



Western Cape
Government

Social Development



Citizen's Report 2019/2020

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, child 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?

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.

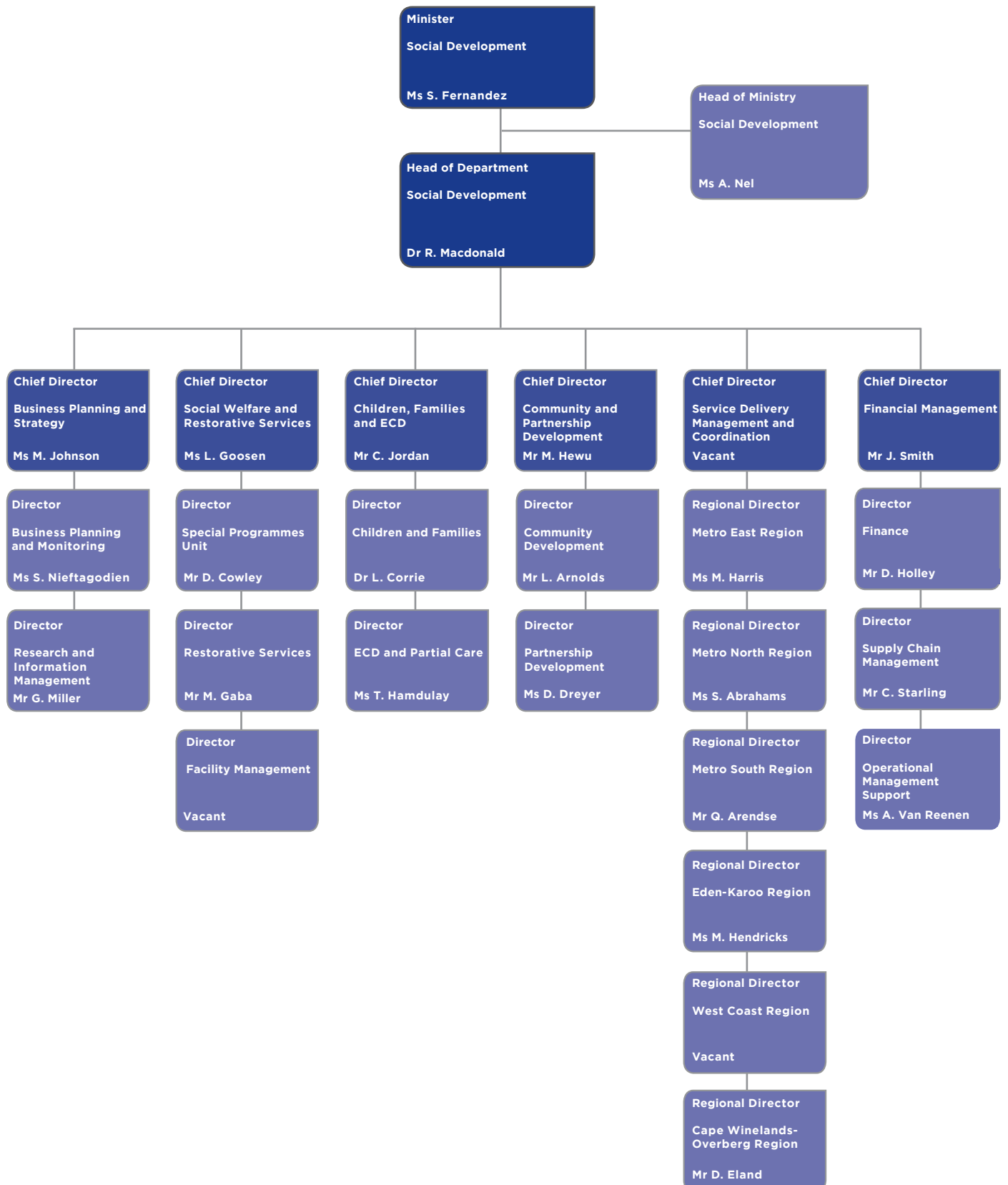


Innovation | To be open to new ideas and develop creative solutions to problems in a resourceful way.



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

Organisational Structure



*As at 01 February 2021

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, at the right place, at the right time.

Employment and vacancies

For the financial year ending 31 March 2020, the number of people employed by the Department stood at **2 417** which comprised:

Employment within the Department by programme, as at 31 March 2020

Females	1 525
Males	892
TOTAL	2 417

Service Delivery Areas:

We render our services through six Regional Offices, 45 local service delivery offices and nine government-owned facilities (this includes two secure care child and youth care centres). We also fund more than 2 000 NPOs to render social services on behalf of the Department.

Our Budget

Financial Year: 2019/20

The Department was allocated R2.461 billion in the 2019/20 financial year, of which 98.8 percent of the budget spent by 31 March 2020.

Breakdown of the budget:

Programme Name	Final Appropriation	Actual Expenditure	Over/ Under Expenditure
	R'000	R'000	R'000
Administration	239 828	232 012	7 816
Social Welfare Services	978 135	960 820	17 315
Children & Families	751 087	750 070	1 017
Restorative Services	423 130	420 087	3043
Development and Research	69 174	68 917	257
Total	2 461 354	2 431 906	29 448

Programme 1: Administration

- spent 96.74 percent of it's R239.828 million budget

Programme 2: Social Welfare Services

- spent 98.23 percent of it's R978.135 million budget

Programme 3: Children and Families

- spent 99.86 percent of it's R751.087 million budget

Programme 4: Restorative Services

- spent 99.28 percent of it's R423.130 million budget

Programme 5: Development and Research

- spent 99.63 percent of it's R69.174 million budget





How did we do in 2019/20?

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

The Department continued with the registration and monitoring of funded and unfunded residential facilities and community-based services for older persons and increased the unit cost to eligible residential facilities. In addition, support is being rendered to these facilities to help them cope with the COVID-19 pandemic, including the provision of funding for Personal Protective Equipment (PPE), professional nursing support, and infection control protocols.

- A total of 25 757 vulnerable older persons made use of these services, of whom 16 221 accessed community-based care and support services such as service centres and clubs.

How did we do in 2019/20?



Services to Persons with Disabilities

Persons with Disabilities remain one of the most vulnerable groups. During the period under review, the Department purchased four specially adapted 16-seater vehicles which are intended to ensure the safe transportation of children with intellectual disabilities to and from their special day care centres. The handover of the vehicles were delayed due to administrative processes and the national lockdown, and will proceed once these processes have concluded and lockdown regulations permit.

Furthermore, the sub-programme services to Persons with Disabilities together with ECD and Partial Care sub-programme, refined the Partial Care Assessment Tool for use during the registration process of day care/ special care centres. The tool has been tested in three special care centres for children with disabilities both in a rural area and with a metro-based organisation.

A total of 91 311 people with disabilities and their families or caregivers accessed various services, including:

- 2 950 people with disabilities who accessed services in funded protective workshops;
- 971 people with disabilities who participated in Department-funded community-based day care programmes; and
- 85 519 people accessed Department funded specialised support services.

How did we do in 2019/20?

Social Relief

We aim to respond to emergency needs identified in communities affected by declared/non-declared disasters, and or any other social condition resulting in undue hardship. The effects of the COVID-19 pandemic led to an increase in demand for these services.

The tripartite Memorandum of Understanding (MoU) between DSD, City of Cape Town, and SASSA has resulted in the establishment of a monitoring committee that helps to monitor the coordination of disaster relief responses by the three organisations.

- A total of 3 458 families who experienced undue hardship and disasters such as fires, floods etc. were assessed and referred to SASSA for humanitarian relief.

Care and Services to Families

As part of an integrated and targeted intervention which focuses on building resilient families, the Department hosted a Provincial Prevention and Early Intervention Strategy Seminar. This seminar attended by sector departments, NPOs and international delegates toward the development of a draft strategy. This strategy will promote the adequate provisioning and spread of these programmes throughout the province and include interventions dealing with family preservation services, therapeutic programmes, as well as mediation and reintegration services – all focused on building and sustaining family resilience.

This coupled with programmes focusing on reunifying and reintegrating homeless adults with their families and communities of origin has extended the scope of the Department's services to families at risk. With respect to the last mentioned, the number of subsidised beds in shelters for homeless adults were also expanded.

A total of 21 632 families, accessed developmental social welfare services that strengthen families and communities. Beneficiaries of these programmes include:

- 21 034 families participating in family preservation and support services; and
- 598 people reunited with their families.

Child Care and Protection

Child care and protection remains the most important priority of the Department, and implementation of the requirements of the Children's Act and effective monitoring of all statutory services has been the key focus of the Department. Prevention and early intervention services focus on the development and implementation of evidenced-based family interventions to reduce vulnerability of parents, caregivers and families at risk and, interventions that identify, assess and provide psychosocial and specialised social welfare support to children and youth at risk.

- During the year, 14 948 children and families in the province accessed care and protection services;
- 3 478 children were placed in foster care, and 352 children were reunited with their families or alternative caregivers; and
- 3 251 parents and caregivers completed parent education and training programmes.

How did we do in 2019/20?



Early Childhood Development (ECD) and Partial Care

The Department aims to provide 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. The ECD developmental support and school readiness pilot project has reported positive outcomes, including substantial improvement in the developmental milestones of the 1 368 participating children. In addition, 7 586 children benefitted from the ECD Conditional Grant, and 53 conditionally registered ECD sites were upgraded from the ECD Conditional Grant infrastructure component.

- A total of 88 593 children accessed ECD and after school care services of which 80 373 are in funded ECD services and 8 220 in after school care services funded by the Department.

How did we do in 2019/20?

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. All CYCCs were registered in terms of the Children's Act, and support was given to five non-registered centres with their application for registration. Two unregistered centres were instructed to close due to failure to comply with norms and standards. All centres are reviewed every three years for compliance with norms and standards. Additional bed spaces were established throughout the Province at CYCCs already funded by DSD.

- A total of 3 477 children in need of care and protection were placed in residential care.

Community – Based Care Services to Children

The provision of community-based child and youth care services enables greater accessibility to child protection services. The Isibindi, Eye-on-the-Child and Drop-in-Centre programmes will be integrated into primary prevention and early intervention services and existing Isibindi sites will be expanded.

- A total of 20 Child Youth Care Worker trainees received training to provide services to vulnerable children.

Crime Prevention and Support

The Department has spearheaded an inter-sectoral system, consisting of internal and external stakeholders, which tracks the movement of awaiting trial children in detention and addresses systemic and procedural blockages.

As part of the continuum of probation services, a total of 6 659 children and 127 parents in high risk communities participated in the crime prevention support and early intervention programmes. The Department, in collaboration with NPOs and other community-based stakeholders, provided 501 children and 313 adults with an opportunity to participate in reintegration and aftercare services, as an additional protective barrier against recidivism.

For the year under review:

- 6 388 children in conflict with the law were assessed;
- 1 201 children in conflict with the law awaited trial in secure care centres;
- 162 children sentenced to secure Child and Youth Care Centres; and
- 1 220 children and 8 214 adults in conflict with the law completed diversion programmes.

Victim Empowerment

The number of victims of sexual offences and domestic violence accessing psychosocial support has increased over the last financial year partly due to the awareness created by #EnoughisEnough campaign. The Department activated additional beds and emergency beds in shelters for victims of crime and violence. It has also continued to fund accredited skills development courses so that when victims of gender-based violence who were ready to leave the shelter would be better equipped to access opportunities for income generation or employment.

- A total of 23 672 people had access to victim support services funded by the Department during 2019/20.
- The Khuseleka Model at the Saartjie Baartman Centre remains critical in providing a range of services for VEP, Child Protection and Substance Abuse services in the surrounding areas. During the year under review, the Department provided for legal advice and assistance by providing funding for the appointment of a legal advisor and para-legal assistant to assist women with applications for interim protection orders.

How did we do in 2019/20?

Substance Abuse, Prevention and Rehabilitation

Programmes for the prevention and treatment of substance abuse have continued in the Department, with the provision of drug treatment services in its secure care CYCCs along with school-based services in 10 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.

- 10 634 clients received substance abuse services, of which 1 821 were clients who accessed aftercare and reintegration services;
- 1 300 service users accessed inpatient treatment services at funded treatment centres; and
- 6 373 clients received early intervention services for substance abuse.
- To increase the capacity of Social Services Professionals in respect of adequate response to services for substance use disorders, 20 social workers trained from Eden Karoo region on therapeutic engagement with clients presenting with substance use disorders, and clinicians from the Jelenek Clinic in the Netherlands trained 60 social workers and social auxiliary workers from DSD own services on the Cognitive Behavioural Therapy Lifestyle programme which is an individual case management programme. Seven Master trainers have also been trained in the Province to ensure continuation of the programme.



Institutional Capacity Building and Support (ICB)

The Department facilitated 36 Training Workshops, with registered and unregistered organisations, training a total of 513 participants. The workshops focused on the NPO Act, and NPO Sustainability (in terms of Good Governance and Management) and was presented in selected rural and Metro areas. In addition, the Department has incorporated the elements of the #KnowYourNPOStatus campaign in all training workshops to promote the importance of transparency, good governance and accountability. There are 12 at-risk funded NPOs benefitted from ICB's intensive mentoring and training programme.

- A total of 848 NPOs received training to improve the work that they do; and
- 1 552 NPOs were assisted with NPO registration.

How did we do in 2019/20?

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) facilitates the creation of workplace experience and skills training through the extension of social services within vulnerable communities, such as home-based carers from DSD funded ECDs as well as carers within the disability sector. In addition, EPWP provided these beneficiaries with a safety net in terms of economic upliftment by providing a stipend while undergoing skills training.

- The Department is funding 92 targeted feeding sites managed by NPOs and a total of 6 092 individuals received meals at these feeding sites during the reporting period.
- A total of 1 441 EPWP work opportunities were created.

Youth Development

More than 22 000 young people took advantage of the Youth development programmes funded by the Department and two additional Youth Cafés were funded during the financial year (in Uniondale and Riversdale) bringing the total number of Youth Cafés in the Province to 13. The mainstreaming of youth with disabilities resulted in 147 young people completing the basic sign language course offered by DEAFNET SA, and 20 youth from the Die Eilandhuis vir Gestremdes centre, participated in the specialised activities designed for children with disabilities at the Velddrift Youth Café.

A total of 22 649 young people accessed various social development programmes which included:

- 16 315 youth who participated in training opportunities through department funded skills development programmes; and
- 6 334 youth were linked to job and other skills development opportunities.

Population Policy Promotion

The Department promotes the implementation of the Population Policy within all spheres of government and civil society through population research, advocacy, capacity building and by monitoring and evaluating the implementation of the policy.

- 11 demographic profile projects and one research project were completed during the 2019/20 financial year.
- The Department also produced various sets of population projection estimates from 2019 to 2030, at different geographic boundary levels including provincial, districts, local municipality and small area using the Stats SA's Mid-Year Population Estimates as a base. These projections/ estimates were used by various provincial government departments to inform their planning processes.



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This document is an extract from our Annual Report 2019/2020. For a copy of the Annual Report please contact Mishkaah.Sallies@westerncape.gov.za or telephone 021 483 5121.

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