

The SRA, since its inception, addresses the sad and growing problem of homelessness in our village in various ways, including:

- The SRA's Social Development Coordinator, Anna Els, works with the homeless and holds consultations with individuals who require assistance
- Anna is in regular contact with City and Provincial Government social workers and the Reintegration Office, to elicit their assistance with social issues, including homelessness
- Co-operation with the Haven Night Shelter, other NGOs and local schools to address a range of social issues
- Anna also attends our weekly security meeting during which the issue of by-law infringement or criminal activity is discussed

Homelessness is not a crime. The homeless have their rights and must be treated in a humane manner. However, in order to preserve the quality of life of all in our community, contraventions of the City's by-laws must be complied with and criminal activity cannot be tolerated.

The key to addressing problems associated with street people is for residents and businesses to report these directly to the tollfree numbers and following the procedure set out below in the simple guide.

The mandate of the SRA's Public Safety contractor, Lake Security, is limited to addressing and reporting criminal activity in public spaces. They have no legal authority to "move the homeless along". Only the City's Law Enforcement officers and City or Provincial social workers have the authority to take direct action in respect of the homeless.

Residents and businesses are requested to respect this and to assist by reporting problems directly via the tollfree numbers set out in the guide and following up on incidents reported.

KBSJ SRA Social Development

Street People

Steps for Communities to follow when using the City of Cape Town's Toll-free Numbers: 107 or 021-480 7700

Kalk Bay and St James has always been a tolerant community and has assisted the homeless in various ways over many years. Homelessness is not a crime and the homeless have their rights.

However, in order to preserve the quality of life for our community, the City's by-laws must be complied with and criminal activity cannot be tolerated.

Problems associated with street people **MUST** be addressed by residents and businesses directly. The SRA and their Public Safety contractor (Lake Security) have no legal authority to "move the homeless along".

The SRA has been advised that the most effective way in which to address the issue of homelessness is for residents to contact the City's Law Enforcement team in the first instance. Law Enforcement operates in conjunction with their colleagues at Social Development.

Follow the following simple steps when reporting problems associated with homelessness:

1. **Call either of these tollfree numbers: 107 or 021-480 7700**
2. Follow the prompts and introduce yourself and indicate that you would like to report a case regarding street people
3. Give as much information about the street person as possible i.e. name, age, location of incident, time, date, etc. Any background information is helpful.
4. Once all information is provided, **a reference number must be provided and retained for follow up purposes**– please request one, if it is not provided automatically
5. Email the SRA Social Development Coordinator (Anna Els) with the reference number for follow-up purposes (optional) Elsanna04@gmail.com

Alternatively, contact the City's Street People Programme, which aims to address the problem of street people living, and sleeping on streets and other public spaces. It consists of a system of integrated services that focus on rehabilitation, prevention and re-integration into communities, families or independent living. Through the programme, the City of Cape Town aims to compile a database of street people in order to effectively reach as many people as possible.

A 24-hour toll free number is available to report instances of homelessness direct to the Street People Programme: **0800 87 2201**.

Follow the same procedure as set out above.