



Western Cape  
Government

Social Development

BETTER TOGETHER.

# Citizen's Report

2011/2012



We strive to bring our services to the citizens of the Western Cape. Help us to conquer poverty and abuse so that we may build a brighter future for all. **BETTER TOGETHER.**

## Who is in charge?



The **Minister is Albert Fritz**. He is an elected politician. He is responsible for directing the Department's activities in line with the National and Provincial Government policies.



The Acting Head of the Department is **Robert MacDonald**. He is a public servant, appointed to ensure that the Department implements the Ministerial and Governmental directives and mandates efficiently and effectively.

## Vision, Mission and Values

### Our Vision

A self-reliant society.

### Our 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 Western Cape Government Values are:

	<b>Care</b>   To care for those we serve and work with.
	<b>Accountability</b>   We take responsibility.
	<b>Competence</b>   The ability and capacity to do the job we were employed to do.
	<b>Responsiveness</b>   To serve the needs of our citizens and employees.
	<b>Integrity</b>   To be honest and do the right thing.

## What is our Provincial Strategic Objective?

**PSO8: Our Provincial Strategic Objective (PSO) is to promote social inclusion and reduce poverty.**

Our main functions are:

- to help children living in poverty and to prevent children from falling into a life of crime.
- to provide a welfare service to the poor and vulnerable in partnership with stakeholders and civil society.
- to provide a Community Development service which helps communities to help themselves.

## Our Aims

**The Department of Social Development addresses the social needs of the communities in the Western Cape through three programmes:**

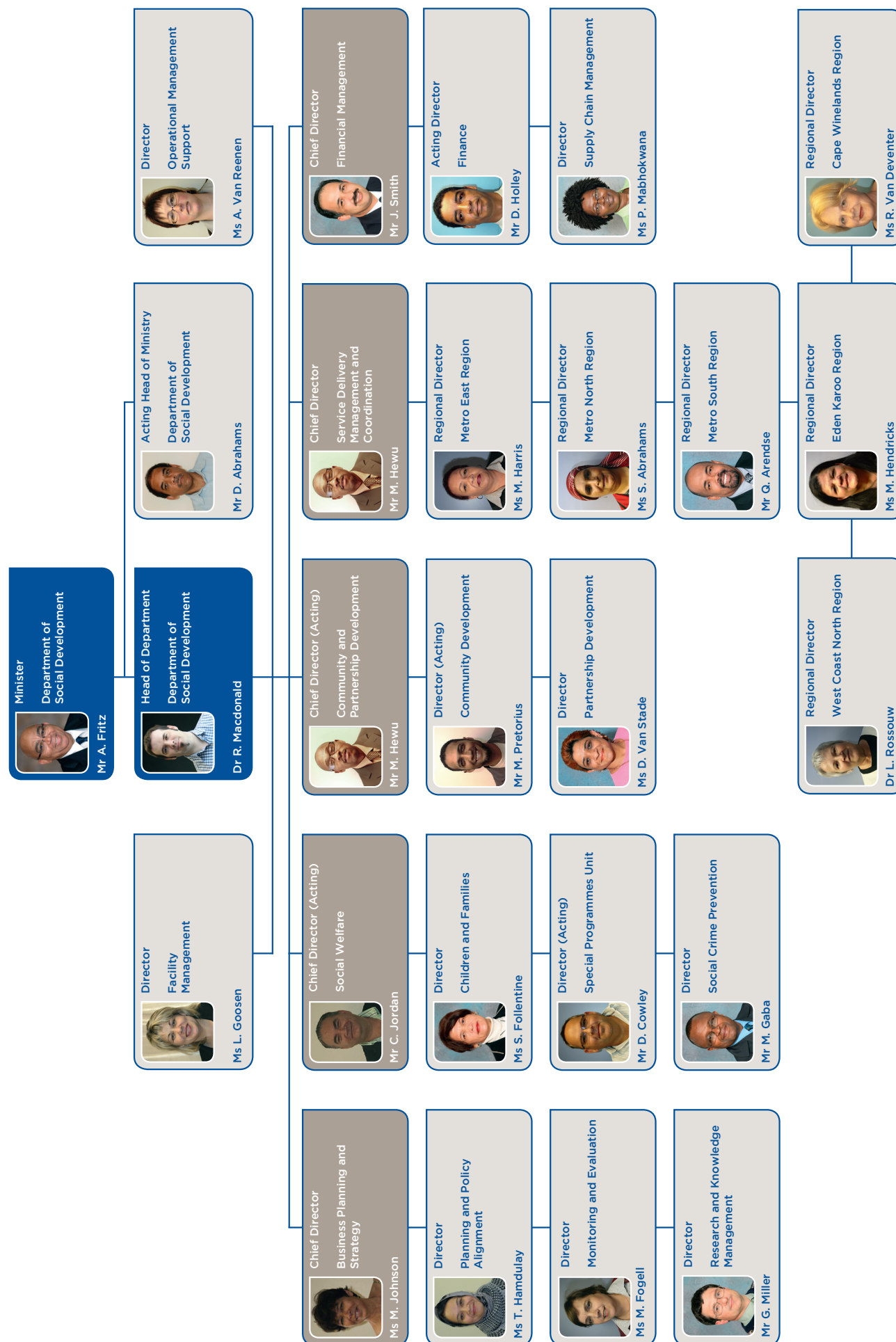
- **Administration:** This programme captures the strategic management and support services at all levels of the Department, i.e. provincial, regional, district and facility/institutional level.
- **Social Welfare Services:** This programme provides developmental social welfare services to the poor and vulnerable in partnership with stakeholders and civil society organisations.
- **Development and Research:** Based on empirical research and demographic information, we provide sustainable development programmes that empower communities.



## Our Main Services

- Substance Abuse Prevention and Rehabilitation**  
Improve substance abuse services for individuals, families and communities.
- Care and Services to Older People**  
Provide services for poor and vulnerable older persons.
- Crime Prevention and Support**  
Reduce the extent of contributing factors of social crime and to reduce re-offending through an effective probation service to all vulnerable children and adults by 2015.
- Services to Persons with Disabilities**  
Provision of integrated programmes and services to persons with disabilities and families.
- Child Care and Protection Services**  
Promote the well-being of children and help families and communities to care and protect their children.
- Victim Empowerment**  
Support services to all victims of violence with an emphasis on women and children.
- Social Relief**  
To provide distress services to those affected by hardship and disasters.
- Care and Support Services to Families**  
Targeted interventions focused on building strong family units.
- Youth Development**  
Provide access to appropriate social development services for youth in school and out of school.
- Sustainable Livelihood**  
Access to nutrition and social support services for children and their caregivers.
- Institutional Capacity-Building and Support (ICB)**  
Capacity development and support services to identified funded NPOs and indigenous civil society organisations.

# Western Cape Department of Social Development Organogram



## Our Organisation and Staffing

By 31 March 2012, 356 staff were employed – 21 officials in Management. Number of funded posts are 1 733 and additional posts to the establishment are 328.

Representation with regards to race, gender and disability is as follows:

61.6 %	Coloureds
30.9%	African
6.9%	White
0.6%	Indian
61.7%	Female
38.3%	Male
1.2%	(22 employees) with disability

### Service Delivery Areas:

6 Regional Offices, 25 Local Offices (Service Delivery Areas)  
- 4 Local offices opened during 2011-2012.

## Our Budget

Our budget for 2011/12 was R1,332 billion. The Department succeeded in spending 99% of the budget allocation. We reported a material saving of R15,139 million for the 2012 financial year.

Breakdown of the budget:

### FINANCIAL YEAR: 2011/12 (AT 31 MARCH 2012)

Economic classifications	Budget allocations for 2011/2012 R'000	Actual expenditure as at 31 March 2012 R'000	Under-/over-spending R'000	Spent for 2011/2012 %
Compensation of employees	434 252	398 812	35 440	92
Goods and services	171 518	146 002	25 516	85
Interest on rent and land	730	287	443	39
Transfer payments	692 140	727 840	(35 700)	105
Households	5 938	6 449	(511)	109
Payments for capital assets	27 563	37 584	(10 021)	136
Payments for financial assets	Nil	28	(28)	Nil
<b>Total</b>	<b>1 332 141</b>	<b>1 317 002</b>	<b>15 139</b>	<b>99</b>

# How did we do in 2011/2012?

## 1. Substance Abuse and Rehabilitation

- The Western Cape Substance Abuse Forum has been re-established with stakeholders from Western Cape Government departments, municipalities and a representative from the NPO board of directors.
- Funding allocations to reduce harmful drug and alcohol use has increased by nearly 90% in the past three years.
- A drug and alcohol information website has been established online to the public. Visit <http://www.westerncape.gov.za>
- Drug education has been mainstreamed into Life Orientation training material for Grade 10.
- The number of subsidised treatment opportunities in drug treatment programmes has increased from 3 700 spaces for 2009/10 to 4 500 for 2011/12. Geographic accessibility of subsidised treatment opportunities have been extended to 22 NPOs and two government-run centres.
- Increased addiction recovery/after-care services are being rendered.
- The postgraduate courses at UCT and the University of Stellenbosch is in its second year, while UWC continues with its undergraduate course.

## 2. Care and Services to Older People

- Developed exercise programmes for the active aging programme to be implemented 2012/13.
- Increased the subsidies for frail care in old-age homes for the first time in seven years from R1 728 to R1 989.
- Increased service centre subsidies and allocated transport costs for rural service centres in order to promote accessibility to geographically spread areas.
- Provided additional funding for infrastructure at old-age homes. The Western Cape Government Social Development was the first province to receive these delegations of the Older Persons Act in June 2011. The programme had to reprioritise the implementation of these delegations during the adjustment budget.
- Ensured that older persons have access to quality social development services, as this programme contributes to the National Outcome of Creating a better South Africa.

## 3. Crime Prevention and Support

- All Probation Officers were re-trained in report-writing and all Assistant Probation Officers were re-trained in communication and facilitation skills.

## 4. Services to Older Persons with Disabilities

- Increased subsidies for the 31 homes for Persons with Disabilities as well as 42 protective workshops.
- Expansion of community-based day care programmes.
- Further development of the assisted living/independent living model for Persons with Disabilities.
- Embarked on developing a model of early detection of disabled children in collaboration with the Department of Health and the NPO sector.
- Access to peer support groups, empowerment programmes, life skills development programmes, programmes enhancing positive self-image and holiday programmes.
- 1 262 Persons with Disabilities are accessing residential care services while 2 036 are reached through protective workshop services



## 5. Child Care and Protection Services

- The full implementation of the Children's Act with regards to Early Childhood Development (ECD)

including Chapter 6 on ECD programme registration (Establishment of ECD programme task team, evaluation panel).

- Register all unregistered facilities and ensure they comply with the norms and standards.
- Developed an electronic web-based database, with all the audit data thereby ensuring that relevant reports can be easily sourced.
- ECD assistants obtained accredited administration/office training through EPWP.
- Development of a new ECD strategy.
- Increased subsidies of Child and Youth Care Centres from R1 800 to R2 000 per child per month.
- Assisted some Child and Youth Care Centres with additional funding for infrastructure upgrade to meet the norms and standards in line with the Children's Act.
- Designed a performance monitoring tool to monitor online visits to funded organisations.
- Improved relationships and engagements with stakeholders, especially the sub programme's immediate service delivery partners.
- Improved understanding and implementation of the legislative and policy demands, especially the new Children's Act through training of social service professionals.

## 6. Victim Empowerment

- Capacitated 170 SAPS Officers and 300 volunteers with trauma and gender-based violence counselling to improve service delivery at police stations.
- Two-day colloquium with the shelter movement jointly hosted by DSD and UNODC.

## 7. Social Relief

- Provided social relief of distress services to those affected by disasters and undue hardships to 54 821 individuals.

## 8. Care and Support Services to Families

- Family support services were promoted through the International Day for Families Programme in Gugulethu, Vredenburg, Beaufort West and Villiersdorp.
- Improving co-ordination among organisations rendering services to men and boys through the establishment of a provincial Men and Boys Network. The commissioned research reports on the status of Men and Boys and the Teenage Parenting experiences and needs in Vredendal, Vredenburg and Khayelitsha was finalised towards the end of the financial year.
- Rolled out Parenting Leadership Training Programmes to 83 service providers and practitioners. Further capacity-building was done on the draft

Integrated Parenting Framework, draft Guidelines on Mediation and Alternative Dispute Resolution and the Manual on Family Preservation Services.

- The programme also hosted the provincial consultative workshop on the National Green Paper for Families in March 2012.
- The promotion of family life is reflected in the Provincial Strategic Objective 8: Promoting Social Inclusion and Reducing Poverty, of which family strengthening is an important outcome. The programme and achievements is also linked with the National Outcome on creating a better South Africa, a better Africa and a better world.

## 9. Youth Development

- Through the EPWP, 298 work opportunities were created for out-of-work matriculants within DSD.
- Support for 4 382 out-of-school youth was provided by supporting service providers to do skills development.
- 11 381 youth accessed DSD youth focal points for support and job preparedness.
- 500 youth were exposed to leadership development through the provision of youth camps targeting school going youth to prepare them as model citizens and leaders in their communities, South Africa, Africa and the world.
- 72 schools in marginalised communities benefitted from the additional pilot feeding programme implemented as part of the MOD centre After School Care Programme.

## 10. Sustainable Livelihood

- Department of Social Development partnered with the Department of Cultural Affairs and Sport and strengthened the latter's Mass Opportunity Department (MOD) programme by providing onsite feeding to its participants.
- The provision of a snack pack to participants acted as an incentive for participation in the programme and led to an increase in the number of participants and subsequent extension of the feeding programme from an initial 8 pilot schools in the Khayelitsha, Delft, Lavender Hill and Hout Bay areas to 73 MOD schools throughout the province by the end of the 2011/12 financial year. 8 317 MOD centre participants were fed daily.

## 11. Institutional Capacity-Building

- Rendered capacity enhancement and support services to 1 914 NPOs.

# CONTACT LIST

## MINISTRY OF SOCIAL DEVELOPMENT

### OFFICE OF THE MINISTER

#### Provincial Minister

Mr A Fritz  
Private Bag X9112  
Cape Town  
8000

#### Tel. No.

021 483 5208

#### E-mail Address

Alexandra.Abrahams@westerncape.gov.za

Private Secretary: Ms A Abrahams  
Acting Office Head: Mr D Abrahams  
Spokesperson: Ms M Kuhn

021 483 5208

021 483 6627

021 483 5445

Alexandra.Abrahams@westerncape.gov.za

David.Abrahams@westerncape.gov.za

Melany.Kuhn@westerncape.gov.za

### DEPARTMENT OF SOCIAL DEVELOPMENT: HEAD OFFICE

#### Acting Head of Department

Dr R MacDonald  
Private Bag X9112  
Cape Town, 8000

021 483 3083

Robert.MacDonald@westerncape.gov.za

#### Director Office of the Head of Department

Ms A Van Reenen

021 483 3125

Annemie.vanReenen@westerncape.gov.za

#### Director: Facilities

Ms L Goosen

021 483 3125

Leana.Goosen@westerncape.gov.za

#### Chief Director Service Delivery Management

Mr M Hewu

021 483 4765

Mzwandile.Hewu@westerncape.gov.za

#### Chief Director Business Planning & Strategy

Ms M Johnson

021 483 3781

Marion.Johnson@westerncape.gov.za

#### Chief Director Social Welfare

Mr C Jordan (Acting)

021 483 2197

Charles.Jordan@westerncape.gov.za

#### Chief Director Financial Management

(Chief Financial Officer)

Mr J Smith

021 483 8678

Juan.Smith@westerncape.gov.za

#### Chief Director Community and Partnership Development

Mr M Hewu (Acting)

021 483 4765

Mzwandile.Hewu@westerncape.gov.za

### DIRECTORS

Mr G Miller: Research, Population and Knowledge Management

021 483 4595

Gavin.Miller@westerncape.gov.za

Ms S Follentine: Children and Families

021 483 3519

Sharon.Follentine@westerncape.gov.za

Mrs T Hamdulay: Planning & Policy Alignment

021 483 4829

Tughfa.Hamdulay@westerncape.gov.za

Mr D Holley: Finance (Acting)

021 483 4276

Denver.Holley@westerncape.gov.za

Ms D van Stade: Partnership Development

021 483 3924

Deborah.VanStade@westerncape.gov.za

Ms M Fogell: Monitoring and Evaluation

021 483 6279

Marion.Fogell@westerncape.gov.za

Mr D Cowley: Special Programmes

021 483 2197

Denzil.Cowley@westerncape.gov.za

Mr M Gaba: Social Crime Prevention

021 483 8904

Mzukisi.Gaba@westerncape.gov.za

Mr M Pretorius: Community Development (Acting)

021 483 9260

Mornay.Pretorius@westerncape.gov.za

Ms P Mabhokwana: Supply Chain Management

021 483 8582

Patience.Mabhokwana@westerncape.gov.za

### REGIONAL OFFICE MANAGERS

#### Office

Metro East

Metro South

Metro North

Eden-Karoo

West Coast

Winelands-Overberg

#### Office Head

Ms M Harris

Mr Q Arendse

Ms S Abrahams

Ms M Hendricks

Dr L Rossouw

Ms R Van Deventer

#### Tel. No.

021 900 4613

021 763 6206

021 4837673

044 801 4302

022 713 2272

023 348 5300

#### E-mail Address

Mharris@westerncape.gov.za

Qarendse@westerncape.gov.za

Soraya.Abrahams@westerncape.gov.za

Marie.Hendricks@westerncape.gov.za

Lrossouw@westerncape.gov.za

Rvdevent@westerncape.gov.za

### FACILITIES MANAGERS

#### Facility

De Novo

Bonnytown

Lindelani Place of Safety

Outeniqua House

Tenderten Place of Safety

Vredelus House

Nomzamo Place of Safety

#### Facility Head

Mr C Fledermaus

Mr T Fourie

Ms M Jonkerman

Mr M Pike

Ms B Booysen

Ms C Mulder

Ms N Ngcambu

#### Tel. No.

021-988 1138/9

021 986 9100

021-865 2634

044-8037500

021 761 5057

021-931 0234

021-694 0443

#### E-mail Address

Cflederm@westerncape.gov.za

trfourie@westerncape.gov.za

Marshjonke@westerncape.pgwc.gov.za

Mpike@westerncape.pgwc.gov.za

Bpbooyse@westerncape.gov.za

Cmulder@westerncape.gov.za

Nngcambu@westerncape.gov.za

### CUSTOMER CARE

Tel: 021 483 5045

Fax: 021 483 3855

TOLL-FREE No.: 0800 220 250

WEBSITE: [www.westerncape.gov.za](http://www.westerncape.gov.za)