



Western Cape
Government

Social Development

Citizen's Report 2018/19

Who we are

We are the Western Cape Department of Social Development (DSD). Our job is to ensure that a comprehensive 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. Together with our partners, we address social 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 Services** 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 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?

The **Provincial Minister** Ms. S.G. Fernandez, 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 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 were employed to do.



Accountability | We take responsibility.



Integrity | To be honest and do the right thing.

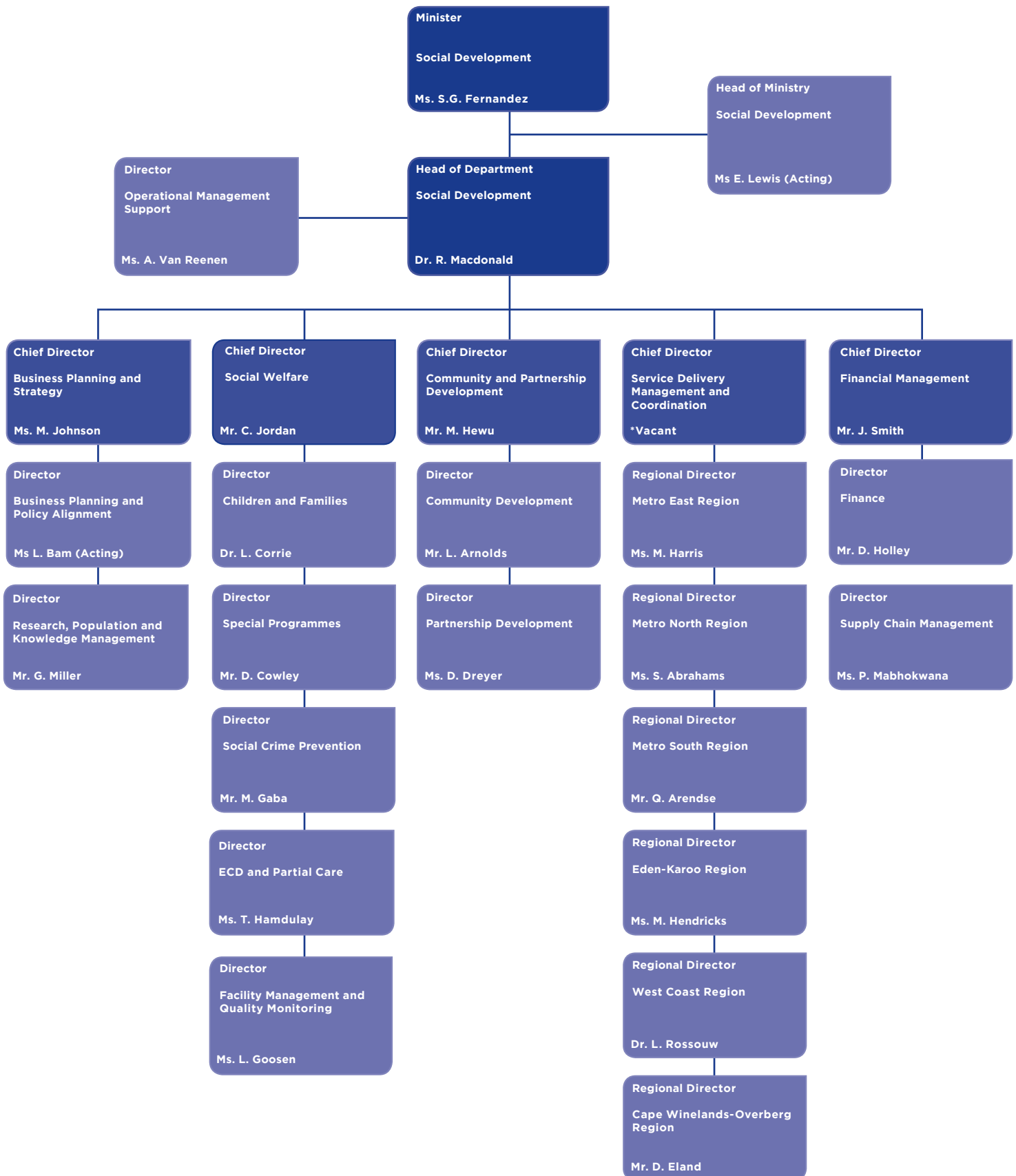


Innovation | To be open to new ideas and develop creative solutions to problems in a resourceful way.



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

Organisational Structure



Organisation and staffing

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

Employment and vacancies

For the financial year ending 31 March 2019, the number of people employed by the Department stood at 2 181 which comprised:

Employment and vacancies by programme, as at 31 March 2019

Females	1 440
Males	741
TOTAL	2 181

Service Delivery Areas:

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 work services.

Our Budget

Financial Year: 2018/19

Breakdown of the budget:

Programme Name	Final Appropriation	Actual Expenditure	Over/ Under Expenditure
	R'000	R'000	R'000
Administration	226 115	223 696	2 419
Social Welfare Services	897 422	886 031	11 391
Children & Families	685 309	683 807	1 502
Restorative Services	387 914	387 914	0
Development and Research	50 032	50 032	0
Total	2 246 792	2 231 480	15 312

Programme 1: Administration

- spent 98.93% of it's R226. 115 million budget

Programme 2: Social Welfare Services

- spent 98.73% of it's R897. 422 million budget

Programme 3: Children and Families

- spent 99.78% of it's R685. 309 million budget

Programme 4: Restorative Services

- spent 100% of it's R387. 914 million budget

Programme 5: Development and Research

- spent 100% of it's R50. 032 million budget





How did we do in 2018/19?

Administration

The Department of Social Development has, for the seventh consecutive year, received a clean audit from the Auditor General of South Africa. This relates to the Department's financial statements, and the report on the usefulness and reliability of performance information.



Care and Services to Older Persons

Services to Older Persons included the registration and monitoring of funded and unfunded residential facilities, as well as a drive to register all service centres. This will ultimately ensure quality care to Older Persons, many who are vulnerable. Funding for the care and support of Older Persons in residential facilities and community-based centres was increased as part of the strategy to maintain and support existing social welfare services for older persons in the province.

- A total of 26 710 vulnerable older persons made use of these services, of whom 17 030 used community-based care and support services such as service centres and clubs.

How did we do in 2018/19?



Services to Persons with Disabilities

Persons with Disabilities remain one of the most vulnerable groups. During the period under review, the Department led the development of a Provincial Framework for Persons with Intellectual Disabilities, to ensure that support and interventions for clients, families and caregivers are appropriate, available and accessible. The Department also focused on strengthening of parental support programmes.

A total of 99 882 people with disabilities and their families or caregivers accessed various services, including:

- 2 952 people with disabilities who accessed services in funded protective workshops;
- 958 people with disabilities who participated in Department-funded community-based day care programmes; and
- 94 087 people accessed Department-funded specialised support services.

Social Relief

We aim to respond to emergency needs identified in communities affected by disasters not declared, and/ or any other social condition resulting in undue hardship. The effects of the drought and fires in the province led to an increase in demand for these services.

The Department, in collaboration with Pick n' Pay, hosted a community outreach program with 400 school children from the Metro East and Metro North regions, whose families benefitted from these undue hardship services.

A total of 3 769 families who experienced undue hardship and disasters such as fires, floods and drought were identified and referred for humanitarian relief.

How did we do in 2018/19?

Care and Services to Families

Integrated and targeted interventions focusing on building resilient families. Completed the planning for the integrated and expanded Isibindi programme that includes the Eye on the Child and Drop-in Centre programmes and provided targeted, age-appropriate, services for vulnerable and at-risk children.

- 22 609 families, accessed developmental social welfare services that strengthen families and communities including the following:
 - 21 955 families participating in family preservation and support services
 - 705 people have been reunited with their families.



Child Care and Protection

Child care and protection is the most important priority, and the Department is consistently looking at ways to improve its services. These services include court ordered early intervention programmes such as family preservation, marriage counselling and other psychosocial support services, as well as statutory services including formal mediation, parenting rights and responsibility agreements for child care, parenting plans, temporary and safe care of children, foster care and adoption services.

Integral to the well-being of families at risk are reintegration/ aftercare and support for post statutory intervention which includes family reunification for children placed in alternative care, homeless adults, as well as VEP services, specifically safe spaces to which women and children can be referred and the protocol for such referral.

Support programmes to unaccompanied and separated migrant children (USMC) were implemented and 289 such children benefited from various services e.g. school enrolment, access to health services, and birth registration.

During the year, 14 414 children and families in the province accessed care and protection services.

- Through these services, 3 514 children were placed in foster care, and 308 children were reunified with their families or alternative caregivers; and
- 3 891 parents and caregivers completed parent education and training programmes.

How did we do in 2018/19?



Early Childhood Development (ECD) and Partial Care

The Department facilitates a nurturing, caring, and safe environment for children to be physically healthy, mentally alert, emotionally secure, socially competent, and able to learn through its ECD and Partial Care programmes.

Three years into the implementation of the 65 ECD sites pilot project – concentrated in areas where school readiness was poor – significant gains have been recorded. It's been reported that the 1 368 children aged four and five, who received therapeutic interventions, showed such significant developmental outcomes, that they were no longer at risk of developmental delay. Their pre-literacy and pre-numeracy skills, fine motor control, cognitive and executive function improved to such an extent, that they were outperforming average children of the same age.

- A total of 87 531 children accessed ECD and after school care services of which 79 367 are in funded ECD services and 8 164 in after school care services funded by the Department.

A conditional grant from the National Department of Social Development has enabled the Department to transfer funds to 119 ECDs for the upgrade and repair of their infrastructure to address health and safety standards, and to ensure that they have appropriate learning tools such as educational toys and books.

How did we do in 2018/19?

Child and Youth Care Centres (CYCCs)

The Department facilitates the provision of alternative care and support programmes for children found to be in need of care and protection. Quality assurance interventions have been implemented at the CYCCs and risk plans developed and implemented at our own centres.

- A total of 3 338 children in need of care and protection were placed in residential care.

Crime Prevention and Support

The accreditation of four provincial diversion programmes and the five nationally accredited diversion programmes means that more options are available to the Courts for the diversion of young people (under 18 years of age) from the criminal justice system.

For the year under review the following can be reported:

- 7 060 children in conflict with the law were assessed;
- 1 167 children in conflict with the law, are awaiting trial in secure care centres; and
- 1 576 children and 7 681 adults in conflict with the law completed diversion programmes.

Victim Empowerment

Services to victims of sexual offenses and family violence in rural areas were in great demand during the year. To this end, the Department provided new services in Vredendal, Beaufort West, Knysna, Worcester and Witzenberg. Shelter service providers funded by the Department were also assisted with security upgrades and complying with local municipal occupational health and safety requirements. The Department also assisted its NPO partners with the provision of services to adult victims of human trafficking.

- A total of 20 380 people had access to victim support services funded by the Department;
- Selected women in the shelters were afforded the opportunity to attend accredited skills development courses, i.e. home-based care, culinary art courses, computer training and paramedic courses.

Substance Abuse, Prevention and Rehabilitation

The province continues to face a high prevalence of substance abuse, particularly among the youth. Therefore, the Department continues to provide drug treatment services at all of its own secure child and youth care centres, along with school-based services in ten high-risk areas. This has meant easier access to professional services to learners, and contributed to early detection and provision of educator support which ensured that these children received comprehensive substance abuse services.

- 11 932 clients received substance abuse services, of which 2 258 accessed aftercare and reintegration services;
- 1 243 people accessed inpatient treatment services at funded treatment centres;
- 7 343 clients received early intervention services for substance abuse; and
- 64 students to be trained in the specialist field of substance abuse services across three Universities in the province.

How did we do in 2018/19?

Institutional Capacity Building and Support (ICB)



The Western Cape has more than 21 000 NPOs, of which 40% are not compliant with the NPO Act. In order to address this, we have collaborated with internal and external stakeholders to strengthen capacity building efforts for at risk NPOs thereby improving compliance and exposure to fund raising opportunities, and NPO leadership.

- A total of 488 NPOs received training to improve the work that they do; and
- 1 229 were assisted with NPO registration.

How did we do in 2018/19?

Poverty Alleviation and Sustainable Livelihoods

The Department promotes social inclusion and poverty alleviation through providing nutritional support and facilitating work opportunities for the most vulnerable through the Expanded Public Works Programme (EPWP). Norms and standards for targeted feeding programmes have been approved, to enable all food service sites to provide a cost effective standardised feeding programme of high quality to beneficiaries and to provide guidelines to enable beneficiaries to move from dependency to self-reliance.

- 35 funded sustainable livelihood NPOs have been trained in these norms and standards.
- A total of 5 329 individuals received meals at Department feeding sites; and
- A total of 1 359 EPWP work opportunities were created.

Youth Development

The Department facilitates access to appropriate services to youth. Three new Youth Cafés have been opened, ensuring broader access to youth development services. We have entered into a Memorandum of Agreement (MOA) with the Department of Economic Development and Tourism to roll out the “I CAN LEARN” programme which trained 20 interns as facilitators for the Digital Economy programme and a further 20 on the use of Google and IBM programming.

A total of 19 270 young people accessed various social development programmes which included:

- 14 473 youth who participated in training opportunities through department-funded skills development programmes; and
- 4 797 youth who were linked to job and other skills development opportunities.

Population Policy Promotion

We facilitate, conduct and manage population research, advocacy, and 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.



CONTACT LIST

MINISTRY OF SOCIAL DEVELOPMENT

Office of the Minister	Tel. No	E-mail Address
Provincial Minister		
Ms S.G. Fernandez Private Bag X 9112, Cape Town, 8000	021 483 5208	DSDMinister@westerncape.gov.za
Private Secretary: Ms. C. Ryan	021 483 5208	Colleen.Ryan@westerncape.gov.za
Head of Ministry: Ms. E. Lewis (Acting)	021 483 6400	Esther.Lewis@westerncape.gov.za
Media Liaison Officer: Mr. J. Chigome	021 483 9217	Joshua.Chigome@westerncape.gov.za

DEPARTMENT OF SOCIAL DEVELOPMENT

Head of Department			
Dr R. Macdonald Private Bag X 9112 Cape Town, 8000		021 483 3083	HOD.DSD@westerncape.gov.za
Director: Operational Management Support	Ms. A. Van Reenen	021 483 9392	Annemie.vanReenen@westerncape.gov.za
Chief Director: Business Planning & Strategy	Ms. M. Johnson	021 483 3781	Marion.Johnson@westerncape.gov.za
Director: Business Planning & Policy Alignment	Ms. L. Bam (Acting)	021 483 6279	Lungelwa.Bam@westerncape.gov.za
Director: Research, Population & Knowledge Management	Mr. G. Miller	021 483 4595	Gavin.Miller@westerncape.gov.za
Chief Director: Social Welfare	Mr. C. Jordan	021 483 2197	Charles.Jordan@westerncape.gov.za
Director: Children & Families	Dr. L. Corrie	021 483 4016	Lesley.Corrie@westerncape.gov.za
Director: Special Programmes	Mr. D. Cowley	021 483 4236	Denzil.Cowley@westerncape.gov.za
Director: Social Crime Prevention	Mr. M. Gaba	021 483 8904	Mzukisi.Gaba@westerncape.gov.za
Director: ECD and Partial Care	Ms. T. Hamdulay	021 483 4829	Tughfa.Hamdulay@westerncape.gov.za
Director: Facilities Management and Quality Monitoring	Ms. L. Goosen	021 826 6040	Leana.Goosen@westerncape.gov.za
Chief Director: Community and Partnership Development	Mr. M. Hewu	021 483 4765	Mzwandile.Hewu@westerncape.gov.za
Director: Community Development	Mr L. Arnolds	021 483 4994	Lionel.Arnolds@westerncape.gov.za
Director: Partnership Development	Ms. D. Dreyer	021 483 3924	Deborah.Dreyer@westerncape.gov.za
Chief Director: Financial Management (Chief Financial Officer)	Mr. J. Smith	021 483 8678	Juan.Smith@westerncape.gov.za
Director: Finance	Mr. D. Holley	021 483 4276	Denver.Holley@westerncape.gov.za
Director: Supply Chain Management	Ms. P. Mabhokwana	021 483 8438	Patience.Mabhokwana@westerncape.gov.za
Chief Director: Service Delivery Management and Coordination	Vacant		
Regional Director: Metro East (includes Eerste River, Khayelitsha I, II and III and Somerset West)	Ms. M. Harris	021 812 0915	Martha.Harris@westerncape.gov.za
Regional Director: Metro South (includes Athlone, Fishhoek, Gugulethu, Mitchells Plain I and II, Phillippi, Retreat and Wynberg)	Mr. Q. Arendse	021 763 6206	Quinton.Arendse@westerncape.gov.za
Regional Director: Metro North (include Atlantis, Bellville, Cape Town, Delft, Elsies River, Langa and Milnerton)	Ms. S. Abrahams	021 483 7673	Soraya.Abrahams@westerncape.gov.za
Regional Director: Eden-Karoo (includes municipalities of: Beaufort West, Bitou; George, Hessequa, Kannaland, Knysna, Laingsburg, Mossel Bay, Oudtshoorn and Prince Albert)	Ms. M. Hendricks	081 484 6794	Marie.Hendricks@westerncape.gov.za
Regional Director: West Coast (includes municipalities of: Bergervier, Cederberg, Matzikama, Saldanha Bay and Swartland)	Dr. L. Rossouw	022 713 2272	Lynette.Rossouw@westerncape.gov.za
Regional Director: Winelands-Overberg (includes municipalities of: Breede Valley, Cape Agulhas, Drakenstein, Langeberg, Overstrand, Stellenbosch, Swellendam, Theewaterskloof and Witzenberg)	Mr. D. Eland	023 348 5300	Dirk.Eland@westerncape.gov.za
Facility Manager: De Novo Rehabilitation Centre	Ms. Q Davids (Acting)	021 826 6001/6000	Gonita.Davids@westerncape.gov.za
Facility Manager: Bonnytoun Child & Youth Care Centre	Mr E. Buys	021 986 9100	Elroy.Buys@westerncape.gov.za
Facility Manager: Kensington Treatment Centre	Ms. C. Fledermaus	021 511 9169	Charmaine.Fledermaus@westerncape.gov.za
Facility Manager: Lindelani Place of Safety	Ms. D. Baugaard	021 865 2634	Desiree.Baugaard@westerncape.gov.za
Facility Manager: Outeniekwa House	Mr. B. Nicholas	044 803 7500	Barbara.Nicholas@westerncape.gov.za
Facility Manager: Vredelus House	Ms. M. Benting	021 931 0234	Marwaan.Benting@westerncape.gov.za
Facility Manager: Sivuyile Residential Facility	Ms. S Smith (Acting)	021 919 2292	Simone.Smith@westerncape.gov.za

This document is an extract from our Annual Report 2018/2019. For a copy of the Annual Report please contact Mishkaah.Sallies@westerncape.gov.za or telephone 021 483 5121.

Western Cape Government: Department of Social Development
Private Bag X 9112
Cape Town
8000
South Africa

Toll-free no: +27 800 220 250



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