



DATE: 26 SEPTEMBER 2024

REPORT TO: COMMUNITY SERVICES AND HEALTH

1. ITEM NUMBER : CSH 10/10/24

2. SUBJECT

**COMMUNITY, ARTS AND CULTURE DEVELOPMENT: STREET PEOPLE
PROGRAMME UNIT MONTHLY ACTIVITY REPORT – August 2024**

ONDERWERP

**GEMEENSKAPS-, KUNS- EN KULTUURONTWIKKELING: EENHEID VIR DIE
STRAATMENSPROGRAM MAANDELIKSE AKTIWITEITSVERSLAG – Augustus 2024**

ISIHLOKO:

**UPHUHLISO/UPHUCULO LWENTLALO NABANTWANA ABASELULA: INGXELO
YARHOQO NGENYANGA ENGOMSEBENZI WEYUNITHI ENGENKQUBO
ENGABANTU ABAHLALA ESITRATWENI YANGEYOMSINTSI 2022- EyeThupa 2024**

Q3349

3. DELEGATED AUTHORITY

In terms of delegation

This report is

- Committee name** : Community Services and Health
- The Executive Mayor together with the Mayoral Committee (MAYCO)
- Council

4. DISCUSSION

The Community, Arts & Culture Development [CACD] Department's Street People Programme contributes towards the effective management of rough sleepers through:

- Awareness raising / Advocacy;
- Referral services / facilitate access to services provided by partner organisations who support rough sleepers;

Making progress possible. Together.

- Actively participate in various fora that serve as an interface between the City and organisations operating in the sector that deals with rough sleepers;
- Guide and participate in research conducted on the phenomenon on rough sleeping; and
- Transversal Management Coordination.

This report serves to provide the Committee on statistics on programme activities and further information of such programmes that have been implemented during the month of August 2024.

The Unit's services include:

a. Awareness Raising and Advocacy

This includes promotion of the Give Dignity Campaign in places that include free-standing shops and malls. Engaging stakeholders at Interface meetings to discuss, plan and respond to matters affecting rough sleepers and the larger community in which they live.

b. Access to social developmental services

Access to substance abuse support programmes, access to EPWP opportunities, assistance in obtaining identity documents and referrals to health and mental health services where necessary.

c. Relocation to various shelters and the Culemborg 1, Culemborg 2, Paint City, Ebenezer and Durbanville Safe Spaces

Clients seeking assistance are referred to the various shelters around the city, including the five Safe Spaces established by the City.

At the shelters and Safe Spaces, they are offered support services to reunify them with their families, to help them relocate to their places of origin and reintegration services. The reintegration services provides them with the tools that will enable them to re-join their communities and society at large and may include soft-skills training, counselling services, job-placements (mainly through EPWP opportunities) and other available work opportunities through partner organizations.

d. Social outreach interventions

The Unit conducts daily social outreach interventions across the City at hot-spots where rough sleepers can be found. The aim of the social outreach interventions is to offer clients our services and social support, in order to reduce the numbers of rough sleepers.

The Street People Units had two thousand two hundred and eight-six (**2286**) engagements with rough sleepers during August 2024. This was achieved through

various interventions, including assessments for placements at the various Safe Spaces and shelters, relocations to places of origin, reunifications with families, and other developmental opportunities.

The Regional Units addressed, one thousand one hundred and thirty (**1130**) EPIC complaints in August through the 107 Call centre. Staff are still faced with the time-consuming challenge of handling EPIC complaints that are emailed and submitted telephonically and not via the EPIC system.

4.1. Expanded Public Works Programme

The following table is an update on the EPWP employment opportunities that were active during August 2024. Contracts for the 107 Call Takers were extended to 30 June 2025 and the Winter Readiness Programme contracts will commence in the 3rd quarter of the 2024/2025 financial year.

EPWP Project	Active Contracts	Comments
107 Call Takers	8	Contract ending 30 June 2025
Winter Readiness	0	Contracts starting 3 rd Quarter
Street People Economics	1	Regions are in recruitment stage
Street People Semi-Skilled Field Workers	18	Regions are in recruitment stage

Table 1: Active EPWP opportunities

4.2 Area Reports for August 2024

Region	Complaints (Email + C3 + EPIC) close	NEW \ SCREENINGS COMPLETED	CLIENT MANAGEMENT / FOLLOW UP	PLACED IN SHELTERS / SAFE SPACES	OTHER REFERRALS /Matrix/ shelter / safe space	NUMBER OF REUNIFICATIONS WITH FAMILY	EPWP Screening / Follow-up/ Referrals
Region 1 (North)	65	619	223	253	9	6	0
Region 2 (East)	68	46	395	3	0	1	0
Region 3 (Central)	0	101	616	26	0	0	0

Making progress possible. Together.

Region 4 (South)	239	98	625	2	4	0	0
TOTAL	372	864	1859	284	13	7	0

Table 2: EPIC and client engagements

I. Summary of stakeholder engagement activities per Region for the month

The different regions continue engaging with stakeholders in their areas through stakeholder engagement platforms which encourage the purposeful and consistent sharing of information to ensure effective, efficient and sustainable collaboration in the sector.

The table below lists the engagements that were carried out during August clearly setting out the challenges, outcomes and highlights raised at these meetings.

Region	NUMBER OF ENGAGEMENTS	CHALLENGES EXPERIENCED AND OUTCOMES	HIGHLIGHTS OF ENGAGEMENTS
REGION 1 (AREA NORTH)			
Durbanville Sub council: 7	1		The team resolved an issue of placing clients at Durbanville Safe Space.
REGION 2 (AREA EAST)			
Interface Stakeholder Meeting: Oasis, Itemba, U-Turn, SW Night Shelters, Cops, Ubuntu, Khulisa [31 August 2024]	1	Safe Space required in Region 2.	<p>Provided feedback on progress regarding Safe Spaces; Developmental programmes; Give Dignity Schedule for the quarter. The Haven shared about expansions, new intake policies. Stakeholders will participate in the upcoming Give Dignity programmes. Criminal vetting completed.</p> <p>Discussed how to optimally use Give Dignity Ward allocation funding.</p> <ol style="list-style-type: none"> 1. Outreaches to Hotspots with stakeholders
	1		

Itemba; Oasis; Cops; SW Nightshelter Subcouncil/ward: 83 [21 August 2024]			<p>2. Stakeholder to identify community organisations that can be visited with Give dignity Programme.</p> <p>3. Preventative outreach with organisations such as ACVV, BADISA and DSD in “sending Areas”</p>
REGION 3 (AREA CENTRAL)			
Women’s Day Event for Client in Claremont CACD Ward 59 Sub council 11 Claremont [07 August 2024]	1		CACD presented basket of service to clients and guests
Kenilworth Christ Church CACD Ward 58 Sub council 11 Claremont [07 August 2024]	1	Challenges with Street people in the areas.	Joint after-hours interventions in Kenilworth, Claremont and Wynberg
U-Turn, Claremont CID, CACD Sub council 11 Ward 59 Rondebosch [14 August 2024]	1		Social Crime Prevention in Claremont. Social Outreach meeting
DSD Goodwood Sub council: 4 Ward: 26 Suburb: Parow [20 August 2024]	1		

<p>Townsend Church Sub council: 4 Ward: 27 Suburb Townsend Estate [21 August 2024]</p>	1	<p>Challenges at the office. OHS Matters Repairs and Maintenance Matters</p>	<p>Profiling of Foreign nationals apartments burnt down. Not Homeless issue-Left for DSD to assist with child that died in incident.</p>
<p>CACD, VRCID, MES, Belville Haven Sub council: 6 Ward: 10 Suburb: Belville Katlegos Hand [29 August 2024]</p>	1		<p>Referral of male client seeking shelter.</p> <p>Placement of client at the facility. Developmental group sessions at the facility. Market day of ELIM Night Shelter.</p> <p>Assessment on all OHS matters reported at ICAN centre office.</p> <p>Joint projects-GDC Survey to be implemented by MES in Belville</p>

Table 3: Region reporting on engagements with Stakeholders

II. Give Dignity Awareness sessions: August 2024

Region	NUMBER OF GIVE DIGNITY CAMPAIGNS
<p>1 (Area North)</p>	<p>Subcouncil 2: Soneike. Pamphlet distribution. [21 August 2024]</p> <p>Subcouncil 7: Stellenryk. Pamphlet distribution. [28 August 2024]</p>
<p>2 (Area East)</p>	<p>Subcouncil 21, Ward 11. Pamphlets and posters distributed at Kuilsriver shopping Centre [26 July 2024].</p>

Making progress possible. Together.

	Subcouncil 8, Ward 84. Pamphlets and posters distributed at Somerset Mall.
	Subcouncil 8, Ward 84. Pamphlets and posters distributed at Strand Business district.
3 (Area Central)	Subcouncil 4, ward 27, Goodwood. Distributed pamphlets to the community and engaged with business owners. [08 August 2024]. Subcouncil 14, ward 49, Athlone. Distributed pamphlets to the community and engage with business owners.
4 (Area South)	Subcouncil 20, ward 65, Wynberg. Distributed pamphlets to the community and engaged with business owners. [29 August 2024]. Subcouncil 20, ward 64, Kalk Bay. Distributed pamphlets to the community and engaged with business owners. [29 August 2024].

Table 4: Region reporting on Give Dignity Campaign

III. EPIC Reports: August 2024

CACD EPIC Report 1 August 2024 to 31 August 2024					
Area	Total Amount of Cases Closed	Total Amount of Open Cases	Total Amount of Cases	% Open	% Closed
Area North	460	643	1103	58.30%	41.70%
Area Central	348	10	358	2.79%	97.21%
Area South	263	17	280	6.07%	93.93%
Area East	59	24	83	28.92%	71.08%
Overall Total of Cases	1130	694	1824	38.05%	61.95%

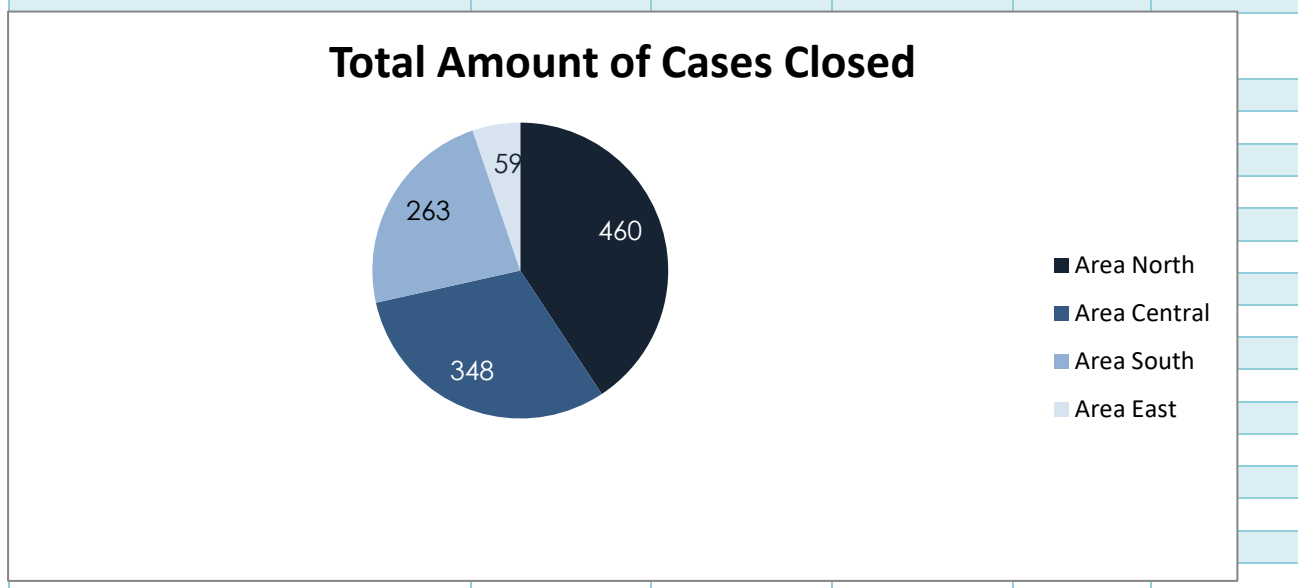


Chart 1: EPIC cases logged per Region

Making progress possible. Together.

4.3 Reports from the Safe Spaces [Culemborg 1, Ebenezer and Paint City]

The next section provides tabulated information on the number of residents by gender and the developmental programmes that were offered to residents at the Safe Spaces during this month.

A. CULEMBORG 1 SAFE SPACE: AUGUST 2024

Site capacity	230
Average occupancy	Males = 167 Females = 21 LGBTQI+ = 2 Total = 188

During **August 2024**, the developmental programmes implemented were as follows:

Training intervention	Number of participants	Service Provider
Job readiness	117	Katalege
Life skills	124	Ikamva International
Rehabilitation	69	Saltun Bahu
Strengthening Families Programme	24	Katalege

B. CULEMBORG 2 PARKING LOT SAFE SPACE: APRIL- JUNE 2024

Site capacity	310
Average occupancy	Males = 182 Females = 95 LGBTQI = 19 Total = 296

Training intervention	Number of participants	Service Provider
Life Skills	52	Z K Consulting
Job Readiness	24	Z K Consulting
Family Strengthening programmes	24	Z K Consulting

C. EBENEZER SAFE SPACE: AUGUST 2024

Site capacity	300
Current occupancy	Males = 137 Females = 30 LGBTQI+ = 3 Total = 167

D. PAINT CITY SAFE SPACE, BELLVILLE: August 2024

Site capacity	250
Current occupancy	Males = 124 Females = 41 LGBTQI+ = 5 Total = 170

During **August 2024**, the developmental programmes implemented were as follows:

Training intervention	Number of participants	Service Provider
Job readiness	102	Katalege
Life skills	127	Ikamva International
Fatherhood programme	54	The Parent Centre
Rehabilitation	10	Ramot and Sanca

4.4 Highlights reported by the Safe Spaces during August 2024

A. Culemborg Safe Space¹

The following highlights were recorded for the month:

Number of clients reunified with family = **0**

Number of clients reintegrated = **16 (16 males, 0 female)**

Total = **16**

REINTEGRATIONS (16):

- **Male client** – Three (3) clients moved to second phase shelter at the Haven Moira Henderson.
- **Male client** – Client found employment and accommodation at Streetscapes.
- **Male client** – Client reintegrated to KZN.
- **Male client** – Client found employment and accommodation on a farm in Paarl.
- **Male client** – Client found employment and accommodation on a farm in Paarl.
- **Male client** - Two (2) clients moved to Tehilla Frail Care Centre.
- **Male client** – Client reintegrated to his own place in Langa.
- **Male client** - Client moved to District 6 Shelter.

Making progress possible. Together.

- **Male client** – Reunited with his family in Limpopo.
- **Male client** – Client reunified with his Aunt in Langa.
- **Male client** – Client moved to Kalk Bay Shelter.
- **Male client** – Client reunified with his family in Malmesbury.
- **Male client** – Client reunified with his Aunt in Milnerton.

B. Culemborg Parking Lot Safe Space

Number of reintegrations= 5

- Male client was reintegrated into independent living in Goodwood (DCI Housing Services)
- Female client was reintegrated into independent living in Goodwood (DCI Housing Services)
- Male client was reintegrated into independent living in Bloemfontein
- Male client was re-unified with his family in Brooklyn
- Male client was relocated to Tehilla Collaborative Community Centre Elsie's River.

C. Ebenezer Safe Space

The following highlights were recorded for the month:

Number of clients reunified with family = **1 (1 male, 0 females)**

Number of clients relocated = **0**

Number of clients reintegrated = **0**

Total = **1**

- **Male client** – Client moved to Moira Henderson.

D. Paint City Safe Space

The following highlights were recorded for the month:

Number of clients reunified with family: **4 (4 male, 0 Females)**

Number of clients reintegrated: **4 (3 Males, 1 female)**

Total = 8

- Female Client: Client reintegrated to family friend in Bredasdorp.
- Male Client: Found employment, reintegrated to Durban KwaZulu Natal.
- Male Client: Client found employment as a welder, reintegrated to Pretoria
- Male Client: Client Found employment on a Farm, reintegrated with employer in Delft.

Reunifications (4):

- Male Client: Client reunified with his sister. Client is employed in Bonteheuwel.
- Male Client: Client reunified with his mother in Bellville South.
- Male Client: Client reunified with his daughter in Beacon Valley Mitchell's Plain.
- Male Client: Client reunified with his brother and obtained employment in KwaZulu, Durban.

4.5 Highlights reported by the Region offices

A. Region 1

The Street People Unit played an active role in the CBD eviction process, where individuals from designated locations were meaningfully engaged and successfully placed at the Ebenezer Safe Space. As part of the operation, the unit facilitated the placement of 176 rough sleepers into safe spaces. The team contributed to a well-coordinated and efficiently executed operation.

B. Region 2

AREA	DESCRIPTION OF ENGAGEMENTS AND OUTCOMES
Strand	Background: Longterm Homeless male client from the Strand requested assistance and was placed at Paint City
Kuilsrivier	Background: Male Client absconded from Paint City and returned to kuilsrivier but requested shelter placement- Client was placed at the Haven Bellville
Kuilsrivier	Background: Female Client completed her programme at Somerset West Night Shelter and was reunified with her family in Kalkfontein
Kuilsrivier	Background: Client returned from the Haven Paarl was back on the street for about a month and was placed at the Church Street Night shelter in Somerset West

4.6 Additional supplementary statistical data

Average daily bed spaces available at Shelters - August 2024

These stats are captured on a weekly basis. The information reflects the statistics captured during the last week of August 2024.

Average daily bed spaces available at the Shelters - August 2024

Statistics for the 4th week of August

Shelter	Actual Beds	Male availability	Male availability – 2 nd phase	Female availability	Family units / frail care	Current Available Capacity

Making progress possible. Together.

			(60 beds)			
Bellville	70	2	-	1	n/a	3
Claremont	38	0	-	0	n/a	0
District Six	90	0	-	1	n/a	1
Kalk Bay	47	0	-	0	n/a	0
Kensington	80	1	-	2	n/a	43
Kraaifontein	98	2	-	2	n/a	4
Moira Henderson House	70	0	0	0	1	1
Napier Street	156	0	0	0	n/a	0
Retreat	104	5	-	0	n/a	5
Wynberg	60	2	-	0	n/a	2
Homes (IL/AL/Frail)	129	0	-	3	2M 0F	5
	942	12	0	7	3	24

Financial Implications

 None
 Opex
 Capex

 Capex: New Projects

 Capex: Existing projects requiring additional funding

 Capex: Existing projects with no additional funding requirements

Policy and Strategy

 Yes
 No

Legislative Vetting

 Yes
 No


 Making progress possible. Together.

Legal Implications Yes No

Staff Implications Yes No

Risk Implications Yes The risks for approving and/or not approving the recommendations are listed below:

No Report is for decision and has no risk implications.

No Report is for noting only and has no risk implications.

POPIA Compliance Yes It is confirmed that this report and the content of the annexures have been checked and considered for POPIA compliance.

5. RECOMMENDATIONS

Delegated: for decision by the Portfolio Committee:

It is recommended that the report be noted by: Community Services and Health Portfolio Committee

AANBEVELING

Gedelegeer: vir besluitneming deur die Portefeuljekomitee:

Daar word aanbeveel dat die Portefeuljekomitee oor Gemeenskapsdienste En Gesondheid kennis neem van die verslag.

ISINDULULO

Sigunyazisiwe: isigqibo seseKomiti yeMicimbi yeSebe:

Kundululwe ukuba makuqwalaselwe ingxelo yiKomiti yeSebe leeNkonzo zoLuntu nezeMpilo.

ANNEXURES**FOR FURTHER DETAILS CONTACT**

NAME	Megan Pangen	CONTACT NUMBER	021444 5926
E-MAIL ADDRESS	Megan.Pangen@capetown.gov.za		
DIRECTORATE	Community Services & Health	FILE REF NO	eAgenda 526670

Approval Form

Supported for inclusion on the agenda



CACD SPPU August 2024 Activity Report

Report Reference: 526766
Meeting: Section 79 Portfolio Committee - Community Services and Health
Meeting Date: 07.10.2024
Meeting Venue: Committee Room A

Contact Person: Megan Pangeni
Contact Telephone: 0214445926
Contact Email: MEGAN.PANGENI@CAPETOWN.GOV.ZA

Item	Section	Approver	Approval	Approved Date	Approver Comments
01	Author	Kebone Lehulere	Approved	26.09.2024 12:21:03	
02	Director/Directorate Support Manager/Chief	SAULS ALFONSO	Approved	26.09.2024 12:25:36	
03	Executive Director	Zukiswa Mandlana	Approved	26.09.2024 17:36:10	
04	Legal Compliance	Joan Mari Holt	Approved with Comments	27.09.2024 14:58:58	For information.
05	Chairperson	Ronel Viljoen	Approved	30.09.2024 09:15:37	

ECS Officer: