

No 8 - 2025] SECOND SESSION, SEVENTH PARLIAMENT

PARLIAMENT OF THE

PROVINCE OF THE

WESTERN CAPE

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QUESTION PAPER**WRITTEN REPLY**

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Note: * Indicates translated version.

FRIDAY, 16 MAY 2025**9) Ms R Windvogel to ask Mr J J Londt, Minister of Social Development:**

- (1) (a) What is the total amount of funding allocated by his Department to the KSE Kraaifontein Tehuis for older persons in (i) 2022/23, (ii) 2023/24, (iii) 2024/25 and (iv) 2025/26, (b) what is the total annual operational budget of the KSE Kraaifontein Tehuis for the same period, (c)(i) what are the other sources of income of the facility (for example resident fees, Sassa grants, donations or other private or public contributions) and (ii) what is the detailed breakdown of this income;
- (2) whether his Department has conducted any financial audits or reviews of the facility since 2022; if so, what are the details of the (a) findings and (b) actions taken;
- (3) (a) what (i) mechanisms and (ii) procedures does his Department have in place to monitor the compliance with national and provincial norms and standards for residential facilities for older persons and (b)(i) how frequently is the KSE Kraaifontein Tehuis visited or assessed by his departmental officials and (ii) what specific aspects are inspected or reviewed during these visits;
- (4) whether his Department received any formal complaints or alerts regarding non-compliance at this facility since 2022; if so, what actions were taken in response?

Minister of Social Development to reply in a written response:**9)(1)**

| Question | 2022/23 | 2023/24 | 2024/25 | 2025/26 |
|---|------------|------------|------------|------------|
| (a) What is the total amount of funding allocated by his Department to the KSE Kraaifontein Tehuis for older persons in (i) 2022/23, | R6,236,458 | R5,659,553 | R5,829,553 | R6,108,840 |

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|---|------------|------------|---------------|----------------------------------|
| (ii) 2023/24, (iii) 2024/25 and (iv) 2025/26 | | | | |
| (b) what is the total annual operational budget of the KSE Kraaifontein Tehuis for the same period | R9,415,002 | R9,415,002 | R8,400,855 | R8,482,000 |
| (c)(i) what are the other sources of income of the facility | | | | |
| Resident Fees (Board and Lodging – Non-Sassa) | R257,422 | R162,578 | R68,229.60 | R11,371.60 |
| Residents Fees (Board and Lodging -Sassa Grants) | R2,197.959 | R2,439,155 | R2,631,821.20 | R439,450.000 (1 st Q) |
| Donations and Fundraising | R11,943 | R8,400 | R7400 | R0 |
| Rental Income | R13,500 | R11,700 | R21,600 | R3600(1 st Q) |
| Sundry Income | R14,166 | R0 | R0 | R0 |
| Saving stamps | R0` | R1,018 | R0 | R0 |
| Tuckshop | R0 | R26,713 | R22,331.00 | R4,401.00 (1 st Q) |
| Private contributions (Discount Received) | R335 | R4,140 | R0 | R0 |
| Public contributions (Recoveries) | R126,288 | R110,639 | R6000 | R12,000 (1 st Q) |
| Bank Interest | R208 | R0 | R0 | R0 |
| (c)(ii) what is the detailed breakdown of this income; (See above) | | | | |
| | | | | |

(2) Financial Investigation conducted in 2019 and follow ups thereafter to monitor implementation of recommendations;

Findings:

Pocket money of residents should be managed in such a way that every individual residents' balance is available at any given time.

Financial decisions taken by the board must clearly be indicated in the minutes and ratified by a board resolution to give clear instruction before the Financial Manager implement the transaction.

A separate ledger for petty cash to record income and expenditure to be maintained as well as the safe storing of source documents such as expenditure vouchers, proof of payment and expenditure requisitions. See clause 40.9 and 40.14 of the constitution.

Cash received should be, as per clause 46.2 of the constitution, deposited on the same day it is received

Board members should stop the practice of rendering paid consulting services to the facility, which could be construed as a conflict of interest.

A fixed asset register must be maintained by the Financial Manager as per clause 40 of the constitution. See clause 40.9 of the constitution.

All typed minutes must be signed as per clause 28.3 of the constitution.

The board should terminate the practice of extending loans to staff or limit the annual maximum available for staff loans which must be part of the approved annual budget and recorded in the HR Policy document.

The board should have a clear policy on what people are entitled to when retiring from the facility, be it a gratuity, retirement party etc. No exceptions must be made and base the retirement benefits on people's position they hold in the facility. The policy must be applied uniformly to all employees.

Action:

Recommendations Implemented during 2020

(3) (a) (i) Health Audits in line with National Health Act 61 of 2003, Older Persons Act 13 of 2006; Regulations Regarding Older Persons, 2010: Part 2 (National Norms and Standards); Health Standards/Norms for Residential Facilities for Older Persons, 2015: Western Cape Department of Social Development Line Monitoring; Capacity Building Workshops on Norms and Standards Regarding the Acceptable Levels of Services to Older Persons

(ii) Onsite visits/ assessment conducted by Health Professional (Health Audits): Compliance Certificates and documentation,

Standards Monitored:

The organisation shall provide a building/facility that is safe and accessible for older persons, complying with municipal bylaws.

The organisation provides appropriate policy and procedure documents to direct the health team.

The organisation provides evidence-based care to older persons

The organisation provides a safe nutritional service compliant with relevant laws and practices.

The organisation complies with applicable laws/regulations when administering medication to older persons.

The organisation provides appropriate health education to residents and families.

The organisation maintains a safety programme for residents and staff.

The organisation has an infection prevention and control programme based on current scientific knowledge, practice guidelines and applicable laws.

Onsite visits by Social Work Policy Developer for Line Monitoring

Desktop monitoring- Assessment of Quarterly Progress Reports submitted by NPO

(b)(i) Health Audits conducted twice during the specified period from 2022 onwards: 2022 & 2025

Line Monitoring: onsite visits, unannounced visits and virtual meetings

2024/25 – 8 visits conducted (of which 2 were unannounced visits)

2022:

04 May 2022: Day 1 – meeting with staff, capacitating them about Older Persons Act 13 of 2006.

05 May 2022: Day 2 – meeting with Executive Board, (02 apologies received).

13 July 2022: Governance and Organogram issues that the Executive board need to observe. (meeting not well attended)

15 July 2022: Line monitoring

29 Nov 2022: Meeting with management on financial controls that are not in place

2023:

11 May 2023: TPA related matters (submission of TPA)

01 June 2023: (Venue Provincial DSD Offices– 03 Ex-Board members visited our office).

14 Nov 2023: An outstanding AGM

2024:

29 June 2024: Unannounced visit – about general care of residents.

15 July 2024: Abusive behavior of residents; and preparatory for National Ministerial visit.

17 July 2024: National Ministerial visit (dialogue with beneficiaries)

01 Oct 2024: Follow-up on National Ministerial visit and issues around outstanding AGM (meeting chaired by NDSD).

28 Nov 2024: Outstanding AGM (meeting chaired by NDSD)

2025:

27 May 2025: Ministerial enquiry.

Rapid Responses/ visits to investigate reported complaints especially on service delivery

(b)(ii) Follow-ups on Service Delivery Improvement Plan: Governance (outstanding AGM); Financial Management (financial controls), Service Delivery (quality of care); Compliance with Norms and Standards

(4) Outstanding AGM: KSE Management was engaged on several communications regarding the outstanding AGM. Matter was referred to Institutional Capacity Building (ICB) Programme: DSD Western Cape for guidance and intervention, however after engagement, the ICB could not proceed further as the matter between current Executive Board and Ex-board members was in court. It was further advised to request assistance from National Department of Social Development: NPO Directorate. The matter is still pending with the Department recommending intervention by mediator to bring the community and the facility to find a common ground, resolve the impulse and have an AGM in order to have a new Board elected

Complaints pertaining to food, abuse of the elderly by staff, late payments of SASSA Grant pocket money to residents by the facility. All complaints were investigated and addressed.

Dispute between residents committee and the facility management. A meeting was held all parties were represented and the areas of concern were all addressed.

Deaths of residents in the facility because of tummy outbreak. Environmental health officials of the municipality got involved, water and food samples were tested. Tests came back negative

Rape case, however, it was reported that the rape could not be confirmed by the medical doctor who examined the resident

Financial Management: The matter was reported to the local police. The ex-employee is now repaying the misappropriated fund in instalments with R6000 per month since March 2025.