



Western Cape
Government

NORMS AND STANDARDS FOR SHELTERS FOR HOMELESS ADULTS

April 2015

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Acronyms:

CRC - Convention on the Rights of the Child

DSD – Department of Social Development

ICESCR - International Covenant on Economic, Social and Cultural Rights

ICCPR - International Covenant on Civil and Political Rights

N & S – Norms and Standards

NGO – Non-Governmental Organizations

PDP - Personal Development Plan

FOREWORD BY ALBERT FRITZ

WESTERN CAPE MINISTER OF SOCIAL DEVELOPMENT

As Western Cape Minister of Social Development I am privileged to lead this department into a new 5 year term of office, wherein we will seek to deliver effectively and efficiently on our constitutional, legislative and electoral mandates, as well as the objectives of the National Development Plan.

The work of Social Development during this new term will be guided by a set of five Provincial Strategic Goals, which bring these various mandates together and translate them into a set of service delivery priorities. Of particular importance for Social Development is Provincial Strategic Goal 2: *Improving education outcomes and opportunities for youth development*, and Provincial Strategic Goal 3: *Increasing wellness, safety, and reducing social ills*.

It is specifically in light of Provincial Strategic Goal 3 that the department has finalized and initiated the new norms and standards for shelters for adults.

These norms and standards introduce the Department's first steps toward aligning our services to vulnerable groups, such as the homeless, to our Strategic Goals, taking into account the latest research data on socio-economic needs and challenges in the province. Our services to adults in shelter take a holistic approach of support and reintegration into their families and society.

In line with Provincial Strategic Goal 3, our services will provide psycho-social support services to reduce harms related to social ills experienced by adults living on the streets, and who find themselves reliant on shelters in the province, such as;

- Treatment and related interventions for substance abuse
- Interventions to protect homeless adults with children from abuse
- Care and support for homeless adults experiencing undue hardship and violence
- Support to families and youth at risk

In order to ensure that the department can execute its new mandate within an increasingly constrained economic environment, part of the task that lies ahead involves continually improving organizational development and support to our NGO partners working in this area. The department is guided by 11 principles in this regard, namely;

1. accountability,
2. empowerment,
3. rights,
4. non-judgemental,
5. self-reliance,
6. health and safety,
7. participation,
8. collaboration,
9. nutrition,
10. appropriateness,
11. privacy and confidentiality.

We as a department remain determined to play our part and deliver to the people of the Western Cape. Effectively addressing the social challenges we face remains an overwhelming task, particularly in the context of a rapidly growing provincial population and a shrinking national fiscus. I trust that this Norms and Standards for Shelters for Homeless Adults document articulates our response to the challenge in a clear and focused manner, and will guide our management, staff and NGO partners well as they proceed with its implementation.

24 April 2015

SECTION 1: INTRODUCTION

The situation of homeless persons is a world-wide phenomenon. It was estimated that 100 million people worldwide were homeless in 2005 (Homelessness Wikipedia: 2005). In South Africa it is evident that a significant number of people experience homelessness, especially in urban areas. According to the City of Cape Town, it was estimated that approximately 7 000 people live on the streets of Cape Town (Street People Policy: 2013). People are living on the street particularly in areas such as the City Centre and near transport hubs where economic opportunities exist. According to the number of residential care for homeless adults in the province, less people are accommodated in shelters for homeless adults in rural areas and other regions in the province.

Metropolitan areas, such as the municipality of Cape Town, despite having a relatively 'strong' economy, have large numbers of low skilled unemployed immigrants and locals who find themselves living on the streets. Many of these homeless people have long-term estrangement from their families of origin and significant attachment issues. These require a significant investment in the provision of shelter accommodation coupled with the provision of social welfare services that promotes social inclusion and reintegration. The provision of sheltered accommodation is therefore a critical component of the intervention for people living on the streets.

A variety of services are rendered to homeless people in South Africa. These services may include: provision of food; shelter and clothing; skills development and career development. The implementation of services is usually managed by community and non-government organizations supported by government, businesses, faith-based institutions and individual donors. It is important that social developmental services are available and implemented to support these vulnerable persons to regain their dignity and become resourceful citizens of our country.

In South Africa various initiatives to provide for the needs of homeless people were engaged by the above-mentioned institutions. Although the phenomenon of homelessness amongst adults seemingly increased over the past few years, and the support from government and the business sector, no formal Norms and Standards (N & S) existed to regulate the services to this group of vulnerable sector of our society. The focus of this N & S will be on sheltered services for homelessness adults in the Western Cape Province.

SECTION 2: THE NEED FOR NORMS AND STARNDARDS FOR SHELTERS

There is general consensus that people living on the streets are considered to be a vulnerable and marginalised group and that shelter for homeless adults provides a critical lifeline to this target group. It is also generally understood that many, if not all, people living on the street have accessed or will access shelter accommodation at one point in their lives.

Many will, in the course of their contact with shelters, continue to stay for a significant period of time, where they will receive basic social services and ultimately move towards independence and self-reliance. On the other hand, a significant number will access shelters for a shorter period of time, from shelter to shelter, while a significant number will, for various reasons, avoid shelter contact.

The norms and standards will have particular relevance for those that will access shelter services, the organisations providing the services, the funders of these services, government and the various stakeholder that have a role to play either directly or indirectly in the street people sector. The need for norms and standards is framed within the context of what is needed to best serve the interest of people accessing shelters for homeless adults and to provide the minimum acceptable level of care and services within the shelter context. In addition, the norms and standards will assist in setting clear guidelines on how these services are to be provided. The norms and standards will also be monitored and evaluated to ensure compliance and measure the achievement of the expected level of performance and improvements.

Shelters have a responsibility to promote the delivery of safe, accountable and cost-effective services for homeless people. Government is committed to ensuring shelter services are delivered in ways that will help people living on the streets to gain access to essential and basic social services that promotes their dignity, provide choices, respect diversity and ensure public value for funding and to ensure that shelters meet acceptable standards.

The Western Cape Department of Social Development has a long-term vision and commitment to partner with Non-Governmental, Non-Profit Organisations and related institutions to care for people who find themselves on the streets. Whilst government does not directly operate shelters, it partners with NGO's to provide these services through Transfer Payment Agreements and through lease agreements in terms of property.

SECTION 3: DEFINITIONS

3.1 FAMILY

A societal group that is related by blood (kinship), adoption, foster care or ties of marriage (civil, customary or religious), and cohabitation, and go beyond a particulate physical residence. (*White Paper on Families in South Africa*).

3.2 FAMILY PRESERVATION SERVICES

All programmes and services that aim to preserve families including counselling, family therapy, marriage preparation, marriage enrichment and programmes for families in crises.

3.3 PERSONAL DEVELOPMENT PLAN

A specific social developmental plan for each client based on the human needs related to the homelessness to strengthen human assets and relationships in order to restore their dignity and develop self-reliance.

3.4 SOCIAL DEVELOPMENTAL SERVICES

Midgley (1995:250) defines social development as "a process of planned social change designed to promote the well-being of the population as a whole in conjunction with a dynamic process of economic development".

3.5 HOMELESSNESS

The concept refers to a person(s) without a sheltered place to live in. Homeless persons are most often unable to acquire and maintain regular, safe, secure and adequate housing. This includes persons without a family and sufficient support systems.

3.6 STREET PEOPLE

The terms "homelessness" and "street people" are often used interchangeably. The main difference is between people who have landed on the street and being traumatized due to circumstances beyond their control (homeless), and others who are quite satisfied to live on the streets, where it is a matter of a choice (street people). Being a "street person" is also associated with a degree responsibility and coping mechanisms. (Street people often choose to live on the streets due to difficult circumstances at the place of origin, where lesser responsibilities are required and ability to cope under "unusual" circumstances with the bare minimal human physical protection).

3.7 REUNIFICATION

The reunification of family members with their families after being detached from the family and the process of empowering and supporting the client and family, the extended family to be reunited with their family over time. Reunification in this context refers to persons over the age of 18 years.

3.8 REINTEGRATION

The reintegration of family members with their families or community after being detached from the family or community and the process of empowering and supporting the client and family, the extended family or community to be reintegrated with their family or community over time. Reintegration in this context refers to persons over the age of 18 years.

3.9 ABSCONDMENT

Abscondment is when a resident in a shelter leaves the shelter without engaging in a programme of reintegration or reunification – with no follow-up contact details and or willingness to cooperate with external service providers.

3.10 SHELTER

A shelter is a safe place where homeless adults can be stabilized in a physical structure on a temporary basis to provide in their immediate needs, and work towards rebuilding human dignity and self-reliance.

3.11 BED

A bed refers to a piece of furniture with a mattress intended for sleeping.

3.12 BED CAPACITY

This is the maximum number of beds in a shelter facility as indicated in the Population Certificate issued by local government.

3.13 SOCIAL INTEGRATION

Social Integration refers to the supportive relationships on community level, whereas social support mainly refers to individual, group and community level. Social integration is promoted through active and continued participation in social, economic, cultural, and spiritual and public affairs enhancing the intergeneration relationships within families, communities and the reduction of inequality, discrimination and marginalized vulnerable groups (Norms and Standards for services to families, September 2012).

3.15 NORMS

A norm is regarded as a guideline about how members and participants should act within a given context.

3.16 STANDARDS

Minimum standards will ensure that services are rendered in a specific, planned and effective manner.

3.17 FIRST AND SECOND PHASE FACILITY

First phase facility is designed for potential and current clients who come directly from the street to shelter to provide in their most basic needs.

Second phase facility is designed for potential and current clients need to stabilize in a shelter after first phase period. It is especially directed towards clients who are working and in a position to function independently. The facility should be more flexible, private and prepare clients for reunification or reintegration into society.

SECTION 4: MANDATES

4.1 CONSTITUTION OF THE REPUBLIC OF SOUTH AFRICA (1996)

The supreme institutional framework that guides the implementation of South Africa's policies and legislation is the Constitution of the Republic of South Africa 1996 (Act no. 108). The Norms and Standards for Homeless Shelters focus on promoting family life and strengthening the family, which resonates especially with sections 26 and 27 of the Constitution. The provision of sheltered accommodation is of a temporary nature and measures should be taken to facilitate reunification with families or reintegration into society.

These constitutional provisions directly influence the plight of the family and the manner in which its members contribute towards society's well-being and stability.

4.2 WHITE PAPER ON FAMILIES (2013)

The White Paper on Families views the family as a key development imperative and seeks to mainstream family issues into government-wide, policy-making initiatives in order to foster positive family well-being and overall socio-economic development in the country. The specific objectives are to:

- Enhance the socialising, caring, nurturing and supporting capabilities of families so that their members are able to contribute effectively to the overall development of the country;
- Empower families and their members by enabling them to identify, negotiate around, and maximize economic, labour market, and other opportunities available in the country; and
- Improve the capacities of families and their members to establish social interactions which make a meaningful contribution towards a sense of community, social cohesion and national solidarity.

4.3 WHITE PAPER FOR SOCIAL WELFARE (1997)

The White Paper for Social Welfare is the first overall social welfare policy under the 1996 Constitution and it reaffirms Government's commitment to securing basic welfare and human rights and active citizen participation in promoting human well-being. Its stated vision is to reform the apartheid era residual social welfare system and to bring it in line with the new constitutional framework and binding international law. Section 1 in Chapter 8 focuses on the family and the life cycle: families, children, youth and ageing and outlines strategies to promote family life, as well as to strengthen families. The White Paper for Social Welfare's developmental paradigm aims to guide the implementation of pro-family policies and services in the country.

4.4 STREET PEOPLE POLICY, CITY OF CAPE TOWN (2013)

The City of Cape Town Street People Policy's vision and commitment is focused on addressing the challenges of Street People in Cape Town. The overarching objective is to reduce and to manage the number of people living and / or working on the streets through a holistic, developmental, integrated and realistic approach.

SECTION 5: GUIDING PRINCIPLES

The Norms and Standards for Shelter for Homeless Adults will be grounded in a set of principles and values that promote a philosophy for service provision. These principles and values are not shelter standards, but rather help guide the delivery of shelter services.

PRINCIPLE 1: ACCOUNTABILITY

Everyone who intervenes in the lives of people living on the street should be held accountable for the delivery of an appropriate and quality service.

PRINCIPLE 2: EMPOWERMENT

The resourcefulness of each person should be promoted by providing opportunities to use and build their own capacity and support networks on their own choices and sense of responsibility.

PRINCIPLE 3: RIGHTS

All homeless persons have the right to shelter service regardless of political or religious beliefs, ethno-cultural background, (dis)ability, gender identity and/or sexual orientation. Staff must respect and be sensitive to the diversity of clients.

PRINCIPLE 4: NON-JUDGEMENTAL

The shelter will provide an atmosphere of dignity and respect for all shelter clients, and provide services in a non-judgmental manner.

PRINCIPLE 5: SELF-RELIANCE

Clients are capable of moving toward increasing levels of self-reliance and self-determination. Shelter staff must work with clients to assist them in achieving their goals.

PRINCIPLE 6: HEALTH AND SAFETY

The health and safety of clients, volunteers and staff is of the highest importance in each shelter. Training, policies, procedures and regular maintenance are intended to encourage, improve and maintain the health and safety of all people residing, volunteering and working in the shelter.

PRINCIPLE 7: PARTICIPATION

In order to provide effective shelter programs and services, shelter clients must be involved in service provision, program planning, development and evaluation, and policy development.

PRINCIPLE 8: COLLABORATION

Shelters are part of a larger network of homeless services and agencies. Collaboration within this network is important to ensure effective and co-ordinated services.

PRINCIPLE 9: NUTRITION

All people staying in shelters will have access to safe, nutritious and culturally appropriate food.

PRINCIPLE 10: APPROPRIATENESS

All services should be the most appropriate for the individual, the family and the community.

PRINCIPLE 11: PRIVACY AND CONFIDENTIALITY

Shelter staff often has access to detailed and highly sensitive personal information about clients. Protecting the privacy and confidentiality of shelter clients and their personal information is of the utmost importance.

SECTION 6: A RIGHTS BASED APPROACH

The Universal Declaration of Human Rights, which was adopted in 1948, proclaims a very basic idea: That ALL human beings are born free and equal in dignity and rights. These rights cannot be conferred by government, instead government are duty bound to protect these rights.

Human Rights have special significance in the South African context. The Constitution of the Republic of South Africa written in the aftermath of Apartheid protects the equality of all its citizens, including the most marginalized of them all.

People living on the streets constitute some of the most vulnerable and marginalized sections of the population who often face violations of a wide range of human rights. Access to safe and secure shelter is one of the most basic human rights. A person who is homeless may be facing violations of the right to an adequate standard of living, the right to security of the person, the right to privacy, the right to freedom from discrimination, the right to vote and many more.

These human rights are protected by a number of international human rights treaties, including the International Covenant on Civil and Political Rights (ICCPR), the International Covenant on Economic, Social and Cultural Rights (ICESCR), and the Convention on the Rights of the Child (CRC).

Clients who access shelter services have the right to:

1. Be treated in a non-judgemental and respectful way.
2. Be free from discrimination and harassment.
3. Have a fair and clear complaint and appeal process without fear of punishment.
4. Receive safe, adequate, nutritious and healthy food.
5. Provide input and feedback into shelter programs and policies.
6. Be involved in decisions that affect them.
7. Identify reasonable goals and receive support from staff to achieve them.
8. Be given information about services and resources in order to make informed decisions.
9. Have forms and requests for information explained.
10. Have personal information treated confidentially. (Refer to Template 5).
11. Lodge a complaint and have their concerns addressed.

Clients are responsible to:

1. Follow the rules of the shelter.
2. Treat shelter staff and other shelter clients with respect.
3. Respect the private property and belongings of other shelter clients.
4. Respect the private property and belongings of the shelter.
5. Work with staff to improve their socio-economic situation within their capacity.

SECTION 7: NORMS AND STANDARDS FOR SHELTERS FOR HOMELESS ADULTS

1. Registration of Shelters

Sub-section	Norms	Standards
1.1 Registration of Shelters	<p>1.1.1 All organisations operating shelters for homeless adults must be duly registered in terms of the applicable legislation.</p> <p>1.1.2 All organisations operating a shelter for homeless adults must comply with the relevant local government regulations and by-laws.</p> <p>1.1.3 A Central Register must be kept by the Western Cape Department of Social Development of all Shelters for Homeless Adults (Hereafter referred to as Shelters) operating in the province.</p> <p>1.1.4 Once registered, Shelters must provide regular (annually) reports to the Western Cape</p>	<ul style="list-style-type: none"> • A shelter must be registered as a Non-Profit Organization according to the Non-profit Organisations (NPO Act 71 of 1997). • A non-profit organisation (NPO) must register with the NPO Directorate in the National Department of Social Development. • An NPO can be a Trust, a company or any other Voluntary Association of persons, which has a public rather than a private purpose, and which does not operate for profit (not-for-profit means that the NPO's property or income is not paid out to its office bearers, except as payment for work done or services rendered). • In the case of Voluntary Associations, organisations must be registered in terms of Non Profit Organisations Act, Act 71 of 1997. • In the case of Section 21 Companies, organisations must be registered as Section 21 Company under the Companies Act, Act 61 of 1973. • Trusts that have registered with Master of the Supreme Court under the Trust Property Control Act, Act 57 of 1988. • A Shelter must adhere to the Occupational Health and Safety Act No 85 of 1993. • A Shelter must adhere to the Health Act, Act No. 63 of 1977.

		<ul style="list-style-type: none"> • A shelter that accommodates five (5) or more mental health clients must be registered in terms of the Mental Health Act (No 17 of 2002). • A Shelter must have received permission to operate a shelter in terms of the Local Government Land Zoning regulations according to Local Government Regulations (Requirement of physical structure, e.g. Zoning). • A shelter must comply with relevant Fire and Safety By-laws of the local authority. • A Health and Safety Clearance Certificate must be issued and renewed regularly. • A Population Certificate must be issued to indicate the number of clients that can be accommodated within a shelter. • Shelters must be registered with the Provincial Department of Social Development. • The Department of Social Development must keep an updated Register of all shelters for homeless adults in the province. • A Shelter must provide proof or plan of standard of care. A description or register of developmental services must be in place. • Developmental Services and programmes may include family preservation services, family reunification, etc.
1.2. Central Register	1.2.1 A Central Register must be kept by the Western Cape Department of Social	<ul style="list-style-type: none"> • The Department of Social Development must keep a register of all clients accessing shelter services in the province.

Development for all **clients in Shelters for Homeless Adults** operating in the province.

- Shelters must provide quarterly report on the number of clients accessing shelter services.
- A Shelter must maintain an internal register for clients including the following information:
 - Name and surname; Identity Number, contact details of next of kin; date of entry into the shelter, etc.
 - Records of developmental programmes
 - Record of internal and external movement of clients.
- The Shelter management must report to the Central register on a daily basis.
- Services – programmes- include social development, family reunification

	<p>2.1.3 The admission policy must ensure justice and equal access to shelters.</p> <p>2.1.4 Admission criteria must be in line legislative requirements</p>	<ul style="list-style-type: none"> • Shelters that are not able to admit a person who is homeless for whatever reason must provide a referral to another shelter or other appropriate facility. • Pensioners should be referred to the City of Cape Town, or their appropriate municipality, for assisted living accommodation or for admission to an Old Age facility if possible. • The shelter may provide a referral, confirm the bed is available and provide transportation assistance if required. • No person should exit a shelter without an exit plan, where applicable. • In cases where it is necessary to transfer a resident to another shelter, shelters should work co-operatively whenever possible. • Exceptional circumstances where clients may exit without a plan in place - including assault of staff or clients, other violent behaviour, possession of weapons, trafficking in illegal drugs, or serious behaviours that compromise the health and safety of his/her own other clients and/or staff. • Shelters may not exceed their bed space capacity. • During extreme cold weather, it is necessary that shelters relax service restrictions, admission eligibility criteria and extend access hours wherever possible in order to minimize risk factors to homeless persons.
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<p>2.2 Assessment Centres</p>	<p>2.2.1 Assessment Centres may be established and /or supported by Local Government or municipalities within particular areas for the purpose of assessing new referrals and ensure proper access to appropriate shelters.</p> <p>2.2.2 The management and maintenance of these Assessments Centres may be outsourced to reputable Non- Governmental Organizations.</p> <p>2.2.3 Existing Shelters may incorporate assessment processes into regular operational procedures.</p>	<ul style="list-style-type: none"> • Assessment Centres managed and /or supported by Local government or municipalities must adhere to the registration requirements as stated in Sec.1. • The assessment procedure must be documented and managed by Assessment centres as well as Shelters that incorporate assessments into the regular operational procedures. • Records of assessments and referrals must be kept and managed by Assessment Centres and Shelters.
<p>2.3 Assessment criteria</p>	<p>2.3.1 Assessment criteria must be documented and managed by Assessment Centres and Shelters.</p>	<ul style="list-style-type: none"> • Assessment criteria must be available to all potential clients and external service providers and stakeholders. • Assessment criteria must be clear and non-discriminative. • Assessment criteria must ensure justice and equal access to shelters. • Assessment should be conducted or facilitated by registered social workers.
<p>2.4 Referral system</p>	<p>2.4.1 A referral system must be implemented and maintained by assessment centres and Shelters.</p>	<ul style="list-style-type: none"> • Assessment Centres and Shelters must provide a referral a letters with each external referral for services that cannot be provided by the facility. Proof / a copy of such a referral should be filed.

		<ul style="list-style-type: none"> • Feedback regarding referrals must be requested and followed up by a facility that made the referral.
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3. Service delivery – Intervention

Sub-section	Norms	Standards
3.1 Personal Development plan (PDP)	<p>3.1.1 A Personal Development Plan (PDP) must be compiled for each resident and documented by the Shelter manager / Supervisor / Social Worker to ensure personal growth and development of clients. It is expected that the clients stay at the shelter for a maximum of six (6) months. If the period needs to be extended, a valid motivation must be provided.</p> <p>3.1.2 Each resident must be provided with an exit strategy as part of the Personal Development Plan.</p>	<ul style="list-style-type: none"> • The PDP should be developed by the social worker (or caregiver where a social worker is not available) in close cooperation with the client and include the following information: <ul style="list-style-type: none"> ◦ Age; Identity Document number; Literacy level; Work experience; Goals and strengths; focus on current needs. • The progress of intervention based on the PDP must be assessed regularly. • The exit strategy must be clear and realistic. This exit strategy must be updated regularly. • Rules, regulations and shelter arrangement of the shelter must be communicated with all clients, signed by both parties and documented on file. • Reasons must be provided if exit strategies cannot be implemented and alternative strategies be developed. Clients who refuse to comply with the PDP and exit strategy should be issued with a warning and provided with an opportunity to comply. • Developmental interventions may include: Substance Abuse treatment; working towards alternative accommodation; assistance with finding employment; health and personal care and Life skills development.

		<ul style="list-style-type: none"> • The social worker (or supervisor / caregiver) need to fulfil the function of the case manager in terms of all services related to client care. • The Social auxiliary worker must be supervised by the Social worker. • A clear communication and reporting protocol between the Social worker, manager and supervisor must be available and utilised. • In the situation where a shelter does not employ a social worker the supervisor / caregiver or manager should provide case management. • The client or resident may stay in the shelter for a maximum period of six (6) months. In cases where the period is exceeded, proper motivation for the extension of stay must be provided.
3.2 Sheltered facility	3.2.1 Sheltered facility must be provided to clients on entry and for the duration of stay at the Shelter.	<ul style="list-style-type: none"> • Sheltered facility include the following: <ul style="list-style-type: none"> ◦ Sleeping, dining, ablution and laundry facility • Facilities must be hygienic, sanitized and healthy. • The privacy of clients must be respected.
3.3 Meals	3.3.1 Clients must be provided with balanced, healthy meals for the duration of the stay at the Shelter.	<ul style="list-style-type: none"> • The menus and meal roster for the week must be displayed in the kitchen and dining room of the Shelters. • Clients who earn an income such as stipends, salaries or government grants should contribute towards the meals and accommodation. • Rules for non-compliance with the shelter rules and regulations regarding payments for meals and accommodation must be clearly communicated with clients and displayed at the reception and strategic locations within the Shelter. • The kitchens and storage places within the Shelter must be in a

		<p>hygienic and healthy condition at all times.</p> <ul style="list-style-type: none"> • Meal times must be set and include adequate and nutritious food; three meals a day. • A lunch pack should be provided to clients who have informed staff they will be late due to work commitments. • Tea time snack morning and afternoon for older persons should be provided. • Provision should be made for different menus for different diets and cultures / religions. • Basic food should be purchased from suppliers and not dependant on donations only. • All donations for meals must be declared and recorded in a donation register. The utilization of these donations must be indicated in the donation register.
<p>3.4 Ablution facilities</p>	<p>3.4.1 Ablution facilities must be in a hygienic and healthy condition at all times.</p> <p>3.4.2 The ablution facilities must be available to clients for basic needs.</p> <p>3.4.3 The utilization of the ablution facilities must be recorded and managed effectively.</p>	<ul style="list-style-type: none"> • Proper functioning flushable toilets must be available to all clients. • Toilets and shower facilities must be available to all clients (<i>1 – 8 per person is reasonable</i>) • Ablution facilities must be cleaned twice a day. • Enough toilet paper must be available to clients and drop-in clients. (No newspaper or phone books must be used). • Sufficient privacy must be available to all clients. Separate facility for males and females is necessary. • For safety reasons, non- slippery and non- lockable ablution facility should be available. If shared by both males and females, facilities should be lockable.

<p>3.5 Skills Development</p>	<p>3.5.1 The Shelter management must make provision for Skills Development programmes for clients. Where such programmes are not available, clients can be referred to neighbouring service providers.</p> <p>3.5.2 Report about skills development must be kept on record in programme files and indications of participation in such programmes must be recorded in personal files of clients. Information must be kept confidential at all times.</p> <p>3.5.3 Progress about participation in skills development programmes must be recorded and incorporated into a monitoring and evaluation system.</p>	<ul style="list-style-type: none"> • Possible skills development programmes can include, and ranging from basic to more complex: <ul style="list-style-type: none"> ○ Life skills coaching ○ Exit plan coaching ○ Vegetable gardening ○ Brick making project ○ Abet classes ○ Health care coaching ○ Narcotics Anonymous (NA)/Alcoholic Anonymous (AA) ○ Carpentry course ○ Auto detail course ○ Finance/budgeting coaching
<p>3.6 Employment Support</p>	<p>3.6.1 Employment support should be provided to clients in need by managers and supervisors.</p>	<ul style="list-style-type: none"> • A database for possible employment opportunities should be kept and maintained by the managers and / or supervisors of the shelter. • Weekly/monthly train ticket may be provided to clients who are searching for employment. A job seeking form must be implemented. • Job readiness skills should include CV compilation and Job Shadowing. • Job seekers form need to be utilized by clients to show commitment and efforts made to seek jobs. • Shelters should share employment support amongst each other.
<p>3.7 Payment for services</p>	<p>3.7.1 The rules and regulations regarding payment of services must be agreed upon by management, staff and clients representatives. The basis for payments must be clarified.</p>	<ul style="list-style-type: none"> • Each resident must be provided with a copy of the rules and regulations of the Shelters, including payment for services. • The rules and regulations regarding payment for services must be communicated with clients and displayed at strategic locations.

		<ul style="list-style-type: none"> • The unit cost per clients should be determined and updated regularly. • Clients should be provided with information about unit cost and income of shelters. • Unemployed clients or ones with no source of income should be supported by the organization to enable him or her pay for the service. • Clients should not be denied shelter service for reason of payment unless the Organization's Policy states so.
3.8 Reunification	3.8.1 The reunification plan must be provided as part of the PDP where applicable.	<ul style="list-style-type: none"> • The reunification plan must be implemented where clients are in contact with family members. • External service providers should be involved with reunification and regular reports regarding reunification requested from such service providers where possible. • Regular contact needs to be made with family members where possible. • Shelter management should provide assistance with travelling fees when clients reunify or reunify with families and communities. • Shelter management should provide clients with a lunch pack who travels to reunification destinations. • Clients should be provided with information on services available in the community for after care support for the clients. • Aftercare services regarding clients and family need to be maintained for a period of 6 months after reunification.

3.9 Reintegration	3.9.1 The reintegration plan must be provided as part of the PDP where applicable.	<ul style="list-style-type: none"> • The reintegration plan should be implemented where clients are in contact with external service providers and stakeholders. • External service providers should be involved with reintegration and regular reports regarding reintegration requested from such service providers where possible. • Regular contact needs to be made with family members where possible. • Shelter management should provide assistance with travelling fees when clients reintegrate with families and communities. • Shelter management should provide clients with a lunch pack who travels to reintegration destinations. • Clients should be provided with information on services available in the community for after care support for the clients. • Aftercare services regarding clients and family need to be maintained for a period of 6 months after reintegration.
3.10 Abscondment	3.10.1 If clients who leave the shelter without any reunification or reintegration plan, a record must be made and reasons for abscondments indicated on the personal file.	<ul style="list-style-type: none"> • A process report must be written on the file if a resident absconds.
3.11 Monitoring and Evaluation	3.11.1 An internal monitoring and Evaluation system must be in place and maintained by the management of the Shelter.	<ul style="list-style-type: none"> • An internal monitoring and evaluation system must be implemented and updated regularly. • The purpose of the Monitoring and evaluation system is to measure outcomes of social development programmes in the lives of clients.

4. Organizational Performance

Sub-section	Norms	Standards
4.1 Governance	<p>4.1.1 All organisations operating as shelters for homeless adults must adhered to good governance practices</p> <p>4.1.2 A Shelter must be governed by a Governing Body (referred to as a Board or Management Committee) as prescribed by the Non-Profit Organizations Act or Section 21 of the Companies Act.</p>	<ul style="list-style-type: none"> • A functioning management committee, board of Directors or Board of Trustees must be in place. • Non-profit Organisations must also adhere to the Codes of Good Practice for South African Non-profit Organisations (NPOs) Issued in terms of section 6(1)(b)(l) of the Non-profit Organisations Act, 1997 (Act No,71 of 1997). • The Governing body must provide strategic direction and oversight regarding the operations of the Shelter. • The Governing Body must function actively as directed by the constitution or “memorandum of articles” of the shelter.
4.2 Management	<p>4.2.1 The management structure of the shelter must oversee the day-to-day operations of the shelter.</p>	<ul style="list-style-type: none"> • The management team must function as a link between staff members and the Governing Body of the shelter. • A clear distinction between functions of the Management and Governing Body must be made. The Director or Manager cannot fulfil the role of any of the governing body positions and vice versa. The Director or manager must act as a link between the staff, management and governing body.
4.3 Human Resources	<p>4.3.1 The shelter management in consultation with the governing body must institutionalize a human resource management system.</p>	<ul style="list-style-type: none"> • An organogram must be displayed at strategic locations in the shelter. • Standard Operation Procedures must be in place. • A transparent recruitment and selection procedure for staff retention must be in place. • The management team and governing body must make provision for continuous staff development. • A staff appraisal and supervision system must be

		implemented and maintained.
4.4 Financial Management	4.4.1 The governing body must make provision for a sound financial management system.	<ul style="list-style-type: none"> • A clear distinction must be made between a book-keeper and treasurer of the governing body. The book-keeper need to manage the daily financial systems. • A budget committee must ensure that the budget is in line with the target operations of the shelter. Staff should be aware of the budget and need to actively participate in the budget system– • Monthly income and expenditure statements must be presented to the governing body and management team. • A sustainable book-keeping system must be in place. • All expenditure must be supported by reliable financial records. Approved by designated officials / authorization takes place. • All income must be recorded and acknowledged.
4.5 Internal complaints procedure	4.5 An internal complaint procedure must be in place	<ul style="list-style-type: none"> • Clients must be granted opportunities to raise any complaints or concerns in a democratic basis. • All complaints or concerns must be recorded. Client relation form should be completed and a copy made available to the resident. • The management team must ensure that actions are taken upon any complaint or concern. • If the complaints or concerns cannot be dealt with within the management team, is must be referred to the governing body. • If the governing body cannot solve the problem, an external consultancy should be appointed to deal with the situation.

SECTION 8: OUTCOMES FOR SHELTERS FOR HOMELESS ADULTS

The following outcomes norms and standards have been formulated in order to assist with the monitoring and evaluation of the desired end-results of the Norms and Standards for Shelters for Homeless Adults:

Objectives

1. To enhance the social functioning of beneficiaries, increase the resilience of people, and decrease the vulnerability of beneficiaries.
2. Promote Social Inclusion.
3. Facilitate the reunification of homeless adults from shelters into the family.
4. Facilitate the reintegration of homeless adults from shelters into the community.
5. Promote social and economic skills development in order to find employment for sustainable livelihoods.

Norms

NORMS	
1	The social functioning of beneficiaries is stabilized, resilient and strengthened.
2	Beneficiaries are included into the relevant social structures and networks.
3	Beneficiaries are reunified with their family of origin after a process of social development intervention, where applicable.
4	Beneficiaries are reintegrated into society after a process of social development intervention, where applicable.
5	Social and economic skills are developed in order to find employment for sustainable livelihoods.

SECTION 9: IMPLEMENTATION PLAN OF THE NORMS AND STANDARDS FOR SHELTERS FOR HOMELESS ADULTS

The implementation plan for Norms and Standards will be developed both at provincial and organisational level to guide the roll out process.

Organisations will be provided opportunities to give input to the Provincial Department of Social Development on critical activities that will ensure the successful implementation of the Norms and Standards.

Capacity building on the norms and standards for all service providers will be conducted to ensure quality of services within the sector.

A date for the implementation of the Norms and Standards for Homeless Adults will be determined once it is accepted by the relevant authorities.

SECTION 10: REFERENCES

1. HOMELESSNESS WIKIPEDIA. 2005.
2. NORMS AND STANDARDS FOR SERVICES TO FAMILIES. September 2012. Pretoria: Department of Social Development
3. STREET PEOPLE POLICY. March 2013. City of Cape Town.
4. SUSTAINABLE LIVELIHOODS GUIDANCE SHEETS. April 1999. Department for International Development. United Kingdom.
5. THE HEALTH OF HOMELESS ADULTS IN NEW YOURK CITY. December 2005. A Report from the New York City Departments of Health and Mental Hygiene and Homeless Services. New York: NYC Department of Homeless Services.
6. THE OCCUPATIONAL HEALTH AND SAFETY ACT, No 85 of 1993
7. WHITE PAPER ON SOCIAL WELFARE. 1997. Pretoria: Department of Welfare.
8. WHITE PAPER ON FAMILIES IN SOUTH AFRICA. June 2013. Pretoria: Department of Social Development.

LIST OF PERSONS CONSULTED

- Managers and staff of all funded shelters in the Western Cape province
- Haven Night Shelters Social work forum – shelters for homeless adults
- Staff – Care and Support to Families programme, Department of Social Development
- City of Cape Town, Social Development and early childhood development
- Beneficiaries of shelters for homeless adults

RELEVANT TEMPLATES

TEMPLATE 1: SCREENING FORM FOR HOMELESS ADULTS

Date of interview:

Place / organization of interview:

A. IDENTIFICATION PARTICULARS			
Name			
Date of birth		ID NO: / Refugee number	
Level of education			
Current Address			
Place of origin			
Religion			
Contact Details of family (Name, telephone, address)		Relation to client	
Previous work experience			
B. HEALTH AND MEDICAL CONDITION			
Health condition person was found: Bad <input type="checkbox"/> Good <input type="checkbox"/> Other <input type="checkbox"/>		Describe:	
Medication: Yes <input type="checkbox"/> No <input type="checkbox"/> Describe			
Wounds/Injuries: Yes <input type="checkbox"/> No * <input type="checkbox"/> Other <input type="checkbox"/> Describe:			
Hospital or clinic person attended / Referred from:			
C. HOMELESS STATUS			
Where did you sleep last night?			
	Yes	No	Not sure
No sheltered place to live in			
No means to secure adequate housing			
No family and other relevant support structures			
Stayed in shelter before			
If yes, which shelter			
Period person of homelessness:			
Risk factors / special needs (e.g. substance abuse; abusive behaviour; etc.)			
D. RECOMMENDATION			
Name of interviewer:		Signature of interviewer:	

TEMPLATE 2: SHELTER INTAKE FORM

Date of intake:..... Reference Number:.....

Shelter Name:.....

A. IDENTIFICATION PARTICULARS

Name	
Nick names	
Date of birth (d o b)	
Identification document (id) number	
Religion	
Nationality	
Race	
Previous Address	
Contact details	
Occupation	
Education	
Gender	

B. MARITAL STATUS

MARRIED	SINGLE	DIVORCED	WIDOWED	SEPARATED

C. FAMILY COMPOSITION OF CLIENT

	NAME	D O B	OCCUPATION / SCHOOL	COMMENTS
Client				
Husband/Wife/Partner				
Children				
Next of kin (relationship)				

D. REFERRED FROM

Source of Referral	Contact Person	Telephone / email	Reason for referral

E. HEALTH AND WELFARE STATUS

	Diagnosis / problem	Medication / intervention
Health		
Welfare		

F. INCOME

OLD AGE GRANT	DISABILITY GRANT	EMPLOYED	UNEMPLOYED

G. ASSESSMENT / PROBLEM STATEMENT

H. PLAN OF ACTION (Linked to Personal Development Plan)

SIGNATURE (CLIENT).....

SOCIAL WORKER.....

TEMPLATE 3: PERSONAL DEVELOPEMTEIN PLAN: SHELTER RESIDENT

NAME OF RESIDENT.....DATE.....

Assessment / Problem Statement						
Key Development Areas						
Family Relationships						
Support Structures						
Housing						
Health and Medical						
Spiritual upliftment and Religion						
Financial position and employment						
Career goals						
Emotional Wellness						
Personal Goals						
Plan of action						
Goals	Activity	Resources	Output	Outcome	Responsible Persons	Timeframe
Exit Plan						

Comments.....

Signature of Client.....

Name of Social Worker / Case Manager.....

TEMPLATE 4: SHELTER REUNIFICATION

Shelter name.....File Number.....
 Date of entry.....Date of exit.....
 Name of Client.....

Cause of homelessness /family conflict	Intervention programme	Description of reunification process	Description of relationships with family members restored	
Reunified to:				
Brother/Sister	Husband/Wife	Parent	Cousin	Other (Specify)
Did Client cooperation in reunification process			Yes	No
If No, explain reason				
Comments				

Name of Social Worker / Case Manager.....

Signature of Social Worker / Case Manager.....

Signature of client.....

Date of Assessment /Interview.....

TEMPLATE 5: CODE OF CONFIDENTIALITY

I..... UNDERSTAND AND AGREE THAT THE FOLLOWING CONDITIONS SHALL APPLY TO MY POSITION:

1. I shall act in a professional manner in the performance of my duties as a Volunteer / employee during the organizational programme;
2. I understand that confidential information may not be discussed outside the organization or related programmes;
3. I understand that any information, recorded or not, received or acquired in connection with my duties in any way is considered confidential and as such may not be divulged in any way. Confidential information includes all information with regards to clients and their family members or other caregivers involved in the organization programme, as well as that of their children and extended family members;
4. All information shared or obtained about clients and their family members or caregivers and / or their families' circumstances before or during the programme shall be held in confidence by me at all times.
5. I will not make any statements to the media or any persons not directly involved in the organizational programme, as well as of their children and other family members, before, during or after my involvement in the said programme.
6. I understand that I am fully responsible to adhere to all aspects of this oath and failing to do so may lead to my being summarily relieved of any duties related to the organizational programme.

Signed this.....day of20.....

VOLUNTEER / EMPLOYEE'S NAME:.....

VOLUNTEER / EMPLOYEE'S SIGNATURE:.....

SOCIAL WORKER / MANAGER'S NAME.....

TEMPLATE 6: REGISTRATION: SHELTER FOR HOMELESS ADULTS

1. NAME OF SHELTER:.....

2. NPO REGISTRATION NUMBER.....

3. OTHER REGISTRATION NUMBERS IF APPLICABLE.....

4. DATE OF ESTABLISHMENT OF ORGANIZATION.....

5. NEEDS ASSESSMENT (Explain whether needs assessment was done, if yes, describe methods and outcomes).....

.....

.....

.....

6. CONTACT DETAILS

6.1 Contact Person.....

6.2 Telephone number.....

6.3 Fax Number.....

6.4 Email Address.....

6.5 Physical Address.....

.....

6.6 Postal Address.....

.....

.....

7. SERVICES

7.1 Number of Bed Spaces.....

7.2 Reunification and reintegration services.....

.....

7.3 Internal facility (describe the condition of sheltered accommodation).....

.....

.....

.....

.....

.....

7.4 Skills development and related services

.....
.....
.....
.....
.....

7.5 External services (material support and meals)

.....
.....
.....
.....

7.6 Other

.....
.....
.....
.....
.....

7.7 Please attach population certificate and fire safety certificate.....

(If not available, provide reasons)

.....
.....
.....
.....
.....
.....

7.7 Please provide annual report of services or newsletter.....

(If not available, provide reasons)

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.....
.....

7.8 Indicate who is the owner of the building and any related information

.....
.....
.....
.....

8. BOARD OF MANAGEMENT

Indicated the composition of the management board

NAME OF BOARD MEMBER	POSITION	EXPERTIZE	GENDER	RACE

9. FINANCIAL POSITION OF ORGANIZATION

9.1 Indicate major sponsors and fundraising strategy

.....

9.2 Please attach income and expenditure statements for last 3 months.....

9.2 Please attach Audited Financial Statements for previous financial year.....

10. STRATEGIC PLAN

Please indicate whether the organization has developed a strategic plan for the next three years and attach if available.....

PARTICULARS OF PERSON WHO COMPLETED THE REGISTRATION TEMPLATE

NAME

.....

SIGNATURE.....

DATE.....

PLACE.....

RESPONSE OF ASSESSOR / FOR DEPARTMENTAL USE

Name of assessor			
Position of assessor			
Contact Details	Telephone	Email	Address
Date of assessment			
Finding			
Recommendation for registration			
Reference number			
Signature of assessor			