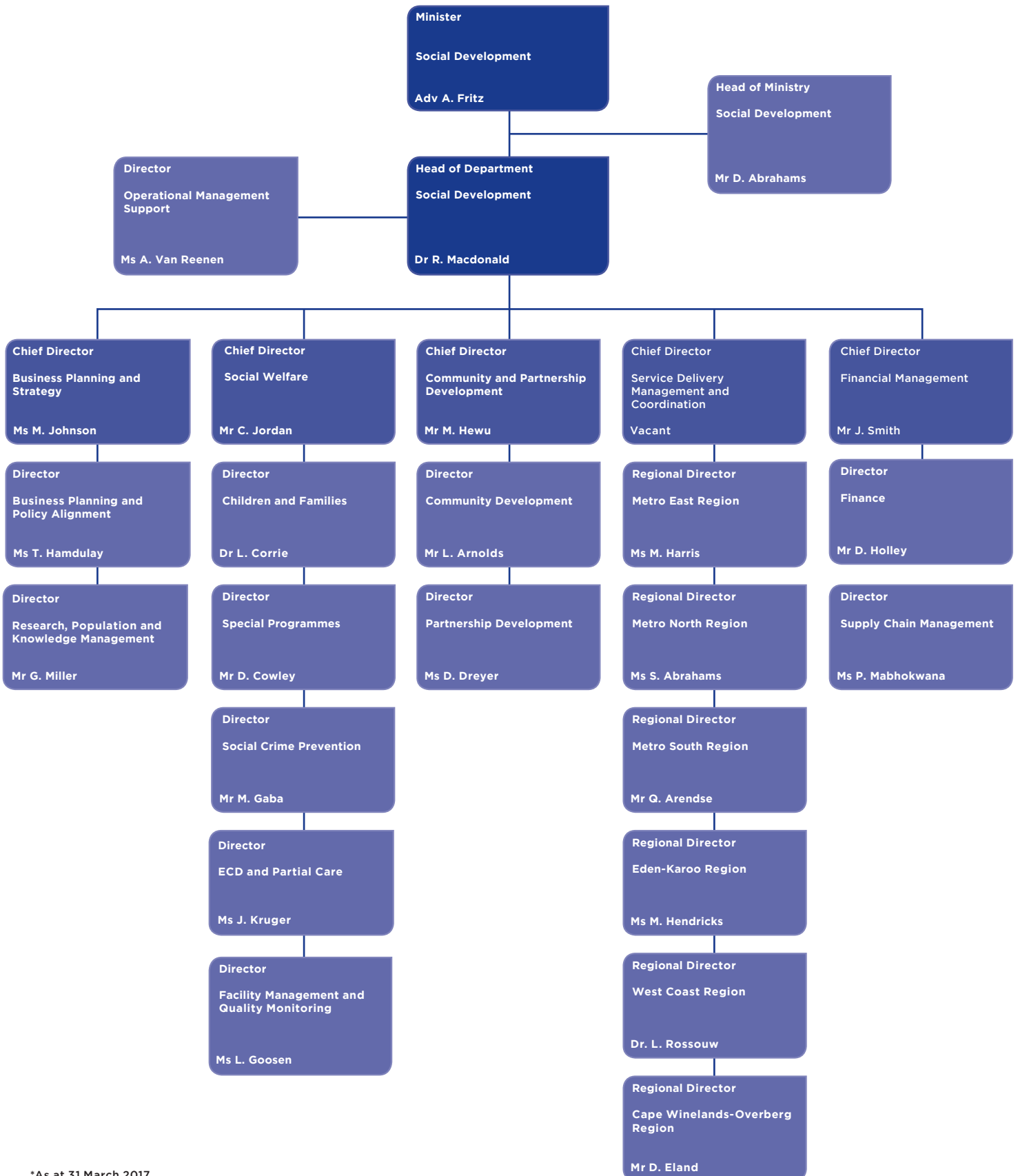


Innovation | To be open to new ideas and develop creative solutions to problems in a resourceful way.



Responsiveness | To serve the needs of our citizens and employees.

Organisational Organogram



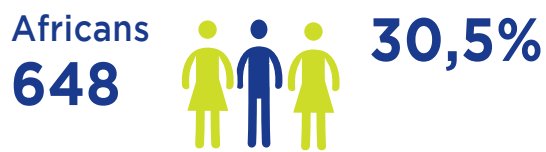
*As at 31 March 2017.

Organisation and staffing

Human resources are a key element in achieving the goals 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 2017, the number of people employed by the Department stood at 2 126¹, which comprised:



Service Delivery Areas:

We render our services through six Regional Offices, 38 local service delivery offices and seven Government-owned Facilities. We also fund more than 2 000 NPOs to render social services.

¹ This number includes all permanent and contract employees, but excludes interns.

Our Budget

Financial Year: 2016/17 as at 31 March 2017

Breakdown of the budget:

Programme Name	Final Appropriation	Actual Expenditure	Over/ Under Expenditure
	R'000	R'000	R'000
Administration	185 987	185 987	-
Social Welfare Services	770 481	768 382	2 099
Children & Families	611 481	611 241	240
Restorative Services	345 823	344 612	1 211
Development and Research	50 092	49 771	321
Total	1 963 864	1 959 993	3 871

Programme 1: Administration

- spent 100% of its R185,987 million budget.

Programme 2: Social Welfare Services

- spent 99.7% of its R768,382 million budget.

Programme 3: Children & Families

- spent 99.99% of its R611,481 million budget.

Programme 4: Restorative Services

- spent 99.6% of its R345,823 million budget.

Programme 5: Development and Research

- spent 99.4% of its R50,092 million budget.





How did we do in 2016/ 17?

Services to Older Persons

We aim to provide quality services to poor and vulnerable older people, which includes access to funded old age homes, assisted and independent living facilities.

- A total of 24 471 vulnerable older persons made use of these services, of whom 15 121 used community-based care and support services such as service centres and clubs.

Services to Persons with Disabilities



We aim to provide integrated services to People with Disabilities and their families or caregivers. A total of 97 977 People with Disabilities, their families or caregivers accessed various services, including:

- 2 813 People with Disabilities who accessed services in funded protective workshops;
- 831 People with Disabilities who participated in Department-funded community-based day care programmes; and
- 92 632 people who accessed Department-funded specialised support services.

How did we do in 2016/ 17?

Social Relief

A total of 3 504 families, who experienced hardship and disasters such as fires, were identified and referred to SASSA for humanitarian relief.

Care and Services to Families

We aim to provide targeted services focused on building strong families. These services were used by 22 284 families. This number included:

- 14 010 families who participated in the family preservation programmes;
- 647 people who were reunited with their families; and
- 7 627 families who participated in programmes to improve their parenting.

Child Care and Protection

We aim to promote the wellbeing and protection of children, and strengthen families and communities who will care for, and protect children.

- During the last year, 7 503 children and families in the province received care and protection services. Through these services, 4 121 children were placed in foster care, and 387 children were reunified with their families or caregivers; and
- 2 995 parents and caregivers completed parent education and training programmes.



How did we do in 2016/ 17?

Early Childhood Development (ECD) and Partial Care

We aim to facilitate a nurturing, caring, and safe environment for children to be physically healthy, mentally alert, emotionally secure, socially competent, and able to learn.

- A total of 75 285 children received ECD and after school care services with 68 887 children in ECD programmes and services, and 6 398 children in after school care programmes funded by the Department.



Child and Youth Care Centres

We aim to provide alternative care and support programmes to children in need of care and protection. A total of 3 431 children in need of care and protection were placed in residential care.

Community-Based Care Services to Children

We aim to enable the delivery of community-based child and youth care services, making these more accessible.

- A total of 75 child and youth care worker trainees received training through the Isibindi model. They provide a wide range of child protection services in the children's home environment.
- The trainees were recruited from high risk communities where there was evidence of child maltreatment.

How did we do in 2016/17?

Crime Prevention and Support

We aim to reduce the number of people who reoffend by providing effective probation and diversion services which included:

- The assessment of 8 159 children in conflict with the law;
- 1 265 children awaiting trial who were placed in secure care centres; and
- 1 970 children and 9 147 adults in conflict with the law who completed diversion programmes.

Victim Empowerment

We aim to provide services to all victims of violence, with special focus on women and children.

- A total of 19 962 people had access to victim support services funded by the Department; and
- Three shelters in the Western Cape were given awards in recognition of their service quality by the National Department of Social Development.



How did we do in 2016/17?



Youth Development

We aim to provide access to appropriate services to youth both in and out of school. A total of 27 800 young people accessed various youth development programmes which included:

- 22 197 youth who participated in training opportunities through our funded skills development programmes; and
- 5 603 youth were linked to job and other skills development opportunities.

Six Youth Cafés are operational in the Province (Mitchells Plain, Athlone, Vrygrond, George, Oudtshoorn and Nyanga) which provide opportunities and support for young people to become employable. These activities include training in lifeskills, mentoring and coaching, leadership, entrepreneurship, and accredited formal job readiness training.

22 197

Youth participated in training opportunities.

5 603

Youth were linked to job and skills development opportunities.

How did we do in 2016/17?

Substance Abuse, Prevention and Rehabilitation

We provided substance abuse services to 11 876 clients of which 1 961 used aftercare services.

- 4 788 clients completed both inpatient and outpatient treatment; and
- 7 088 clients received early intervention services for substance abuse.



7 088

Clients received early intervention services for substance abuse.

4 788

Clients completed both inpatient and outpatient treatment.

How did we do in 2016/17?

Poverty Alleviation and Sustainable Livelihoods

We aim to promote social inclusion and poverty alleviation by providing nutritional support and facilitating EPWP opportunities for the most vulnerable people in the Province.

- A total of 4 946 individuals received food security interventions; and
- 1 332 work opportunities were created.

Institutional Capacity Building and Support (ICB)

We aim to provide capacity building and support services to a number of funded NPOs and civil society organisations.

- A total of 712 NPOs received training to improve the work that they do; and
- 881 NPOs were helped with registration.

Population Policy Promotion

We facilitate, conduct and manage population research, population advocacy, and population capacity building based on demographic dynamics and population trends, as well as monitoring and evaluating the implementation of policy in the Province.

We completed two Population Research Projects:

- Estimating the fertility rate and trends for the Western Cape at municipal level, to be used as input for the development of population projections for the Province in 2019; and
- A demographic analysis of the Integrated Development Plans for West Coast District and its five local municipalities, which assessed the consideration of socio-economic and demographic relationships in the formulation of Integrated Development Plans.

This document is an extract from our Annual Report 2016/2017. For a copy of the Annual Report, please contact Mishkaah.Sallies@westerncape.gov.za or telephone 021 483 5121.



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