



Western Cape
Government



Department of Social Development

Citizen's Report

2020/21

Who we are

We are the Western Cape Department of Social Development (DSD). Our job is to ensure that a comprehensive, integrated and sustainable network of social development services is provided, in partnership with communities, stakeholders and civil society organisation partners, to enable and empower the poor, vulnerable and those with special needs and develop resilient communities.

What we do

Our work is governed by prescribed constitutional, legislative and policy mandates. These mandates guide the Department to address the social welfare and sustainable development needs of communities to improve the wellbeing and dignity of the citizens in the Western Cape. The Department provides services through the following five programmes:

- **Administration** provides strategic management and administrative support services at all levels of the Department, to ensure the Department's ability to meet its outcomes and improve corporate governance and service delivery mechanisms.
- **Social Welfare Services** creates and ensures social protection services to the most vulnerable by providing integrated developmental social welfare services to the poor and vulnerable in partnership with the stakeholders and civil society organisations.
- **Children and Families Services** aims to safeguard and promote the wellbeing of children, youth and families to build protective and resilient communities.
- **Restorative Services** provides integrated developmental social crime prevention and anti-substance use disorders services, as well as, services to victims of violence, especially victims of Gender-based violence (GBV).
- **Development and Research** provides sustainable development programmes that aim to empower communities based on research and demographic information, providing capacity building and support to NPOs. In addition, targeted feeding and youth development programmes and services are provided.

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.

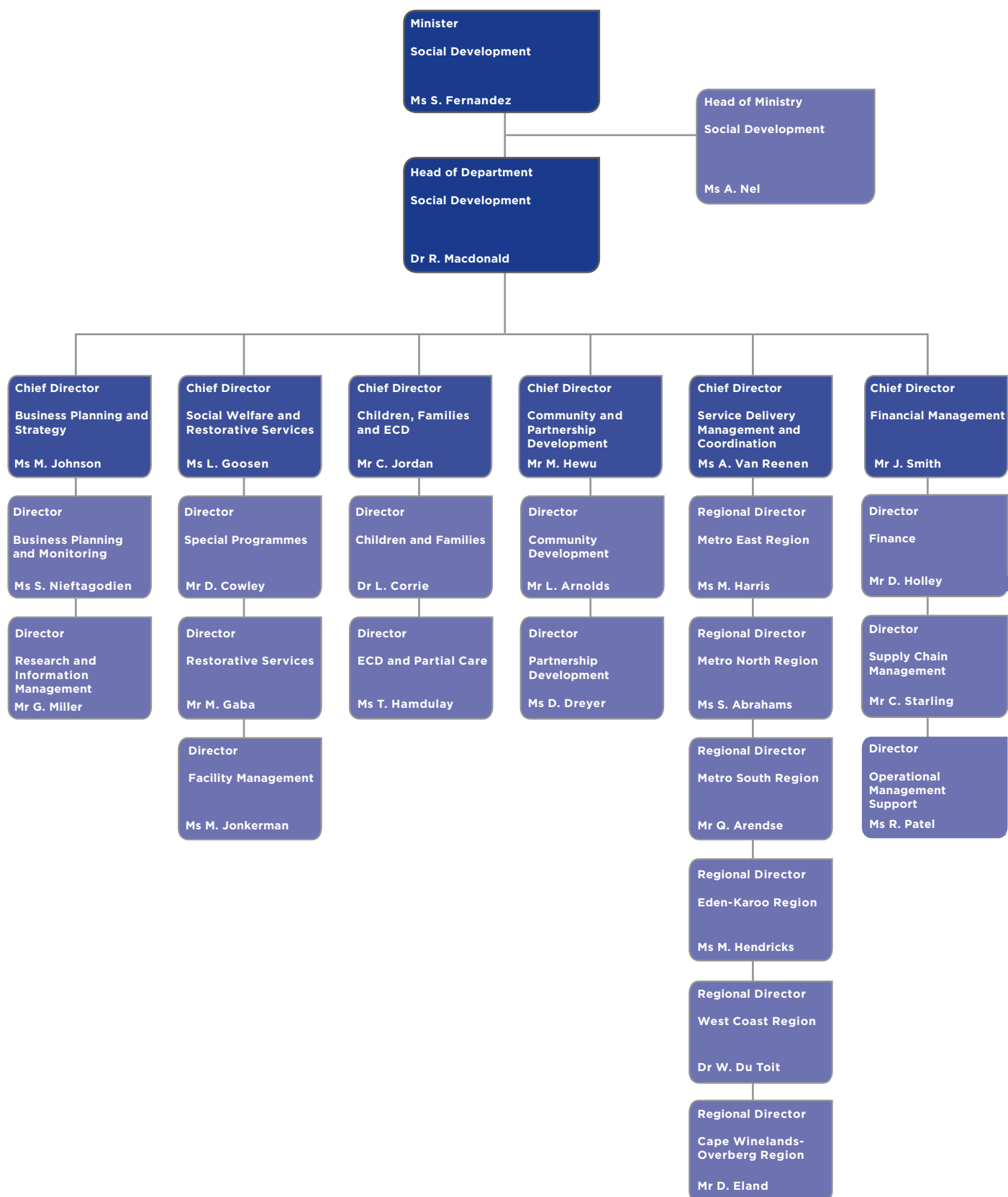


Innovation | To be open to new ideas and develop creative solutions to problems in a resourceful way.



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

Organisational Structure



*As at 20 January 2022

Organisation and staffing

Despite COVID-19, the Department worked tirelessly to ensure the poor and vulnerable are protected in the province. This included balancing service delivery imperatives, attracting and retaining critical and scarce skills, workforce empowerment, career management, succession planning, employment equity and creating an enabling environment where employees can thrive.

Further to this, the Department is required to function within an austere environment, which demands that managers consider the impact of “doing more with less”. Effective human resource planning is critical in ensuring that the Department achieve its strategic outcomes.

Employment and vacancies

For the financial year ending 31 March 2021, the vacancy rate was at **3.7** percent and the number of people employed by the Department stood at **2 498** which comprised of:

Number of employees as at 31 March 2021

Females	1 572
Males	926
TOTAL	2 498

Service Delivery Areas:

Our services are rendered through six Regional Offices, 45 local service delivery offices and nine government-owned facilities. We also fund more than 2 000 NPOs to render social services on behalf of the Department.

Our Budget

Financial Year: 2020/21

The Department was allocated R2.692 billion in the 2020/21 financial year, of which 99.5 percent of the budget was spent by 31 March 2021.

Breakdown of the budget:

Programme Name	Final Appropriation	Actual Expenditure	Over/ Under Expenditure
	R'000	R'000	R'000
Administration	229 692	228 727	965
Social Welfare Services	996 669	992 149	4 520
Children & Families	864 239	856 233	8 006
Restorative Services	440 417	440 417	-
Development and Research	161 217	161 217	-
Total	2 692 234	2 678 743	13 491

Programme 1: Administration

- spent 99.58 percent of it's R229.692 million budget.

Programme 2: Social Welfare Services

- spent 99.55 percent of it's R996.669 million budget.

Programme 3: Children and Families

- spent 99.07 percent of it's R864.239 million budget.

Programme 4: Restorative Services

- spent 100 percent of it's R440.417 million budget.

Programme 5: Development and Research

- spent 100 percent of it's R161.217 million budget.

How did we do in 2020/21?

Administration

The Department of Social Development has, for the ninth consecutive year, received a clean audit from the Auditor-General 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 to fulfil its statutory role in respect of services to Older Persons, which includes the registration of residential facilities, monitoring of adherence to norms and standards of care within facilities as well as promoting the rights and dignity of Older Persons. Given the higher risk profile of Older Persons, the Department provided support and funding to 117 qualifying residential facilities for the prevention and management of COVID-19.

This included the provision of Personal Protective Equipment (PPE) to 9 313 residents; specialised training for carers; the facilitation of volunteers to deep-clean old age homes, particularly in poorer areas and hotspots; and where feasible, the provision of a small number of relief staff to funded facilities. Further support included the development of guidelines in collaboration with the Department of Health (DoH) for the prevention and management of infection in long term care facilities.

- A total of 22 136 vulnerable older persons made use of these services, of whom 16 396 accessed community-based care and support services such as service centres and clubs.



How did we do in 2020/21?



Services to Persons with Disabilities

The Department continued to champion improved access to opportunities for and promote the rights of Persons with Disabilities. Through the Disability Mainstreaming Strategy, the Department continued to advocate and ensure the mainstreaming of disability in every programme or project implemented by the Department. As with Older Persons, Persons with Disabilities are at greater risk during the pandemic.

To support day care centres in safeguarding clients during the pandemic, a Standard Operating Procedure (SOP) and guidelines were developed for day care centres for Children with Disabilities. In preparation for the reopening of day care centres, a training programme was rolled out in collaboration with the Western Cape Education Department (WCED), DoH and Western Cape Forum on Intellectual Disability to capacitate all day care centres. The Department has also implemented several measures to mitigate the spread of infection at residential care facilities, including the provision of additional funding and PPE.

A total of 75 425 Persons with Disabilities and their families or caregivers accessed various services, including:

- 2 863 Persons with Disabilities who accessed services in funded protective workshops;
- 1 003 Persons with Disabilities who participated in Department-funded community-based day care programmes; and
- 69 767 Persons with Disabilities, their families and care givers accessed Department funded specialised support services.

How did we do in 2020/21?

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 COVID-19 pandemic had a devastating impact on the people of South Africa, leaving many unemployed, destitute and hungry. Consequently, the Western Cape Government (WCG) established a Humanitarian Relief workstream to coordinate humanitarian relief efforts for the most vulnerable citizens in the province.

The Department, in collaboration with the Department of the Premier (DotP), developed a Humanitarian Relief Dashboard Mapping system to track food relief in the province during the COVID-19 disaster period.

This project helped to promote optimal coordination of food relief efforts between different government agencies to ensure an effective spread of food relief to all areas in need and to avoid duplication and/ or wastage.

- A total of 1 447 families who experienced undue hardship and disasters were assessed and referred to SASSA for humanitarian relief.
- Despite the closure of schools, due to the lockdown regulation, hampering the continued roll-out of the Sanitary Dignity Project, 736 272 packs of sanitary pads were distributed to 220 schools by March 2021, benefitting 94 817 female learners in Grades 4 - 12 across the Province.

Care and Services to Families

During the year under review, the focus remained on the provision of family preservation services, therapeutic programmes, mediation services, parenting programmes, as well as programmes aimed at rehabilitating, reunifying and reintegrating homeless adults back into their families and communities of origin.

Shelter services for homeless adults were expanded increasing the number of bed spaces by 35 percent to 2 031 bed spaces.

The service was further strengthened by the provision of additional resources for social worker supervisor posts to ensure quality supervision and support to the social workers at funded shelters. In collaboration with the City of Cape Town the Department established a new shelter for homeless families.

This has ensured that homeless families in need of accommodation during lockdown could remain together, preserving the family structure. In partnership with the DoH, the Department has ensured that all funded shelters for homeless adults received training on COVID-19 health and safety protocols.

A total of 14 985 families, accessed developmental social welfare services that strengthen families and communities. Beneficiaries of these programmes include:

- 14 471 families participating in family preservation and support services; and
- 514 people reunited with their families.

How did we do in 2020/21?



Child Care and Protection

Child care and protection remains the foremost 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. Despite trying conditions over the last year, the Department continued with its efforts to ensure that all children in need of care and protection receive quality services by improving the capabilities of its social work staff delivering these services. Children faced heightened exposure to violence, abuse and neglect during the lockdown period. To ensure that continued access to child protection service a SOP for the removal of a child found to be in need of care and protection during the lockdown period was developed and implemented in May 2020. Further, the Kensington Treatment Centre was converted into emergency placement centre for children at risk due to the COVID-19 pandemic during the imposed level 5 lockdown restrictions.

- During the year, 2 892 children were placed in foster care, and 238 children were reunified with their families or alternative caregivers;
- 1 972 parents and caregivers completed parent education and training programmes; and
- 2 432 children's court inquiries were completed.



How did we do in 2020/21?



Early Childhood Development (ECD) and Partial Care

The ECD programme remains committed to providing a safe and nurturing environment, nutrition, stimulation and language development ahead of school enrolment. The Department continued to facilitate and support registration and re-registration of partial care facilities and ECD programmes to improve access to quality services. This includes improving access for Children with Disabilities by facilitating the registration of partial care facilities for Children with Disabilities in line with the White Paper on the Rights of Persons with Disabilities.

The ECD Developmental Support and School Readiness project, a collaborative initiative with the WCED and the DoH currently implemented at 85 identified sites, was severely impacted by ECD closures. To ensure that the children continued to receive developmental specialised support services, the mode of support was adjusted to that of an outreach approach in the absence of face-to-face therapeutic input. A total of 13 532 educational stimulation packs were provided to children, parents and practitioners during the lockdown period as part of the outreach.

- The Department was the only Social Development Department nationally which continued to subsidise ECD and ASC facilities during the initial lockdown levels 4 and 5 to ensure nutritional support to children as well as support the sustainability of the sector.
- A total of 67 165 children accessed ECD and after school care services of which 60 911 are in funded ECD services and 6 254 in after school care services funded by the Department.

How did we do in 2020/21?

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 continued to operate and deliver services during lockdown.

A SOP for the management of COVID-19 in CYCCs was developed, and all staff were trained in norms and standards, as well as all policies and procedures regarding child and youth care, emergency response and COVID-19 protocol implementation.

All CYCCs remained compliant with and adhered to all the regulations including the management of staff and visitors to and from the centres. The insourcing of the Clanwilliam and Horizon CYCCs were finalised, including staff recruitment and staff orientation with minimal disruption to services.

- A total of 3 118 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. Although negatively impacted by lockdown restrictions, key child care and protection interventions, such as the Eye-on-the-Child, Isibindi and primary prevention and early intervention programmes continued to operate.

- 8 Child Youth Care Worker trainees received training to provide services to vulnerable children.
- 35 Child and Youth Care Workers (CYCWs) were trained by the Networking HIV and AIDS Community of South Africa (NACOSA). This assisted with the provision of additional intensive child care services to children in their homes.

Crime Prevention and Support

The Department continued to provide social crime prevention services, which targeted both children and adults in the identified high-risk areas of the province. These services included school-based and community-based crime prevention and reintegration programmes, such as life skills, mentoring, capacity building, therapeutic and psychosocial support services. A total of 3 446 children and 482 adults were reached during the period under review. This included the provision of services in high-risk rural communities of Bredasdorp, Wellington and Beaufort West, as well as farm schools in Paarl.

The reintegration services were extended to ex-offenders and children exiting CYCCs. These services included life skills, social skills, theoretical and practical training in hospitality, woodwork, hairdressing, and basic electronical technology. In addition, training interventions were geared towards capacitating DSD funded organisations in dealing with or combatting inappropriate sexual behaviours and anger and violence in children to reduce the prevalence of GBV as well as provide attachment and trauma focused attachment intervention.

For the year under review:

- 3 992 children in conflict with the law were assessed;
- 836 children in conflict with the law, awaiting trial in secure care centres; and
- 387 children and 3 345 adults in conflict with the law completed diversion programmes.

How did we do in 2020/21?



Victim Empowerment

The Department has made headway in improving access to and provision of psychosocial support to those affected by GBV.

To address the scourge of GBV, the Western Cape Ministry for Social Development has led the process of developing the WCG GBV Implementation Plan, through a collaborative approach with all WCG Departments.

Furthermore, the Department appointed 30 GBV social workers to strengthen the regional response to GBV and provided specialised GBV prevention and support to the communities with greatest need in the province.

Together with the National Department of Public Works and Infrastructure (DPWI) and the WCG Department of Transport and Public Works (DTPW), six additional GBV shelter sites were made available in the province (in the Bergrivier, Swartland, Hessequa and Central Karoo district municipalities) bringing the total number of such shelters to 25.

The first of these GBV shelters was launched in the Central Karoo district municipality on 26 March 2021.

- A total of 17 933 victims of GBV accessed psychosocial support services.
- With the high prevalence of domestic violence in the Province, several educational workshops were hosted with 132 men in attendance in areas with high prevalence of domestic violence, such as Hout Bay, Ocean View and Masiphumelele.

How did we do in 2020/21?

Substance Abuse, Prevention and Rehabilitation

Access to substance use disorder (SUD) prevention and treatment services was limited by lockdown regulations, the Department continued to provide SUD services that focused on the needs of the client.

These included prevention and early intervention and treatment at community-based, outpatient or inpatient level, as well as aftercare services to ensure effective reintegration into society.

The Department also implemented the referral pathway to ensure that victims of GBV in shelter services have access to SUD treatment at its Kensington Treatment Centre.

A total of 8 707 clients received SUD services, which included:

- 1 595 clients accessed aftercare and reintegration services;
- 692 service users accessed inpatient treatment services at funded treatment centres; and
- 4 320 clients received early intervention services for substance abuse.

Furthermore, the Department expanded its school-based programmes and currently funds eight organisations that provide specialist SUD services to schools.

666 youth have benefited from these services in identified high-risk areas of Kuilsriver, Steenberg, Somerset West, Eersteriver, Matroosfontein, Kraaifontein, Macassar, Stellenbosch and Hout Bay.

The aforementioned funded organisations faced challenges of school closures due to the COVID-19 pandemic during the year under review but continued to innovatively provide services in the respective communities.

Institutional Capacity Building and Support (ICB)

Efforts to assist registered NPOs across all sectors with compliance to the NPO Act saw the focused capacity building programme assist 701 NPOs with registration through its Provincial NPO Help Desk over the last financial year. Despite lockdown restrictions, the Department was able to host 25 onsite and online training programmes/ workshops on NPO registration and compliance, with 511 participants representing 353 NPOs in attendance.

Poverty Alleviation and Sustainable Livelihoods

As from 01 April 2020, the Programme implemented the CNDC Programme, which saw the successful transfer of 20 community-based nutrition centres from the National Department of Social Development to the Department (NDSB). This programme (transfer of services) will further expand the Department's feeding footprint in the Province, providing most vulnerable households with nutritional support.

- 14 685 meals were provided to vulnerable persons at departmental funded feeding sites and CNDCs.
- In addition, through the Department's COVID-19 food relief interventions, the Programme distributed 55 977 food parcels to 223 908 qualifying beneficiaries and an additional 57 961 beneficiaries were provided with daily cooked meals across the Province at existing feeding sites, in partnership with NPOs.

How did we do in 2020/21?

Youth Development

Lockdown restrictions forced the closure of all 12 Youth Cafés and 19 Social Service Organisations until June 2020. Some organisations were however able to provide online youth development services such as financial literacy and personal development and growth training during this period. In response to ongoing lockdown restrictions, a pilot programme was launched, targeting 79 youth from the Garden Route municipal area, who received online training and virtual support from the Youth Café staff.

The Department, with its NPO partners, continued with its youth development and skills training in rural communities, appointing nine interns in the Cape Agulhas municipal area and training 24 youth through NDSB in leadership development.

Furthermore, 20 interns received digital skills training at the Great Brakriver and Villiersdorp Youth Cafés, through the “I-CAN-LEARN” initiative in partnership with Department of Economic Development and Tourism (DEDAT), enabling them to become programme facilitators at the Youth Cafés.

- 12 229 youth participating in skills development programmes.
- 95 EPWP internship opportunities were provided to youth who received training to enhance their abilities and job readiness.
- The Department provided sign language courses and accredited entrepreneurship training to 262 youth as part of the mainstreaming of disabilities in youth. In addition, 272 youth, received community-based mentorship training to enhance their resilience and safety.

Population Policy Promotion

The Department provided technical support using data and spatial expertise to different intergovernmental task teams working on the provincial COVID-19 response. The support provided included: mapping of food parcel distribution at feeding sites at provincial, DSD regional, district municipality, local municipality and ward level as well as the development of the Humanitarian Dashboard which provided information on the WCG response to the members of the Provincial Cabinet – often on a weekly basis - in support of decision making.

The Department also contributed to the development of the ‘hotspot’ strategy for the Klipfontein and Mitchells Plain health sub-districts by identifying and mapping super spreader sites and COVID-19 cases per suburb in these hotspot areas.

- Seven population research and demographic profile projects completed during the 2020/21 financial year.
- Conducted six population capacity development sessions.
- Implemented four population advocacy information, education and communication activities.

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DISCLAIMER

The English version of the Citizen's Report 2020/21 is regarded as the official text. The Department cannot be held liable for any misinterpretation that may have occurred during the translation process.

This Citizen's Report 2020/21 was compiled by the Business Planning and Strategy Chief Directorate of the Department of Social Development.



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