



**GAUTENG PROVINCE**  
SOCIAL DEVELOPMENT  
REPUBLIC OF SOUTH AFRICA

**ASSESSMENT REPORT: SCREENING, APPRAISAL AND FUNDING FOR THE 2014/2015 FINANCIAL YEAR.**

**NAME OF ORGANIZATION:** SAVF Vanderbijlpark Shelter

**BP NUMBER:** BP 1000406969

**TRANSACTION NUMBER:**

**MUNICIPAL DISTRICT:** Emfuleni

**PROVINCE:** Gauteng

**ADDRESS:** Plot 21, Theoville, Vanderbijlpark 1900

**POSTAL ADDRESS:** P.O. Box 75 Vereeniging 1939

**E-mail address:** [admin@savfvaal.co.za](mailto:admin@savfvaal.co.za)

**CONTACT PERSON:** Ms. Wilna Hansen

**TELEPHONE NUMBER:** 016 987 2805

**CELL:** 082 359 1925

**SUPERVISOR:** Mrs. L. Ferreira

**TELEPHONE NUMBER:** 082 804 5881

**FAX NUMBER:** 016 987 1888

**DATE OF LAST ON-SITE VISIT TO THE ORGANIZATION:** 3 September 2013 and 8 November 2013

**DATE OF THE REPORT:** 11 November 2013

## 1. INTRODUCTION AND PURPOSE OF THE REPORT

SAVF Vanderbijlpark Shelter has been registered as a nonprofit organization in terms of the Nonprofit Organizations Act, 1997 (Act 71 of 1997) on 24 July 2007 under number 011-030 NPO. This Shelter for destitute and homeless people is situated on an agricultural smallholding in the rural area on the outskirts of Vanderbijlpark.

The SAVF Vanderbijlpark Shelter is funded by the DSD since 1<sup>st</sup> April 2013 for 24 residents. Funding for a Social Work post has not been approved. The Chief Social Work /Supervisor post is shared with SAVF Heidelberg.

### **The organization requests additional funding for the 2014/2015 financial year for:**

- 1X Social Work post
- 1X Household Head
- 1X Driver cum Security Officer
- An increase in the per capita funding for 24 persons to 32 persons.

Additional motivation for the funding of a Social Work post for the Shelter and an increase in the number of residents that are being funded, has been submitted in the form of a letter date 12 November 2013. (Annexure A).

The purpose of this report is to review the organization's application for funding for the 2014/2015 financial year in terms of the Financial Awards to Service Providers Policy.

## 2. HISTORICAL BACKGROUND

### 2.1 History of the Organization:

SAVF Vereeniging was established in 1921. Over the years volunteers attended to family care and targeted poverty.

During 1994 the SAVF took over the Lochvaal Shelter at Mullerstuine, operated by a Mrs. Sally Bruwer and her family. Most of the people stayed in tents. An ablution block was erected, but challenges were experienced with water, electricity and washing services. In 1999 an agricultural small holding with run-down buildings in the rural area (Theoville) on the outskirts of Vanderbijlpark was bought by the SAVF for R20, 700. People were offered housing in these buildings.

A local Business man, Mr.Rodney Fulton became involved and financed the erection of the building. It comprises of separate sleeping quarters for men and ladies, two bathrooms, dining room and a well organized and equipped kitchen. Other infrastructure, furniture, equipment and capacity were created by donations and community participation. Family rooms were added later.

Since 2004 the SAVF Vanderbijlpark Social Services has employed a second Social Worker with funds obtained from the NLDTF. ***This post initially assisted the SAVF Vanderbijlpark Social Services with statutory services. Several years of experience however indicated that the Shelter needs to have a separate Social Work post due to the intensity of services that need to be rendered. The incumbent then became responsible for the management of and service delivery to the residents of the Shelter.***

The Shelter functions as part of SAVF Vanderbijlpark Social Services and is affiliated to the 'Suid-Afrikaanse Vrouefederasie', which is a National Welfare Organization. The different SAVF Social Services in the provinces have

their own service managements with financial, administrative and operational responsibilities. The Service Management (registered volunteers) operates services on behalf of the SAVF. Today SAVF is a well established volunteer driven organization.

During 2005 the SAVF drafted a Manual for Service Delivery at Shelters and Crisis Centers. ***The role of the Social Worker as facilitator of service delivery; networking with resources, establishing programs and to act as Manager of the facility, was formalized.***

***Through the years the SAVF Vanderbijlpark Shelter provided shelter, food, clothes, transport to services such as hospitals, the police and courts; therapeutic and life skills programs to many homeless people, traumatized families and single mothers - without any state funding.***

SAVF Vanderbijlpark Social Services completed a motivation to the NLDTF and in 2009 received funding to establish a Human Resource Department for the Shelter. With the funding received, the following staff was appointed on contract basis on the 1<sup>st</sup> July 2011: A 6/8 Social Worker; an Admin/Finance Clerk; a Household Head; a General Assistant (Laundry Services); a Caretaker and a Junior Secretary. A nursery school teacher and an assistant have also been appointed for the 'Blink Ogies' Day Care Centre.

For the 2011 NLDTF application less than 10% of the requested amount was granted. The funds were utilized for palisade fencing to secure the front of the premises.

A Wendy house was bought to store garden tools and a second one to serve as a hut for a ***security guard to exercise access control at the gate.*** For parts of 2011, 2012 and 2013 the Social Work post for the Shelter has not been filled. The Social Worker rendering statutory services at SAVF Social Services assisted with service delivery.

In 2014, the Shelter will celebrate its 20 years of existence.

## 2.2 Legislative Status

Although SAVF Vanderbijlpark Shelter is separately registered as a NPO, SAVF Vanderbijlpark Social Services and SAVF Vanderbijlpark Shelter have the same Service Management.

There is currently no legislation in place in terms of which Shelters for Homeless people and families are required to register.

As no norms and standards for such a facility exist, guidance is sought from the legislated requirements for other residential facilities and therefore the following documents are required:

- Title deed – (Submitted).
- Building plans – (The Shelter has approved building plans)
- An Environmental Health Certificate, a Food Handling Certificate, a Certificate of Compliance with Safety requirements and a Certificate of Registration for Flammable Substances (Not yet available)
- Evacuation Plan. (Submitted but not approved by the Local Fire Department).

An Environmental Health Certificate was requested from Emfuleni Local Government's Department of Health on the 26<sup>th</sup> July 2011. **Despite reminders it has not yet been received.**

The Regional Manager alleged that a certificate was issued in 2010 to accommodate **55** people. **This certificate has not yet been submitted to this office as requested.**

The Shelter will currently **not** be able to accommodate 55 people.

### 3. NATURE AND SCOPE OF SERVICES:

#### 3.1 Scope of Services

SAVF Vanderbijlpark Shelter provides shelter, food and clothes to all homeless people, regardless of race, creed, gender or religious affiliation. Its main focus is the protection of children and preservation of families by providing in their most basic needs.

Its scope of services can be linked to the strategic sub-programs in the DSD's Annual Performance Plan (APP) namely:

- 2.6 Child Care and Protection Services and
- 2.10 Care and Support to Families.

#### 3.2 Services expected/Norms and Standards

The only two legislated requirements that have to be adhered to are to be found in the:

- Criminal Law Amendment (Sexual Offences and Related Matters) Act, 2007 that provides for the establishment of a National Register for Sex Offenders in order to protect children and persons who are mentally disabled against Sexual Offenders. The Act requires anyone working or engaging with children and/or disabled persons to have a **clearance certificate**.
- The Children's Act, 38 of 2005 that also demands that persons found guilty of committing a crime against a child are **not fit and proper** to deal with children and therefore clearance in terms of Part B of the Child Protection Register have to be obtained. Form 29 and 30's have to be completed and submitted to the National Department of Social Development in Pretoria to obtain clearance.

***It is not yet clear if the Shelter (functioning under the auspices of SAVF Vanderbijlpark Social Services that is currently regarded as being a designated Child Protection Organization), has to apply to be registered as a Child Protection Organization when operating independently.***

#### 3.3 Type of services rendered

The primary reasons for people entering the Shelter are: Poverty, homelessness; unemployment; alcohol abuse, abuse and family violence. They need crisis accommodation, nutrition and services to assist **them to alleviate poverty.**

Residents are provided with 24 hour shelter (a safe environment) as well as food (3x meals per day) and clothes.

**Currently the Social Work post is filled part-time (15 hours/ 3 mornings per week). The post is not funded by the DSD. The current Social Worker acts as Shelter Manager, does intakes, assesses potential residents, renders information/awareness, preventative and early-intervention services, renders therapeutic services and runs programs. She is also responsible for networking with external resources such as the Legal Aid Board, SASSA and the Court.**

SAVF Vanderbijlpark Shelter offers the following services/programs to the families and children/service recipients in order to become self reliant:

A Pre-admission Program (Application and assessment of the applicant); an Orientation Program; Therapeutic and a Spiritual Programs; Life-skills training; a Reunification program; Medical program; an Educational and a Financial program; a Safety and Security program; an Integration program and an Exit program. The Exit program addresses aspects such as employment (assistance on how to compile a CV), financial contribution and re-adjustment in the community.

During panel discussions adaptation, future planning and referral to specialized services such as SANCA and the Alpha Trauma Center are addressed. If residents have to obtain interdicts against family violence, they are referred to the Department of Justice.

Homeless unemployed people are assisted to obtain Identity Documents, apply for pension/grants or to register at the Department of Labour. Children receive basic necessities to attend school. The children are assisted with their home work after school. An ECD program is offered to pre-school children – called the 'Blink Ogies' Day Care. Children from the Shelter and from the neighborhood (if parents are able to pay) attend. Six children are currently cared for at 'Blink Ogies'.

During the June and December school holidays, children are involved in holiday programs/activities. If money is available, the women and children in the Shelter are taken on outings to broaden their world and general knowledge.

Children staying at the shelter who display behavior challenges are in need of support from the Social Worker. When necessary they are referred to psychologists. The organization has a Psychologist serving as a volunteer. He offers his services to the Shelter's residents free of charge.

Residents are debriefed, counseled and involved in groups where life skills are presented. The Botswadi Parenting Program is presented to parents. Therapeutic services address alcohol abuse, family violence and other psycho-social problems. Networking with other organizations takes place.

The Social Worker also makes an effort to reunite residents with their families. Provision is made for recreational activities and the resident's spiritual needs also attended to. The 'rondavel' at the Shelter has been renovated to be used as an activity room.

The Shelter is growing vegetables in the vegetable tunnel. Currently a rabbit is eating the seedlings. The fence has to be repaired. This will ensure that residents benefit from the vegetables grown there. Funding received from the Community Chest was utilized to buy garden furniture for the Shelter as well as two garden umbrellas. Residents make use of this to relax. It also contributes to embellish the environment.

Due to a lack of funds, the Household Head was granted a permanent administrative post at SAVF Vanderbijlpark Social Services.

The organization also creates work opportunities for clients on the premises of the Shelter.

The following posts are currently filled by residents: Caretaker; Driver; General Assistant at the 'Blink Ogies' Day Care Centre (not yet registered as an ECD), Laundry Assistant and Security Officers.

Statistics revealed a rotation of **84** people through the shelter between 1 April 2012 and 31 March 2013. It was found that most people do not stay at the shelter for less than three months.

Since the Shelter is state funded, an average of **26 persons was accommodated per month** (the highest figure being **31 people**).

Residents that receive pension or a salary, have to pay 70% of their income to the SAVF.

The Shelter disposes of two automatic washing machines. A Laundry Assistant does the washing in a neat and well equipped laundry. Mothers are ironing their family's clothes.

Although it happens that some of the residents have to use chronic medicine, it is not the Shelter's Core function to look after sick people, the elderly or persons with psychiatric illnesses. The Shelter does not have a nurse on the premises.

People are only re-admitted to the Shelter with a report compiled by a Social Worker providing the necessary motivation.

Residents of the nearby Lochvaal Shelter (where circumstances are appalling and not to the best interest of children) as well as the clients of SAVF Vanderbijlpark Social Services also benefit from the developmental programs provided by the SAVF Vanderbijlpark Shelter.

Donations made to the Shelter are shared with needy clients in the community.

#### **4. TARGET AREAS AND GROUPS**

##### **4.1 Office and Shelter buildings**

SAVF Vanderbijlpark Shelter is situated on an agricultural small holding. The offices of SAVF Vanderbijlpark Social Services Offices are accommodated on the Shelter's premises. The Shelter's Social Worker has her own office. The Shelter's hall is used as dining room. Church services and meetings are also conducted in the hall.

A well-equipped kitchen with a pantry is kept neat and clean. The Health Inspector advised that food that is stored be lifted from the floor for hygienic purposes. During an on-site visit food was available. The shelter has a fridge and a freezer where food is kept.

The dormitory, rooms and family quarters were found to be neat and it was evident that the Shelter tries its best to create a homely atmosphere. The bathrooms are kept clean. The dormitory has its own toilet. Three other bathrooms are available, but it is used by staff members.

Funds received from the Lotto were utilized to re-fence the whole property with pre-cast walls.

#### 4.2 Operational Areas

The Shelter admits people from the Sedibeng/Midvaal/Lesedi Region

#### 4.3 Target Groups

Most of the Shelter's residents are poor white people. The target groups include the following::

	Black	Colored	Asian	White	Total
<b>Children:</b>	1F	1F		5 F 10M	17
<b>Youth:</b>	1F	1F 1M		3F	6
<b>Women:</b>	1F	1F		16F 19M	37
<b>Older persons:</b>	1F			3F 6M	10
<b>Persons with disabilities:</b>	1F			4M	5
<b>Persons with HIV/AIDS:</b>	1F			1M	2
	6F	3F 1M		27F 40M	<b>77</b>

The organization plans to target a total of 77 people during the next financial year.

62 People will be involved in the Recreational program: Arts and Craft.

With adjustments the Shelter may be able to accommodate between 32 and 39 people at a given time.

#### 5. PROGRAM GOAL AND OBJECTIVES

The organization set the following objectives:



#### Objective1:

To manage the shelter targeting **55** persons who experienced trauma through homelessness, domestic violence, and no financial and family support- through social work related assistance.

#### Activities:

Capacitate human resources and empower staff. Handle intake, network and admit traumatized clients. Attend to basic needs: provide meals and laundry services. Equip clients with skills to become self reliant and generate an income through an Activity program (Arts and craft). Provide children with day care (Blinkogies - *ECD not registered*) and after school care (Assistance with home work). Provide for the maintenance of the buildings and grounds and ensure security. Attend to the Administration and Finances and control the budget.

Manage the existing case load through monthly information sessions on foster care, mental problems, parenting, uncontrollable children and domestic violence. Do written referrals and make appointments. Attend to administration issues.

Implement Family enrichment programs (Initial Botswadi program) and present the advanced Botswadi program for parents who completed the first course.

#### Objective 2:

To manage an activity program and empower **55** residents and **40** persons in the immediate community with skills e

#### Activities:

Present a basic household activities program (Daily program, neatness of building and grounds).

Implement additional programs such as: Orientation; Therapeutic; Spiritual; Life-skills training; Reunification; Integration; Medical; Educational; Financial; Safety and security and an Exit program).

#### Objective3:

To provide social work services on an ongoing basis.

#### Activities:

Render Social Work services: Do screening and pre-screening, conduct and admittance interview. Schedule panel discussions, Involve volunteers in services and ensure a balanced activity program.

Evaluate and complete the Measuring Tool; assist in compiling an exit strategy and a disciplinary code for residents.

#### Objective 4:

To recruit, empower and deploy volunteers to assist with service delivery in the Shelter.

#### Activities:

Identify tasks and areas of service delivery where volunteers are needed. Complete a task list and also a 'job description'. Recruit and motivate volunteers to become involved; held an orientation workshop and network with other role players and stakeholders.



Address the need for stipends and incentive; provide feedback to management and arrange a special event/outing for volunteers.

Attend the bi-monthly management meetings, structure working committees and market services.

Attend to fundraising/ service delivery and assistance.

Arrange AGM's; attend SAVF Forums and Regional meetings, Provincial meetings and Conference as well as the National and the SAVF Congress.

## 6. MANAGEMENT STRUCTURE

### 6.1 Management Structure

Name	Position	Contact Details	ID Number	Gender		Race	Disability	Expertise/Experience
				Male	Female			
Mrs. S. du Plessis	Chairperson	0823355761	4405300014088		X	W	No	Fundraising/ Volunteerism
Mrs. S. Jansen	Vice-Chair	0726224925	611208		X	W	No	Volunteerism
Ms. L. Akron	Secretary	0846011663	580513		X	W	No	Volunteerism
Mr. G. Webb	Treasurer	0828441495	740521	X		W	No	Finances
Ms. M. Gayba	Add. member	0780669098	660830		X	W	No	Volunteerism
Ms. Loma van Hoff	Add. member	016 4220245	470628 0016 088		X	W	No	Experience in Child Care and Day Care. Manager: SAVF Day Care Vereeniging

### 6.2 Analysis of the Service Management

SAVF Vanderbijlpark Shelter has the same Office bearers as SAVF Vanderbijlpark Social Services.

SAVF Vanderbijlpark's Service Management consists of only five members. Although this is in line with the organization's Constitution, the NPO requirements determine the number of members to be between 7 and 9. The three additional persons indicated in the Business Plan as serving on the Service Management are paid employees of different projects. The Service Management is gender but not race inclusive. It consist of 1 Male and 4 Females; all Whites. The Service Management is not representative of the organization's beneficiaries. ***It will have to transform by co-opting volunteers from other race-groups.***

The responsibilities and powers of the Service Management are contained in the Constitution. SAVF disposes of an Information Pamphlet guiding Office Bearers on their roles and responsibilities and how meetings should be conducted. It is given to new Management Members when they take office.

***The organization should not allow residents of the Shelter to serve on the Service Management. These people cannot employ a Social Worker to render therapeutic and other services to them. This will be unethical. Residents can nominate a representative to serve as an additional member without voting rights.***

SAVF disposes of an Information Pamphlet guiding Office Bearers on their roles and responsibilities and how meetings should be conducted. It is given to new Management Members when they take office.

### 6.3 Annual General Meeting

The last Annual General Meeting took place on the 2 October 2013. The Minutes of the AGM are available on the file.

### 6.4 Meetings

According to the Constitution, the Service Management meets at least 6 times a year - over and above the AGM.

### 6.5 Constitution

***The organization's Constitution is signed by the organization's Social Worker and is dated 28 October 2013. There is no indication that the Constitution has been reviewed/ amended recently. It should be signed by a member of the SAVF's Executive Committee. It seems that the Constitution has been approved on the 29<sup>th</sup> July 2003.***

### 6.6 Understanding roles and responsibilities

***The new Service Management has to be trained on their roles and responsibilities, Financial Management and Governance by the Regional Manager/ alternatively by DSD M&E/Partnership and Finance – Provincial DSD.***

### 6.7 Compliance with the Non-Profit Organizations Act

***A copy of the organization's last Narrative Report to the Directorate Nonprofit Organizations at the National Department of Social Development in Pretoria, has to be provided.***

### 6.8 Valid Registration NPO Directorate (Verified)

Information regarding the organization's registration status has been obtained from the website: <http://www.npo.gov.za>. The organization is still registered as a NPO.

## 7. STAFF AND CAPACITY STRUCTURE

### 7.1 Organogram

The following staff members are remunerated employees:

- 1X Supervisor (Shared between the Shelter, SAVF Vanderbijlpark Social Services and SAVF Heidelberg)
- 1X Social Worker (3/8) / Shelter Manager (Part time) – The post is not state funded.

- 1X Administrative Clerk/Finances
- 1X Caretaker
- 1X Driver (Part-time)

The following residents of the Shelter render voluntary services:

- 1X Laundry Assistant
- 1X Assistant at the Nursery School (The ECD facility is not yet registered at the DSD)
- 2X Security Officers

The Organogram for the organization is attached as **Annexure A**.

Information regarding the current staff members can be recorded as follows:

<b>SAVF Vanderbijlpark Shelter:</b>							
<b>NAME AND SURNAME</b>	<b>Race</b>	<b>Gender</b>	<b>ID NUMBER</b>	<b>POSITION</b>	<b>QUALIFICATION AND SKILLS</b>	<b>REGISTRATION AT THE SACSSP</b>	<b>CLEARANCE</b>
Mrs. L. Ferreira	W	F	570315 0103 082	Supervisor (Shared between SAVF Heidelberg, SAVF Social Services Vanderbijlpark and SAVF Vanderbijlpark Shelter)/Regional Manager	Social Worker/Managerial experience	Registered with the SACSSP until 31 March 2014.  Registration number: 1004118	Not received from the National Dept of Social Development.
Mrs. Wilna Hansen	W	F	580831 0024 089	Social Worker - Part time (3/8)	Social Worker.	Appointed in 2013.  Registered with the SACSSP until 31/3/.2014.  Registration number 1004797.	Clearance certificate received.
Mrs. Yvonne de Villiers	W	F	531018 0080 085	Admin Officer/Finance	6/8 Post - shared with SAVF Vanderbijlpark		Clearance certificate received.

					Social Services.		
Mr. William Cowley	W	M		Care-taker	He is an inmate of the Shelter and takes care of the men, the garden and the premises.		Clearance certificate received.
Ms. Heidi G A. De la Rose	W	F	581123 0227 188	Driver	Secretarial work/answering of telephone/Driver		Clearance certificate requested from DSD National.
<p>One of the Social Auxiliary Workers employed by SAVF Vanderbijlpark Social Services is utilized to assist the Social Worker at SAVF Vanderbijlpark Shelter with service rendering when needed.</p> <p><b><u>'Blink Ogies' Day Care Centre:</u></b></p>							
Ms. J.R.J. van Niekerk	W	F	570413 0115 084	Blink Ogies Nursery School Assistant	Renders a voluntary service.		Clearance certificate requested from DSD National

***The Shelter's staff members are not race inclusive.***

#### 7.2 Comments on the Communication Channels

Staff meetings are held weekly or bi-weekly. Staff members are expected to do monthly planning and to keep daily work sheets of the work done. Staff members report to the Social Worker, who in turn reports to the Supervisor and the Service Management.

#### 7.3 Current Personnel Challenges

Funding to pay the salaries of the staff members as well as the fact that staff members are utilized across organizations and projects pose challenges. It is very difficult to monitor an organization if staff members are utilized in different posts – funded and unfunded.

#### 7.4 Capacity Building

SAVF Shelter's staff members have to be trained and involved in a regular supervision program to be able to present effective and efficient services.

Regular Supervision/ Consultation sessions are conducted. Group supervision sessions for Social Workers take place 4 times per year.

The Social Worker attended training such as Evidence Based Reporting, Burnout of Social Workers; Diversity Management and also attended the NASW Conference.

### 7.5 Human Resource Related Policies

The organization disposes of Human Resource Policies such as an Orientation Program; Labour Relations Policy that includes the Disciplinary Code and Procedure; the Grievance Procedure and Personnel Evaluation.

All information regarding Human Resource Matters as well as the organization's Leave Policy, forms part of the Service Agreement between the employee and the employer.

### 7.6 Other Policies

- Guidelines in connection with Social Services rendered by SAVF Social Workers.
- A Vehicle Procedure Manual
- Organizational guidelines for e.g. telephone etiquette.
- Internet Policy.
- Financial Policy and Guidelines.
- Health and Safety Policy.
- Standards for Day Care.
- Guidelines on Substance Abuse.
- The organization has a Volunteer Manual and Guidelines for volunteers; an Adoption Manual and a Foster Care and Statutory Manual as well as Formats for Social Work Reports.
- SAVF also has a Guideline on Minimum Standards for Shelters.

### 7.7 Volunteers

SAVF executes its activities by means of volunteers. It has 25 volunteers of which some serve on the Service Management. The volunteers do not receive stipends and are therefore not much interested to serve on the organization's Service Management. Not all the volunteers are actively involved.

The organization has a Code of Conduct for Volunteers that has to be adhered to. Volunteers are orientated and trained through the Provincial Forum that oversees SAVF volunteers in Gauteng.

## **8. SUSTAINABILITY PLAN**

### 8.1 Plan

Application for Lotto funding has been forwarded to the NLDTF.

The SAVF Vanderbijlpark Shelter and the SAVF Vanderbijlpark Social Services share expenses regarding running costs.

Once the vegetable tunnel is fully functional, it will provide in the shelter's need for fresh vegetables.

Activities/programs at the Shelter which has been developed and are implemented *without* government funding, are available to the whole community.

SAVF Vanderbijlpark Shelter plans to erect low cost housing to generate income. Accommodation in Vanderbijlpark is expensive and the need for low cost housing high.

#### 8.2 Fundraising/Other Income

The SAVF National Executive Management Board assists the organization with funding when needed. Currently the organization runs on an overdraft.

SAVF Vanderbijlpark Shelter has established a Tuck Shop at the Shelter.

The organization received funds from LUSA Community Chest.

Jumble sales takes place where excess clothes received from donations are sold.

SAVF sells tickets for the 'Beeld' Children's Fund and receives a portion of the proceeds.

#### 8.3 Donors

Volunteers serving on the Service Management provide donations to sustain the service.

Food, toiletries and cleaning material are received as donations. Blankets, clothes, furniture, curtains and bedding are donated to the Shelter by private individuals.

Donations were also received from the Rawena Boyd Trust; P. Pretorius; Trinitas; B.J. Joubert and 'DuProjekte'.

The organization keeps a Donations Register to record the donations that are received.

#### 8.4 Marketing Strategy for funds and services

The organization markets itself through the media and SAVF marketing material (pamphlets) in order to create awareness and improve community participation. The Shelter's car is marked with the name of the organization. A new Notice Board was put up to improve the visibility of the Shelter.

### **9. TRANSFORMATION MATTERS**

#### 9.1 Occupational Health and Safety:

UIF is paid on behalf of the staff members. Workmen's compensation is paid and Information regarding the Workmen's Compensation Fund is given to all employees as an attachment to their Job descriptions.

Employees are forbidden to be in possession of a firearm or any other dangerous weapon when on the premises.

The organization has fire extinguishers that have recently been serviced. It however needs to be stored in special containers that are costly to the organization. The Shelter has an Evacuation Plan, but has not been approved by the Local Fire Brigade yet. Safety signs were fixed.

The organization has First Aid Kits but staff and residents need training on how to make use of it.

## 9.2 Transformation Imperatives

The SAVF National Office has a transformation office and a policy regarding transformation.

### *Equitable distribution of services between rural and urban areas:*

The service is available in a rural area.

### *Structures that reflect the demographic profile of the region and province that it serves:*

The current Service Management is not transformed. There are only white persons, mainly female Management members. People from other race groups will have to be co-opted.

The Service Management and staff members recently attended Diversity training.

### *Transferring of skills to emerging organizations in the area and building partnerships, networking and skills development:*

The organization networks with the Lusa Community Chest, the National Lottery Board, churches and schools, the Department of Justice, the DSD, SANCA and the Alpha Trauma Centre for assistance, donations and funding.

It also networks with Universities to take in students that have to do their practicum and it renders assistance with new projects such as the Mamello Drop-In Centre; the Henley on Klip Retirement Village and the Social Auxiliary Workers working with the HIV/AIDS Program in Midvaal. The Thusang Support group is hosted at the Shelter.

### *Accessibility of services:*

The Shelter is only accessible to people who stay in its vicinity. It is not situated within walking distance of Vanderbijlpark Town. Public transport is not readily available/ available at all. Social Workers that refer people to the Shelter have to take them there. ***The Shelter disposes of a vehicle that was bought with funds received from the NLDTF. Transport is thus available to take children to school and residents to clinic/hospitals when they need medical attention; to take them to SAPS, the courts or the Department of Home Affairs and SASSA when needed.***

A Playgroup/ ECD have been established for pre-school children to whom the broader community also has access to.

## **10. FINANCIAL MATTERS**

### 10.1 M&E

Refer to the report of M&E. Finances are completed according to SAVF Policy. The organization submits monthly financial reports to the Service Management.

### 10.2 Signatories

In the case of SAVF Vanderbijlpark Shelter two signatories are required. Paid employees are not allowed to be signatories.



### 10.3 Bookkeeper

The Administrative Officer is doing the books.

### 10.4 Auditors

The organization's Auditors are Deyzel, Odendaal and Partners Chartered Accountants (SA), Public Accountants and Auditors in Pretoria. .

## 11. MONITORING AND EVALUATION

### 11.1 Organizational Systems

The Social Worker has a computer and internet access.

The organization has files for the staff members.

SAVF Shelter keeps individual case files for the residents.

The Shelter does not have safe storing facilities for its car. Staff members are taking the vehicles home after work. This adds unnecessary kilometers on the cars.

### 11.2 Client Satisfaction

Working agreements are compiled and signed. Residents meetings are held where complaints are discussed. A complaints/compliments box has been introduced. Panel discussions that take place create opportunities to provide feedback on the organization's programs.

### 11.3 Department of Health and Social Development

DSD Partnership and Finance will continue to guide and monitor the organization through regular contact and on-site visits and their submission of the Claim forms, the Evidence Based Reporting and the Six monthly Progress reports..

## 12. EVALUATION

12.1 The SAVF Vanderbijlpark Shelter is situated on an agricultural small holding in the rural area of Vanderbijlpark where a number of poor people flock together because they are either able to stay cheaper or has been informed of the two shelters in the vicinity of each other that provide shelter to the homeless.

12.2 The SAVF Vanderbijlpark Shelter is funded by the DSD. Lochvaal Shelter is managed by private persons. The circumstances at the latter with its alleged 100 residents are not conducive for human occupation. The people finding shelter at Lochvaal Shelter are very poor. There are teenagers (staying with their parents) as well as single unemployed men; open drains etc. that put children's lives at risk. The residents' only access to social work services/programs is the services that the nearby SAVF Vanderbijlpark Social Services and SAVF Vanderbijlpark Shelter offer.

12.3 The groups that the SAVF Vanderbijlpark Shelter target namely children, women, youth, older persons, persons with disabilities and persons with HIV/AIDS are in line with Departmental priorities. Services reach the poorest of the poor.

12.4 NLDTF funds requested to assist with the operational costs were not received yet. It will therefore not at all possible to sustain services without state funding. It is not only the residents at the Shelter that benefit from the services and the programs that the organization offers, but also community members in the nearby vicinity.

12.5 The newly elected Service Management is not transformed. Volunteers of all race groups have to be recruited and co-opted. Residents of the Shelter cannot be elected or co-opted.

12.6 Clearance in terms of Part B of the Child Protection Register and the Register of Sexual Offenders has not been obtained for all staff, management members and volunteers yet. Although the organization has submitted an application for designation as a Child Protection Organization, this cannot be attended to if the legal requirements for clearance are not met.

**12.7 If SAVF Vanderbijlpark Shelter can be subsidized for an increasing number of people, it will be able to accommodate more poor/unemployed people. Taking into account the average bed occupation over the last 7 months which has been 26 persons – with the highest figure being 31; funding for an increased number of beneficiaries is a need.**

**12.8 SAVF Vanderbijlpark Shelter has the potential to address poverty and make a significant contribution to the lives of vulnerable people. It is however of no worth to offer people shelter, but to not fund the post of a Social Worker to facilitate service delivery, network with resources, establish and implement programs and to assist traumatized families and single mothers. Beneficiaries must be given an opportunity to leave the Shelter better equipped to deal with their circumstances and confident that they can be self-reliant.**

12.9 Although the current programs address the needs of residents - these programs have to be time bound. The idea should be that persons who meet the admission criteria enter the program; be assessed; sign an agreement and are assisted with a basket of services in order to exit the program within a certain period of time and then be self-reliant.

**12.10 The Shelter is furthermore in need of a Driver (General Assistant); 2 Security Guards and a Centre Manager. The Driver has to take the children to school and the other residents to access resources such as State Departments (Home Affairs, SAPS, Justice) and Hospitals.**

**Security Guards working shifts are needed to exercise control at the gate in order to create a safe environment. The Driver and Security Officer however cannot be the same person as the Driver will be required to be away from the Shelter for indefinite periods of time.**

### 13. PLAN OF ACTION

	<b>CHALLENGES</b>	<b>TIME-FAME</b>	<b>PERSON RESPONSIBLE</b>
<b>Transformation</b>	Approval of Safety Plan - Local Fire Department and practicing of the plan.	Before SLA is signed	All staff members and residents of the SAVF Shelter Vanderbijlpark.

	<p>Recruiting and co-opting of volunteers of all race groups to serve on the Service Management.</p> <p>Staff files</p> <p>Client files</p>	<p>Before 1 April 2014.</p> <p>Monitoring of documents placed on these files - before 1 April 2014.</p> <p>Monitoring of documents placed on these files - before 1 April 2014.</p>	<p>DSD: Social Worker Partnership and Finance.</p> <p>DSD: Social Worker Partnership and Finance</p>
<b>Sustainability</b>	State funding	For the next financial year.	DSD: Partnership and Finance
<b>Training</b>	Training of new Service Management Members on their roles and responsibilities; Governance and Financial Management.	By 1 <sup>st</sup> April 2014.	SAVF Regional Manager/M&E Sebokeng/ P&F Provincial.
<b>Support</b>	<p>Keep regular contact with the organization to support them with their Business Plan for 2015/2016.</p> <p>Constant motivation regarding the submission of documents required for the Evidence Based Reporting; the Claim Forms and other legislated/required documents.</p> <p>Providing supporting to the organization through quarterly On-site visits.</p>	<p>Within the next financial year.</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Social Worker DSD Partnership and Finance.</p> <p>Social Worker and SAW DSD: Partnership and Finance.</p> <p>Social Worker and SAW DSD: Partnership and Finance.</p>
<b>Other:</b>	<b>Obtaining: Copy of Title deed; Building plans and the Environmental Health Certificate, Food Handling Certificate, Certificate of registration for Flammable Substances:</b>	Before 1 February 2014/ Signing of the SLA.	Office Manager/ Supervisor: SAVF Vanderbijlpark Shelter and Social Worker DSD: Partnership and Finance.

	<p><b>Emfuleni Local Government.</b></p> <p><b>Norms for the duration of the program and maximum period of sheltering.</b></p> <p>First Aid Kit training.</p> <p>Application to be designated as a CPO: consult with Head Office – Saabia Shabudin.</p> <p>Clearance of all Management Committee members; staff and volunteers in terms of Part B of the Child Protection Register and the Register on Sexual Offenders.</p> <p>Residents of the Shelter serving on the Service Management.</p>	<p>Before February 2014.</p> <p>Before July 20134</p> <p>Before 1 February 2015.</p> <p>Before 1 February 2014.</p> <p>Before SLA is signed.</p>	<p>Office Manager/ Supervisor and all staff members: SAVF Vanderbijlpark Shelter and Social Worker DSD: Partnership and Finance.</p> <p>Office Manager/ Supervisor: SAVF Vanderbijlpark Shelter; staff members and residents.</p> <p>Social Worker DSD: Partnership and Finance.</p> <p>Office Manager/ Supervisor.</p> <p>Service Management/ Supervisor/SW DSD Partnership and Finance.</p>
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#### 14. RECOMMENDATION

**It is recommended that the SAVF Vanderbijlpark Shelter be funded for:**

- An increase in the number of residents that per capita funding is provided for – from 24 to **32**.
- 1X Centre Manager
- 1X Social Work post (4/8 - To be shared with SAVF Vanderbijlpark Social Services 4/8) **NEW**

- Administration costs
- A General Assistant (Driver) **NEW**
- 2X Security Guards (Working 12 hour shifts) **NEW**

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Mrs. S.M. Huygen

Social Worker (Grade 4)

Partnership and Finance

The recommendation is endorsed.

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Mrs. V. Bolofo

Social Work Manager (Grade1)

Partnership and Finance