



Wes-Kaapse Provinsiale Parlement
Western Cape Provincial Parliament
IPalamente yePhondo leNtshona Koloni

WCPP 11/4/11

MINUTES OF PROCEEDINGS

STANDING COMMITTEE ON SOCIAL DEVELOPMENT

Tuesday, 6 September 2022, (at 14:00) Committee Room 2, 4th Floor

PRESENT

Democratic Alliance

Plato, D (Chairperson)

Fry, C

Philander, WF

African National Congress

BakuBaku-Vos, NG

Additional Member

Windvogel, R (ANC)

Absent

Makamba-Botya N (EFF)

Persons in attendance

(Attendance register available)

1. Opening and welcome

The Chairperson opened the meeting and allowed for brief introductions.

2. Briefing by the Department of Social Development on Older Persons Programme

Mr. Jordan proceeded to brief the Committee on the funding of Old Age Homes in the province with a specific focus on rural areas. He reported that according to Statistics South Africa, the Western Cape has an estimated number of 770 847, persons that are 60 years and older in 2022, and 58% of this number are women. The number was projected to grow to 1 084 180 by 2031 and will almost triple to 2 044 461 by 2050. The Strategic Objective of the Older Person Programme ensures access to quality social development services for poor and vulnerable older persons, and the programme's purpose was to design and implement integrated services for the care, support, and protection of older persons. The programme focus and outputs include a Developmental approach to aging and seeks to keep older persons in their families and communities for as long as possible; residential care facilities for

frail older persons; alternative care and support models such as home-based care, service centres, senior clubs, independent living, assisted living; registration of residential facilities and Community-based care and support services; monitoring and reporting processes, 3 - 5 year cycle; and manual register the notification of for elder abuse. He reported that the Older Persons Abuse Register was ready for implementation.

The budget allocation for the Older Person's Programme in the 2021/22 financial year was R 252 228 000. The Western Cape has a total of 287 residential facilities for older persons, 173 were private and unfunded, and 114 Homes were funded. The Older Persons Program monitor and assist the funded NGOs annually, or in a 3-year cycle, in terms of the relevant contract, Transfer Payment Agreement legally entered between the NGO and the Department. The Monitoring and Evaluation tools that are being used by DSD M&E officials and social workers on funded NGOs include, desktop monitoring on annual basis; on-site monitoring tool within the the3-year cycle; a quality assurance tool within the 2-year cycle for NPOs who receive more than an R2million; Mentoring and Evaluation tool in the 3-year cycle; audit financial analysis tool annually; rapid Assessment tool annually and part of spot check; progress reports and income and expenditure submitted by NGOs every quarter, and more.

The Committee was informed that if any non-compliance is identified, the line programmes will develop a Service improvement Delivery (SDIP) for NPOs to comply within a 3–6-month period. Follow-ups are done within 6 months to ensure that Service Delivery Improvement Plans are implemented to improve the quality of service delivery by NPOs; and if needed, further capacity building and support to be provided by the Capacity Building Unit on issues of finance and governance management.

In terms of gaps in service delivery, the Department mentioned that residential facilities are not allowed in terms of Older Persons and are also not geared to provide care and services to disabled and frail persons under the age of 60 years thus this matter needs attention. Implementation and roll-out of funded home-based care services need to be prioritised due to residential care facilities becoming more expensive and unaffordable to support frail older persons being cared for in their homes; need to strengthen emergency placement and assessment centre for older persons, and implementation of the National Special Housing Needs Policy and Programme of Dept. of Human Settlements to address the shortage of Independent and Assisted living facilities needed for independent older persons and those needing support in a safe and affordable environment.

Programme priorities include monitoring compliance with prescribed norms and standards; introducing home-based care services with the plan to extend when funds become available; addressing the rights of older persons and strengthening protection services to older persons; lobbying assistance and support for more funding from PT to increase the unit cost for residential facilities which will enable them to render a higher standard of care; and intervention with standalone residential facilities due to lack of capacity and skills, poor functioning of boards and financial mismanagement; appointment of mentor, financial management and support provided by strong, capable facilities.

3. Briefing by the Institute for Contemporary Research Africa (ICRA) on the role of ICRA in assisting the old age homes that are struggling to operate

Dr. Louw, Director for ICRA proceeded to brief the Committee on the programmes of ICRA. He mentioned that ICRA started assisting Old Age Homes in 2015. The Committee was informed that ICRA was dedicated to serving the needs of underprivileged communities. ICRA provides a solid framework of Care Facility Management Services that ensure the highest standard of care for residents of care facilities. Dr. Louw indicated that he specialises in turning financial and operational turnaround of residential facilities by applying the processes developed as part of his Integrated Financial

Governance Framework. The framework of ICRA is aligned with the requirements as set out by the Department of Social Development and ensures care facilities become financially stable while meeting the required care standards. Dr. Louw highlighted some of the challenges in the Old Age Homes that he assisted are related to the constitution of the Homes; financial management; instability of the board; registration of the Homes and inadequate skills resulting in board members not changing. He also mentioned that some of the Homes were not sustainable. Dr. Louw emphasised that Norms and Standards of different levels of Old Age Homes need to be prioritised.

4. Status update by the provincial SASSA on Social relief grant

Ms. Bester, Acting SASSA Regional Manager proceeded to brief the Committee. She indicated that the Covid-19 R350 Grant was introduced in May 2020 under the Covid-19 national state of disaster regulations, and with the lifting of the disaster regulations, the grant will be provided under a new legislative framework within its Social Assistance Act, No 13, 2004. Beneficiaries of the former Covid-19 grant are obliged to re-apply for the new SRD (R350) Grant and the regulations in this regard were published in the Government Gazette in April 2022.

It was reported that a person in need of temporary assistance, may qualify for the social relief of distress called the Covid-19 Social Relief of Distress if he or she is a person with insufficient means. The applications for the Grant can be submitted in three ways by WhatsApp; SRD Website and SASSA Chatbox. Applications by WhatsApp, applicants submit their application by sending a message to 0820466553. The applicant will provide personal details as prompted by the chat; will then receive a reference number, an OTP, and a website link to click on; once the applicant clicks on the link, insert the OTP number and click verify; the applicant will provide surname and ID number. The applicant will then be required to confirm the details as provided on the chat and agree to the terms and conditions. Application for the grant can also be made via the SRD Website: <https://srd.sassa.gov.za>; and on SASSA Chatbox: www.sassa.gov.za.

Once the applications are submitted, the ID number, name, and surname of the applicants are verified with Home Affairs; the ID numbers of applicants are matched against approved databases such as UIF, SARS, and NFSAS, and Fraud Risk scoring is done with SASSA Fraud prevention partners. The application is then approved or declined with reasons. It was reported that SASSA clients can lodge a request for reconsideration within 30 days if the applications are declined. This must be done every month. Reconsiderations can be lodged on the website or via the toll-free number.

In March 2022, 1,289,767 Covid-19 SRD grant recipients were from the Western Cape Province. It was reported that this number represented 8% of the recipients in the country. All the recipients have to re-apply for the new SRD grant. The applications commenced in April 2022. During the meeting, SASSA could not confirm the number of new applications received from the Western Cape. SASSA undertook to provide the details once the numbers are available.

During the meeting, the Committee was informed that the Social Relief of Distress (SRD) Policy has been amended, however, the amended policy was not yet signed and can therefore not be presented during the meeting. SASSA undertook to present the amended policy in the next invitation with the hope that it will be signed and approved.

5. Briefing by the provincial SASSA plans in place to deal with loan sharks that are keeping SASSA beneficiary cards

SASSA Western Cape's Provincial Office reported that processes were in place to deal with loan sharks that are keeping the SASSA cards of beneficiaries. SASSA reported that measures were in place to deal with fraud prevention; fraud detection; fraud investigation and fraud resolution.

It was reported that Money Lending was dealt with in accordance to Section 23 of the Social Assistance Act No 13, 2004; National Credit Act No 34, 2005; and Prevention of Organised Crime Act Racketeering Charges. SASSA Fraud Management and Compliance Department, SAPS, as well as National Credit Regulator (NCR), who is an important partner in this process, conducts operations if requested. All confiscated documents are properly documented in the SAP 13; copies of SASSA cards and ID documents are then forwarded to SASSA FMCD; SASSA FMCD forward list to SAPO (Paymaster) to identify beneficiary details and SASSA FMCD retrieve beneficiary information from the Socpen System.

SASSA convene engagement in the presence of SAPS Investigating Officer with the beneficiaries to serve the beneficiaries with warning letters and return SASSA cards to them. The Investigating Officer take down affidavits from beneficiaries for criminal prosecution purposes and SASSA assist with criminal prosecution. SASSA reported to be working closely with Law Enforcement Agencies and other stakeholders to curb the scourge of crime perpetrated against the most vulnerable and poorest of the poor, the social grand beneficiaries from our communities and society.

SASSA continuously sensitizing beneficiaries to not use the SASSA card as security for loans with Money Lenders / Loan Sharks. The SASSA card stays the property of SASSA and must at all times be in the beneficiary's position only. Also sensitizing them during Imbizo's and Stakeholder engagements about the do's and don'ts' with the SASSA grant and card. SASSA beneficiaries are cautioned that the misuse of the social grant is a very serious offence.

The Committee deliberated on the presentations.

6. Resolutions

The Committee resolved to:

- 6.1 Schedule a follow-up meeting with the Department of Social Development and discuss the Older Persons Programme.
- 6.2 Invite SASSA back to brief the Committee on the SRD Policy once it is concluded and signed off.
- 6.3 Work with SASSA on awareness programmes on SASSA Cards and Loan Sharks.

7. Recommendations

The Committee recommended that the Department of Social Development should come up with a definite figure of what the budget of Old Age Homes should be. DSD to do costing of what the Old Age Homes need versus what they have.

8. Request for information

The Committee requested that

- 8.1. The Western Cape Provincial SASSA should submit to the Committee a detailed breakdown on cases of SASSA loan shark per region in the Western Cape, reported from 2019 -2022.

The meeting adjourned at 16:40.

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MR D PLATO, MPP
CHAIRPERSON: STANDING COMMITTEE ON SOCIAL DEVELOPMENT
WESTERN CAPE PROVINCIAL PARLIAMENT