



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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SOP Version:	v.001
Document Owner:	CHIEF DIRECTOR - SOCIAL WELFARE SERVICES

STANDARD OPERATING PROCEDURE: REGISTRATION OF PARTIAL CARE FACILITY PROCESS

Approval Date	29 September 2016
Commencement Date	(Date of Approval)
Review Date	(1 year after Approval date)
Periodical Review	Annual
Resources	Internal staff, Budget
Name	Early Childhood Development Services
Intent of SOP	To outline a step by step process of implementation of early childhood development
Scope	Care, support and development of children from birth to 5 years
Objective(s)	<ul style="list-style-type: none">➤ Universal access of the comprehensive age and stage appropriate quality ECD services➤ To provide learning and support appropriate to the child's developmental age and stage➤ To ensure compliance with norms and standards for Partial Care

Desired Performance	Improved access to comprehensive early childhood development services targeting children from 0 to 5 years.
Definitions	<p>Early Childhood Development (ECD): refers to a process of emotional, cognitive, sensory, spiritual, moral, physical, social and communication development of children from birth to school-going age. It describes a diverse range of programmes that are community based or home based, and is delivered by a range of stakeholders. It goes far to ensure that children are able to access their development needs. ECD is a primary programme for the care, protection and development of children. The early years have been recognized as the ideal phase for the passing on values that are important for the building of a peaceful, prosperous and democratic society. These include respect for human rights, appreciation of diversity, anti-bias, tolerance and justice.</p>
Key Performance Indicator	<p>Number of fully registered ECD Centers (partial Care Facilities)</p> <p>Number of conditionally registered ECD Centers (partial Care Facilities)</p>
Principles	<p>The following principles were used as a basis for these SOPs:</p> <p>Child-centred The needs and rights of children are central to all services and provisions.</p> <p>Holism Children develop in a holistic way and social, emotional, intellectual and physical development should be equally valued.</p> <p>The Rights of Children The rights of young children as established in the UN Convention, African Charter on the Rights and Welfare of the African Child and the South African Constitution must be protected.</p> <p>Accountability Everyone who intervenes in the lives of young children and their families should be held accountable for the delivery of an appropriate, effective and efficient service.</p> <p>Empowerment The resourcefulness of each young child and her family should be promoted.</p> <p>Participation Young children and their families should actively participate in the utilisation of the facilities.</p> <p>Family-Centred</p>

	<p>Programme delivery must strengthen the family.</p> <p>Integration Services to young children and their families should be holistic, inter-sectoral and delivered by an appropriate multi-disciplinary team wherever possible.</p> <p>Accessible The language and format of the SOPs must be easily understood by most people who need to use them.</p> <p>Family Preservation All services should prioritise the goal to have young children remain within the family and/or community context wherever possible.</p>
<p>Compliance Measures</p>	<p>The Department is mandated to register all ECD facilities and provide funding prioritising facilities that are in rural and poor communities. For these facilities to be registered, the following National Norms and Standards must be met as set out in the Children's Act No 38 of 2005:</p> <ul style="list-style-type: none"> ✓ A safe environment for children ✓ Proper care for sick children/children that become ill ✓ Adequate space and ventilation ✓ Safe drinking water ✓ Hygiene and adequate toilet facilities ✓ Safe storage of anything that may be harmful to children ✓ Clean area for food preparation ✓ Access to refuse disposal services or other adequate means of disposal <p>Separation of children as per age group:</p> <ul style="list-style-type: none"> ✓ Children under the age of 18 months ✓ Children between ages 18 – 36 months ✓ Children between ages 3 and 4 years ✓ Drawing up of action plans and policies regarding emergencies and health care ✓ Programs must meet the developmental needs of the children ✓ Employ persons that are trained in and provide training to persons employed at the facility. ✓ Renewal of Certificate for Partial Care every five years

REGISTRATION PROCESS

STEP BY STEP GUIDE

REGISTRATION OF PARTIAL CARE FACILITY PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Perform the Screening	Obtain client's information and reasons for visit or referral (Date of reporting, Surname, Name, ID No, contact details, reason for visit, action taken)	Social Worker/Social Auxiliary Worker	Reception Register-SWS 01	10 min
2	Conduct the Intake	Conduct intake interview Complete intake form and process note Forward all the intake documents to the supervisor	Social Worker/ Social Auxiliary Worker	SWS 02 (Intake Form) SWS 04	45 min
3	Allocate the case	Allocation of the case to a case manager Comments by supervisor	Social Work Supervisor	SWS 02, SWS 04	10 min
4	Conduct pre-assessment or interview	Interviewing of the client and the following processes will be discussed <ul style="list-style-type: none"> ✓ Registration requirements ✓ Registration procedure ✓ Minimum Standards ✓ Application form ✓ Monitoring and Evaluation 	Social Worker	SWS 04 (Process note) Social Work Diary SWS 05 (Assessments Report) SWS 06 (Plan of Action)	20 min
5	Interventions				
5.1	Complete the registration application	Upon completion of the form, the applicant shall attach the following documents and return to the office <ul style="list-style-type: none"> ✓ An exposition of the prescribed or other skills with supporting documents of the applicant or manager of the partial care facility including a copy of any qualification which would enhance partial care of children; 	Chairperson of the Centre Centre Manager Applicant	Application Form (Form 11)	20 minutes

STEP BY STEP GUIDE

REGISTRATION OF PARTIAL CARE FACILITY PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
5.2	Conduct Assessment	<ul style="list-style-type: none"> ✓ A report by a social service professional on the viability of the application as prescribed by section 81(1)(c) of the Act; ✓ a business plan containing the information prescribed by regulation 14(4)(a); ✓ the constitution containing the information prescribed by regulation 14(4)(b); ✓ an original copy of the approved plans or a copy of the plans that has been submitted for approval if the application for the approval of the plans is still under consideration ✓ the emergency plan; and ✓ clearance certificates that the name of the applicant and the names of all staff members do not appear in the National Register for Sex Offenders established by Chapter 6 of the Criminal Law (Sexual Offences and Related Matters) Amendment Act 32 of 2007 and in Part B of the National Child Protection Register established by Part 2 of Chapter 7 of the Act; 	Social Worker	Report by Social Service professional on the on viability of application as	2 weeks
		<p>When the form has been duly completed with all the attachments, the Case Manager shall do the following:</p>			

STEP BY STEP GUIDE
REGISTRATION OF PARTIAL CARE FACILITY PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
5.3	Grant the Registration	<ul style="list-style-type: none"> ✓ Visit the premises for own assessment on the viability of the application and compile a report ✓ Written referral to the Environmental Health Practitioner ✓ Receive report on assessment conducted by EHP 	District Director	<p>Report by Environmental Health Practitioner ((EHP))</p> <p>Form 12 (Certificate of registration/renewal of registration/re-instatement of partial care facility)</p>	6 months
5.4	Refuse to grant Registration	<p>If the centre does not meet requirements for registration, the following process will unfold.</p> <ul style="list-style-type: none"> ✓ Develop Integrated Plan (Social Work and the centre) to improve conditions of the centre. ✓ If the centre still does not meet requirements for registration, a refusal to grant an application for the registration of a partial 	<p>Social Worker</p> <p>District Director</p>	<p>Development plan</p> <p>Form 13</p>	Maximum of 2 years depending on the conditions of the centre

STEP BY STEP GUIDE

REGISTRATION OF PARTIAL CARE FACILITY PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
		care facility will be issued. The centre will also be informed of their right to appeal.			
5.5	Close the centre	If the centre also poses threat through hazardous situations to the lives of the children, it will be closed immediately and children will be placed in other centres	District Director Superintendent General	Closing report	2 weeks
5.6	Apply for an appeal against refusal to grant Registration	If the centre is not satisfied with refusal to grant application for registration, an appeal against a decision of a provincial head of social development in terms of section 86 of the act in respect of a partial care facility will be lodged The MEC may, upon receipt of the applicant's or registration holder's written appeal and the provincial head of social development's reasons for the decision confirm, vary or set aside that decision. If the MEC confirms the decision to reject the application, an applicant or registration holder that is not satisfied with the outcome of an appeal referred to above, may apply to the competent division of the High Court to review that decision.	Applicant / Centre MEC High Court	Form 14	3 months
5.7	Monitor the Maintenance of the Partial Care Facility	If the Partial Care Facility is issued a five year (fully registered) registration certificate, it will be inspected after every two years. If it's a conditional registration then a period will be stated to improve conditions and meet all the requirements.	Social Worker	Monitoring report	Maximum of 2 years

PROCESS RISKS






PROCESS RISKS

Process Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Registration of Partial Care facilities	<ul style="list-style-type: none"> Centralized screening of caregivers against Part B of the child protection register (Form 29 and 30) Different interpretation of the act by different professionals that are supposed to be protecting the children's rights Coordination and management of ECD centres by key role players to ensure protection of young children Limited resources (Capital i.e. Vehicles, Office space, stationary, computers, telephones, printers, Human i.e. Social Work Supervisors, Social Workers, Social Auxillary Workers Financial i.e. budget allocation) on the implementation of the promulgated Acts . 	High	High	Amendment of legislation to regulate decentralisation of the function and allocation of resources	Manual
		High	High	Integrated training in legislation, guidelines	Manual
		High	High	To strengthen District, Area and Local service ECD forums	Manual
		High	High	Provision of adequate resources to deliver on Partial Care services	Manual
				Fast track and prioritize appointment of Early Childhood Development Officers. Provision of decent and professional office space	

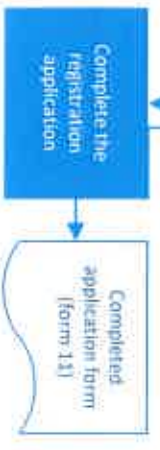
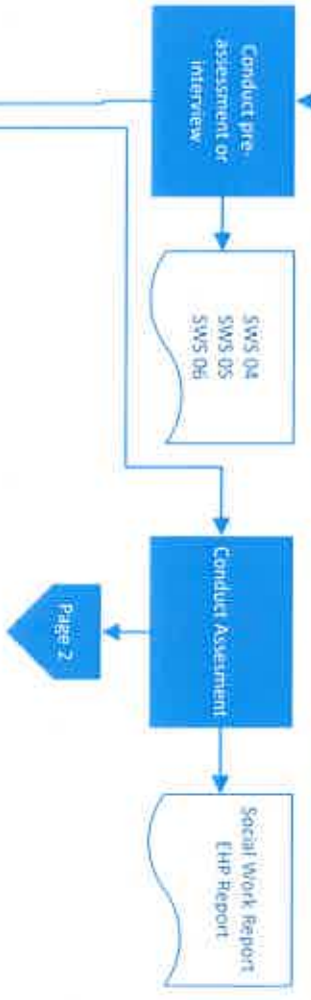
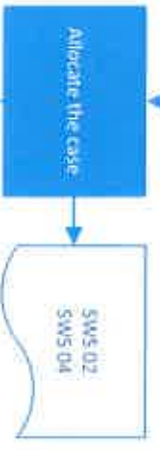
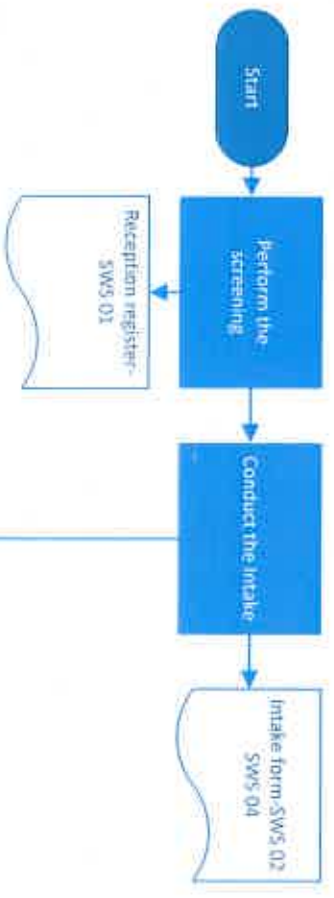
LEGISLATION, POLICIES, PROCEDURES, LEGISLATION & OTHER DOCUMENTATION (i.e. SOPs)

Document Name	Section Description	Effective Date (if applicable)
Constitution of South Africa	Section 27 Children's rights	1996
Children's Act No 38 of 2005	Section 82 –registration of partial care facility Section 83 – Conditional renewal of partial care facility Section 84 – Re-instatement of partial care facility	2005
ECD Guidelines	Guide on the Implementation of Early Childhood development services	2005
ECD Policy	Infrastructure as one of the key policy positions; ascertains sufficient infrastructure for ECD services, linked to population based planning to realize universal access to quality ECD services.	2015

AUTHORISATIONS

Authorization:	Name:	Signature:	Date:
Quality Checked By	N.A.Mazizi		22/06/2016
Director : Management Information Services			
Director :	Z.Tafeni		23/09/2016
Acting Chief Director: Social Welfare Services	P.M Cheriyen		23/09/16
Deputy Director General	N.Baart		26/09/2016
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Distribution and Use of SOP	District Directors, Corporate Service Deputy Directors, Service Deputy Directors, Area Deputy Directors, Assistant Directors.		

Chairperson of the Centre / Centre Manager /Applicant	Social Worker	Social Worker Supervisor	Social worker /Social Auxilliary Worker
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Registration of Partial Care Facility Process

Current status Phase

