

REPORT TO SUBCOUNCIL 18



CITY OF CAPE TOWN
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1 **ITEM NUMBER:** 18SUB9/01/2019

2 **SUBJECT**

PRESENTATION : STREET PEOPLE PROGRAMME : LOTUS RIVER AND GRASSY PARK

3 **RECOMMENDATION**

Submitted for information.

FOR FURTHER DETAILS CONTACT :

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SUBCOUNCIL 18

SDECD: STREET PEOPLE – 22.01.2019

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PURPOSE

- Introduce the team
- Explain the role of the Street People Unit
- Discuss interventions within Subcouncil 18
- Identify challenges with implementation
- Provide a way forward in terms of Street People Unit strategy and approach



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TEAM (SUBCOUNCIL 13, 18, 23)



Area Supervisor (South):

Lezaan Strauss

Fieldwork Supervisor (South):

Rudi Eksteen

Reintegration Officer:

Thanduxolo Mgidi

Field Officers:

Sindiswa Masumpa

Sophia Hendricks



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ROLE OF THE STREET PEOPLE UNIT

• **FIELD OFFICERS:**

- responsible for outreach work in their demarcated area and responding to complaints. This entails screening, data collection and offering social assistance to the street person.

• **REINTEGRATION OFFICERS:**

- responsible for case management of clients willing to accept assistance. Once a client has accepted the social assistance, the client is relocated to a shelter temporarily whilst the reintegration officer establishes whether the client can be reunified with his/her family and identifies additional needs of the client in respect of other services e.g. health services, mental health services, substance abuse interventions etc.



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METHODS OF ENGAGEMENT

- **COMPLAINTS:**
 - C3 Notifications
 - EPIC complaints 0800 872 201
- **OUTREACH:**
 - In identified hotspots and as constant follow up interventions in relation to complaints
- **JOINT OPERATIONS:**
 - These interventions usually occur after numerous engagements at a location where individuals have refused social assistance
 - Conducted in conjunction with various agencies and departments
 - The joint operation entails identification of street people in the specified location, screening and data collection, offering of social assistance, relocation of the person if assistance is accepted and cleaning of the area through solid waste removal.



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SDECD AREA SOUTH - STREET PEOPLE PROGRAMME

SUBCOUNCIL 18



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FOCUS AREAS

- **HOTSPOT AREAS**
 - Busy Corner
 - Post Office
 - Victoria Road and surrounding area

- **REGULAR COMPLAINTS**
 - Fisherman's Walk



INTERVENTIONS

- Engagement and offers of social assistance
- Referred clients for assistance with external organisations
 - Medical
 - Rehabilitation
 - Shelter
- Assisted clients with jobseekers applications
- Attended to complaints from the public received via EPIC/C3 notifications
- Community education on giving responsibly
- Placed clients on Winter Readiness programme
- Afterhours interventions



STATISTICS

Sub Council 18 June – Dec 2018			
EPIC Requests / Complaints attended to	Give Responsibly Campaigns	Client Relocations	Joint Operations
145	0	1	6



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CHALLENGES

- Our mandate does not allow for enforcement of compliance with regards to By-laws. When a street person refuses social assistance six times, they are referred to law enforcement for infringement of by-laws. A joint clean-up intervention between the street people unit and law enforcement is then implemented.
- Many of the clients throughout Subcouncil 18 have been engaged with on numerous occasions and the majority refused the standard social assistance as provided by Social Development.
- Criminal activity poses difficulty for Social Development to enter certain areas without Law Enforcement.
- Clients under the influence of substances display aggressive behavior towards officials during engagement.
- Some of the complaints require joint intervention between various Directorates incl. Social Development; Solid Waste; Safety and Security
- Limited options regarding the reintegration of street people poses difficulty with the relocation of clients as family members are not willing to accommodate their relatives.
- A lack of manpower available to the team, limits the amount of outreach and relationship building that can occur as complaints from the public take priority.
- Consistent handouts and incorrectly channeled "good intentions" by community members and tourists perpetuate the situation as it is a draw card for street people to remain in the area.



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WAY FORWARD

1. There is need for greater collaboration between all stakeholders in the sector in order to ensure that collectively the correct responses are generated to address the street people issue.
2. To this end, one area in particular namely, the "Give Responsibly Campaign" could be implemented in conjunction with all stakeholders as it aims to educate the community on:
 - The implications of giving directly to the street person, as well as
 - Which organizations the "giving" could be channeled to
3. The City is in the process of discussing safe spaces within the City of Cape Town for individuals who have refused assistance from the Street People Unit. The purpose of these spaces is to provide the street person with access to amenities, specialized services (multi-disciplinary team), access to skills development and access to employment opportunities in support of rebuilding the individual's life.
4. The Street people unit in conjunction with law enforcement plans to conduct further clean-up operations within the area. These kind of collaborations allow greater insight into the nature and development of the concern of street people in Subcouncil 18 and the actions being taken in this regard.



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Thank You

For queries contact Lorraine.Frost@capetown.gov.za

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