

Steps for Communities to follow when using the City of Cape Town's Toll-free Number: Street People

The Street People Programme aims to effectively reduce the number of people living, sleeping and seeking substance on the street. 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 has been established: **0800 87 2201**. Residents are encouraged to engage with the City so that they can respond to specific cases involving street people.

Here is a simple guide when using the toll free number:

1. Call toll free number: **0800 87 2201**
2. 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 for the despatcher to record
4. Once all information is provided to the despatcher, a reference number must be provided – please request one, if it is not provided automatically
5. Email the SRA Social Development Manager with the reference number for follow-up purposes (optional)