

Standard Operating Procedure for KBSJ SRA Community

This operating procedure has been tested and appears to be working well thus far. It is to be used as a guide for the community of the KBSJ SRA.

The following must be noted:

- When a person encounters a street person, where possible, as much information about the person (i.e. name, surname, age, etc.) is important
- No physical handling of the street person is allowed unless it is to defend oneself or another person from being harmed
- Discretion is to be exercised at all times

Step 1: Community member encounters street person i.e. sleeping on the street, washing laundry in public, drinking in public, etc.

Step 2: Depending on the situation, the community member may alert the relevant authorities such as Law Enforcement themselves or they can email the incident through to the Social Development Manager (mamadu06@gmail.com) or the SRA Manager (manager@kalkbaystjamesra.org) for further attention

Step 3: Where an incident has been reported with regard to street people, the SRA Manager will forward it to the SRA Social Development Manager for further escalation

Step 5: The SRA Social Development Manager will assess the incident in terms of other similar reports and severity of the nature of the incident. Where a pattern has emerged, the SRA Social Development Manager will escalate the matter to the City of Cape Town's Street People's Programme via their toll-free number (**0800 87 2201**). The SRA Social Development Manager will include all the relevant information as per other supporting reports if applicable. The Social Development Manager will include his/her own personal details for follow-up purposes with the Reintegration Officers/Fieldworkers. A reference number must be given by the operator and assigned to the original report. The matter is then assigned to the relevant department i.e. social development or law enforcement via the City's EPIC reporting system

Step 6: Usually within 24-48 hours, the Reintegration Officer will contact the SRA Social Development Manager to inform that the matter has been received and will be dispatched to the fieldworkers assigned to the area.

Step 7: The Reintegration Officer dispatches the case to the fieldworkers. These fieldworkers are responsible for the area that stretches from St James through to Simonstown, Kommetjie, Fish Hoek and part of Hout Bay.

- Step 8: The Reintegration Officer will keep the Social Development Manager updated by means of a monthly report regarding the reported cases for the SRA.
- Step 9: The Social Development Manager will assist the fieldworkers wherever possible with regards to the cases reported in terms of referrals, organisations in the area, reintegration or reunification.

It is important to note the following:

- This system is not perfect and requires constant use in order for everyone to understand the mechanisms that are currently in place when dealing with street people
- If this procedure allows the SRA to feed into a system that hopes to assist in alleviating the burden that homelessness and vagrancy brings to an area
- It also assists in ensuring that street people are indeed being assisted and allows us to hold the necessary powers-that-be accountable for their actions or lack thereof