



SERVICE CHARTER 2020-2025

DIRECTORATE FACILITY MANAGEMENT

Vision for the Directorate Facility Management

To create a conducive and enhanced residential care environment for people at risk, through a multi-programme and specialist service delivery model where empowerment and development assists in the reintegration of a well-balanced and equipped citizen into society.

Mission for the Directorate Facility Management

Lead, direct and manage all own and funded residential care solutions for people at risk (child and youth care centres, own managed inpatient substance abuse treatment centres and a centre for persons with profound disability, Sivuyile)

Legislative Environment

The acts, policies, strategic plans and guidelines below underpins the services provided by the Directorate Facility Management:

Programme 3: Children and Families	
Service: Child and Youth Care Centres	
Legislation	Descriptions
The Constitution of the Republic of South Africa, Act 108 of 1966	<p>The Act provides for:</p> <ul style="list-style-type: none">• Founding provisions• Bill of Rights• Co-operative Government• Parliament• The President and National Executive• Local Government• Courts and administration of Justice• State Institutions supporting constitutional democracy• Public Administration• Security Services

Programme 3: Children and Families

Service: Child and Youth Care Centres

Legislation	Descriptions
	<ul style="list-style-type: none"> • Traditional Leaders • Finance • General provisions
Children's Act, No. 38 of 2005	<p>The Act defines:</p> <ul style="list-style-type: none"> • The rights and responsibility of children; • Parental responsibilities and rights; • Principles and guidelines for the protection of children; • The promotion of the wellbeing of children; and • The consolidation of the laws relating to the welfare and protection of children and, also, for incidental matters. <ul style="list-style-type: none"> • Chapter 14 • Chapter 13 of the general regulations of the CA • Part V of the general regulations of the CA • Section 194 – norms and standards for Child and Youth care centres • National Norms and Standards for Child and Youth Care Centres
Child Justice Act, No. 75 of 2008	<p>The Act establishes a criminal justice process for children accused of committing offences and aims to protect the rights of children. The link between the Child Justice Act and the Children's Act is important to highlight –</p> <p>Sections 3 (b)(c) and (d) – children not to be treated more severely under same circumstances, participation of the child and child should receive similar treatment when committed similar offence.</p> <p>Section 40(2), referral to CYCC, Form 5 to be completed.</p> <p>Section 22(2) – reasons for detention</p> <p>Section 29 – Placement in a CYCC</p> <p>Section 30 – Prison as detention option</p> <p>Section 32 – factors for consideration of detention in CYCC</p> <p>Section 52 – consideration of diversion</p> <p>Section 76 – Compulsory residence in a CYCC without or with a imprisonment sentence to follow after completion</p>
The Western Cape Department of the Social Development strategy of provision of CYCC across the province	It describes how the Department of Social Development in the Western Cape has structured its provision of CYCCs for all programmatic needs of children across the Province
Western Cape Department of Social Development Standard Operating Procedure for the Removal of Street Children to a Place of Safety and Subsequent Processes (2015)	The standard operating procedure (SOP) was developed as a step-by-step guide on how to proceed when removing a street child in need of care and protection to a place of safety. It outlines the roles and responsibilities of the Department's staff members and other stakeholders in the NPO and policing sectors. The SOP details: timeframes which must be adhered to; provides definitions of street children;

Programme 3: Children and Families

Service: Child and Youth Care Centres

Legislation	Descriptions
	who the procedure applies to; highlights applicable legislation; and contains contact numbers of the relevant role players
The Quality Assurance Strategy for Child and Youth Care Centres (CYCCs)	The development and management of a strategy to ensure quality assurance is conducted at child and youth care centres as mandated by Section 211 and regulation 89 of the Children's Act.
Enhanced provision of Multi-programme Centres Strategy	The development and management of a strategy to ensure an appropriate spread of properly resourced, coordinated and managed CYCCs in the province, providing the required range of residential care programmes as contemplated in Section 192 of the Children's Act, No. 38 of 2005.

Programme 3: Children and Families

Sub Programme 2.3: Services to Persons with Disabilities

Legislation	Description
Mental Health Care Act, 2002 (Act 17 of 2002)	The Act provides for implementation of residential care to people with disabilities.

Programme 4: Restorative Services

Service: Substance Abuse Prevention, Treatment and Rehabilitation

Legislation	Descriptions
Prevention and Treatment for Substance Abuse Act, No. 70 of 2008	The Act provides for the implementation of comprehensive and integrated service delivery in the field of substance abuse amongst all government departments. The main emphasis of this Act is the promotion of community-based and early intervention programmes, as well as the registration of therapeutic interventions in respect of substance abuse.

Directorate Facility Management

The Directorate Facility Management is located within the Chief Directorate: Social Welfare and Restorative Services. Its core services are as follows:

- Develop and facilitate the implementation of a facility management plan for the Department and provide for direct centre management with respect to DSD centres and professional support to NPO Centres;
- Ensure effective and efficient management of residential care centres;
- Ensure the appropriate placement of all persons within these residential care centres and the administration related to them throughout their stay;
- Provide residential substance abuse treatment programmes to children and adults (voluntary and statutory); and
- Render administrative services to the component and facilities.

With reference to the Western Cape Provincial Strategy for the provision of child and youth care centres the Directorate provides level 2, 3 and 4 for alternative care services including the following:

- Effective centralised placement management to ensure entry into the correct programme in line with provisions of the Children's Act with regards to the designation of CYCCs. Ensure that a centralised register for all children in residential alternative care and their movement, is in place. Screening of applications for children to move to a higher level of care to ensure children are placed in the least restrictive and most empowering level of care.
- Provision is made for the following levels of care:

Level 2 - CYCCs for children in need of care and protection, entry level substance treatment, chronic illnesses, moderate disabilities, moderate behaviour management needs and, moderate mental health needs mainly rendered through funded service providers;

Level 3 - Secure Care in terms of the Children's Act for children with acute behaviour management needs (inclusive of substance abuse and criminal behaviour) through DSD managed and NPO Child and Youth Care Services;

Level 4 – Secure Care Centres in terms of the Child Justice Act for residential based diversion, awaiting trial and sentenced youth (inclusive of an onsite substance abuse treatment programme);

Specialist Care Centres – ROAR CYCC programmes (level 2 and 3), acute substance abuse and profound disabilities (physical and mental); and

Provision of programmes as described in Section 191 of the Children's Act according to need. developmental, therapeutic and sport and recreation programmes will be provided by each CYCC.

The Directorate currently manages the following Child and Youth Care Centres:

- Bonnytoun in Kraaifontein which serves as an admission centre for boys in conflict with the law (level 4);
- Lindelani in Stellenbosch serves as an admission centre for girls and boys with behavioural challenges, inclusive of substance abuse treatment programme for boys and girls;
- Vredelus CYCC in Elsie's River for girls provide level 3 and level 4 CYCC programmes (secure care in terms of the Children Act);
- Outeniekwa in George provide level 3 and level 4 services to boys (secure care programmes in terms of the Children's Act and Child Justice Act);
- Clanwilliam centre provide level 3 and level 4 secure care services for boys in terms of the Children's Act and the Child Justice Act; and
- Horizon in Faure provide level 3 and 4 secure care programmes for boys in terms of the Children's Act and the Child Justice Act.
- Ensure compliance with norms and standards for CYCCs through strategic centralised support, assessment, training and quality assurance processes.

The Directorate also manages the following specialist centres:

- Sivuyile residential facility for profound and severe intellectual disabled children and adults;
- ROAR programmes –Reception, Observation, Assessment and Referral of girls and boys (Lindelani and Kraaifontein Roar and Treatment Centres); and
- Substance abuse treatment programmes in all Departmentally managed CYCCs. Substance abuse inpatient treatment programmes for youth and adults are provided at the following DSD managed facilities:

- ❖ Lindelani provides services to 8 girls and 10 boys in the age group: 13 – 17years.
- ❖ Kraaifontein ROAR and Treatment Centre provide services to 16 males, age group: 16 – 17 years.
- ❖ An inpatient substance abuse treatment centre for 30 female adults at the Maitland Treatment Centre and for 20 male adults at the De Novo Treatment Centre.

Other functions include:

- Implementation and monitoring of a fully functioning quality assurance system based on a three-year approved plan as part of a comprehensive performance management system ensuring compliance with norms and standards for own and NPO Child and Youth Care Centres (CYCCs);
- Registration of CYCCs providing secure care programmes to children and youth in accordance with the Child Justice Act;
- Implementation of risk plans for all centres and an effective quality assurance process assisted in monitoring compliance with norms and standards for secure care centres; and
- Implementation, making recommendations on corrective actions and reporting of the Crisis Communication and Reportable Incident Protocol that were rolled out to funded NPO CYCCs. The protocol assists NPOs in the field to identify trends, training needs and to proactively manage the protection of children through special investigations and corrective/ development plans.

Our Services and Standards

The Department has set the standards described below for the nature and quality of services it provides at the various Child and Youth Care Facilities, and Institutions.

Programme 3: Children and Families	
Sub Programme 3.5: Child and Youth Care Centres	
Purpose: To provide alternative care and support to vulnerable children	
Service	Outcome 2020-25
Residential care services are available for children in need of alternative care.	<ul style="list-style-type: none"> • Children and persons are safe and live in protected environments.

Programme 3: Children and Families

Sub Programme 3.5: Child and Youth Care Centres

Purpose: To provide alternative care and support to vulnerable children

Service	Outcome 2020-25
To provide alternative care to children in accordance with a residential care programme outside the child's family environment	<ul style="list-style-type: none">Residential care services are available for children in need of alternative care.
The centralised admissions system is used to monitor bed space availability in own and funded CYCCs	<ul style="list-style-type: none">Centralised register for all children in residential alternative care and their movement is in place and operationalAn individual development plan for each child or youth in a CYCC will be developed within 30 working days after being admitted which will be reviewed at least 6 monthly and adjusted according the changed needs of the child.

Programme 2: Social Welfare Services

Sub Programme 2.3: Services to Persons with Disabilities

Purpose: Design and implement integrated programmes and provide services that facilitate the promotion of the well-being and the socio-economic empowerment of Persons with Disabilities.

Service	Outcome 2020-25
To ensure provision of residential care services for protection, support, stimulation, and rehabilitation of Persons with Disabilities (children and adults) who, due to the nature of disability and social situation, need care.	<ul style="list-style-type: none">Persons with Disabilities and their families and/or care givers live active lives in safe, protected and supportive environments

Programme 4: Restorative Services

Sub Programme 4.2: Crime Prevention and Support

Purpose: To provide residential care services to trial awaiting and sentenced children and youth in terms of the Child Justice Act, 75 of 2008

Service	Outcome 2020-25
Registered residential facilities complying with the Child Justice Act are available for awaiting trial and sentenced children.	<ul style="list-style-type: none">Children and Youth at risk are identified and assisted with psycho-social and specialised interventions that combat alienation and challenging behaviour.
Provision of care, development and empowerment and support services to all residents	<ul style="list-style-type: none">Services are provided to 100% of residents in secure care facilities at any given time according prescribed departmental policies and standardised procedures
Ensure that a holistic, Care Plan (reintegration), Individual Development Plan for children and youths in CYCC's are implemented to ensure that clients are returned to their communities and families	<ul style="list-style-type: none">Ensure a centralised register for all children in secure care centres and their movement is in placeAn individual development plan for each child or youth in a CYCC will be developed within 30 working days after being admitted which will be reviewed at least 6 monthly and adjusted according the changed needs of the child.

Programme 4: Restorative Services

Sub Programme 4.4: Substance Abuse Prevention, Treatment and Rehabilitation

Purpose: To provide inpatient Substance Abuse Treatment

Service	Outcome 2020-25
Registration and renewal for registration of centre and programmes	<ul style="list-style-type: none">Registration and renewal of registration complying with service delivery norms and standards
Provision of inpatient substance abuse treatment programmes	<ul style="list-style-type: none">Compliance with prescribed norms and standard in rendering inpatient substance abuse treatment programmes to service users.

Contact us

The contact details of key units are provided below.

Directorate Facility Management: Centralised Admissions

Street address: R101, Old Paarl Road, De Novo (Bonnytoun), Kraaifontein, 7570

Postal Address: Private Bag X9185, Cape Town, 8000

Office hours: 08:30 – 16:00 (weekdays)

Telephone: 021 8266040 073 393 2903

Director Facility Management: Ms Marshionette Jonkerman (Acting)

Contact Person: Ms Adelyn Appollis

Email: Adelyn.Appollis@westerncape.gov.za

DIRECTORATE FACILITY MANAGEMENT_ CENTRALISED ADMISSIONS

Street Address R101, Old Paarl Road, De Novo (Bonnytoun), Kraaifontein, 7570

Postal Address: Private Bag X9185, Cape Town, 8000

Office Hours: 08:30 – 16:00 (weekdays)

Telephone: 021 8266050/072 929 6368

Contact Person: Ms Charlotte September

Email: Charlotte.September@westerncape.gov.za

The Acting Director Facility Management, Ms Marshionette Jonkerman must be contacted for after-hour admissions at own and NGO Child and Youth centres.

Child and Youth Care Centres

KRAAIFONTEIN ROAR AND TREATMENT CENTRE

Street address: R101, Old Paarl Road, De Novo (Bonnytoun), Kraaifontein, 7570

Operating hours: Office Hours 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 021 8266001

Contact person: Mr Faldien Hendricks – Facility Manager

Email: Faldien.Hendricks@westerncape.gov.za

BONNYTOUN, CYCC

Street address: R101, Old Paarl Road, Kraaifontein, 7570

Operating Hours: Office Hours 07h30 – 16h00 (weekdays): Centre 24 hours

Telephone: 021- 9869100

Contact Person: Mr Elroy Buys - Facility Manager

Email: Elroy.Buys@westerncape.gov.za

Child and Youth Care Centres

LINDELANI CYCC

Street address: Elsenburg Road, Koelenhof, Stellenbosch

Operating hours: Office Hours 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 021 8652636

Contact person: Ms. D. Baugaard – Facility Manager

Email: Desire.Bougaard@westerncape.gov.za

VREDELUS CYCC

Street address: Festus Street, 16th Avenue, Leonsdale, Elsie's River 7490

Operating hours: Office Hours 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 021 9310233

Contact person: Mr. M Benting - Facility Manager

Email: Marowaan.Benting@westerncape.gov.za

OUTENIEKWA CYCC

Street address: Golf Street, Parkdene, George

Operating hours: Office Hours 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 044 8037548

Contact person: Ms. B Nicholas - Facility Manager

Email: Barbara.Nicholas@westerncape.gov.za

HORIZON SECURE CARE CENTRE

Street address: Corner off Old Faure and Spine Road Exit, Eerste River

Operating hours: 24 hours

Office Hours 7h30 – 16:00 (weekdays)

Telephone: 0733006150

Contact person: Mr Morne Johnson - Facility Manager

Email: Morne.Johnson@westerncape.gov.za

CLANWILLIAM SECURE CARE CENTRE

Street address: Park Street 1, Spokiesland, Clanwilliam

Operating hours: 24 hours

Office Hours 7h30 – 16:00 (weekdays)

Telephone: 0721592858

Contact person: Ms Ubenicia Siebritz - Facility Manager

Email: Ubenicia.Siebritz@westerncape.gov.za

Disability Treatment Centre

SIVUYILE RESIDENTIAL CENTRE FOR PERSONS WITH DISABILITIES

Street address: Grounds of Stikland Hospital, Delahaye, Bellville

Operating hours: 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 0219192292

Contact Person: Ms Simone Smith - Facility Manager

Email: Simone.Smith@westerncape.gov.za

Substance Abuse Treatment Centres

DE NOVO SUBSTANCE ABUSE TREATMENT CENTRE

Street address: Old Paarl road, Kraaifontein

Operating hours: 24 hours

Office Hours 07:30 – 16:00 (weekdays):

Telephone: 021 826 6001

Contact person: Faldien Hendricks - Facility Manager

Email: Faldien.Hendricks@westerncape.gov.za

KENSINGTON SUBSTANCE ABUSE TREATMENT CENTRE

Street address: Kensington, Maitland

Operating hours: Office Hours 08:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 021 511 9169

Contact person: Ms. C Fledermaus - Facility Manager

Email: Charmaine.Fledermaus@westerncape.gov.za

A list of all the substance abuse facilities is available at:

<https://www.westerncape.gov.za/dept/social-development/facilities/736>

Executive Authority Declaration:

I, Sharna Fernandez, commit the Department of Social Development to adhere to this Service Delivery Charter in terms of the Head of Department Delegations to Performer Levels [issued in accordance with the Public Services Act, 1994 and the Public Service Regulations, 2016] effective from 1 February 2017, Delegation 25, Regulation 37 (1).



MS SHARNA FERNANDEZ

WESTERN CAPE PROVINCIAL MINISTER: SOCIAL DEVELOPMENT

Date: 29 March 2021