



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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CHIEF DIRECTOR – CHILDREN AND FAMILIES

STANDARD OPERATING PROCEDURE: REGISTRATION OF PARTIAL CARE FACILITY PROCESS

Approval Date	29 September 2021
Commencement Date	29 September 2021
Review Date	29 September 2024
Periodical Review	3 year reviewal
Resources	Internal staff, Office space, Furniture, Budget (district visit S&T), Transport, Telephone, ICT equipment, Stationary
Intent of SOP	To outline a step by step process of registering Partial Care facilities (ECD centers, private hostel, temporary respite care and after care programmes).
Scope	Care, support and development of children from birth to 18 years.

Objective(s)	<ul style="list-style-type: none"> • To ensure compliance with norms and standards for Partial Care. • Universal access of the comprehensive age and stage appropriate quality services. • To provide learning and support appropriate to the child's developmental age and stage.
Desired Performance	Improved access to comprehensive quality Partial Care services that would be universally available to children from 0 to 18 years.
Definitions	<p>Partial Care :Section 76 of Children's Act states that Partial Care is provided when a person, whether for or without reward, takes care of more than six children on behalf of their parents or caregivers during specific hours of the day or night or temporal period, by agreement between the parents or care giver and the provider of the service, but excludes the care of a child:</p> <ul style="list-style-type: none"> a) By a school as part of tuition, training and other activities provided by a school; b) As a boarder in a school hostel or other residential facility managed as part of a school; or c) By a hospital or other medical facilities as part of medical treatment provided to the child.
Key Performance Indicator	Number of registered ECD centers.

<p>Principles</p>	<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 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>
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Compliance Measures	<p>According to Section 79 of the Children's Act No 38 of 2005 the Department is mandated to register all Partial Care 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 above section:</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. • 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.
Performance Measure	Number of Registered ECD centers in compliance with Norms and Standards.
Process Input	Application for Registration Social worker's report
Process Output	Registration certificate

STEP BY STEP GUIDE

REGISTRATION OF PARTIAL CARE FACILITY PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Perform the Screening	<ul style="list-style-type: none"> Obtain client's information and reasons for visit or referral (Date of reporting, Surname, Name, ID No, contact details, reason for visit, action taken) 	<ul style="list-style-type: none"> Social Auxiliary Worker 	<ul style="list-style-type: none"> Reception Register-SWS 01 	10 min
2	Conduct the Intake	<ul style="list-style-type: none"> Conduct intake interview. Complete intake form and process note. Forward all the intake documents to the supervisor. 	<ul style="list-style-type: none"> Social Worker/ Social Auxiliary Worker 	<ul style="list-style-type: none"> SWS 02 (Intake Form) SWS 04(Process note) 	45 min
3	Allocate the case	<ul style="list-style-type: none"> Allocate the case to the case manager Give instruction to follow up to the case with clear time frame utilizing SWS 02 	<ul style="list-style-type: none"> Social Work Supervisor 	<ul style="list-style-type: none"> SWS 02, Supervisory note 	10 min
4	Conduct pre-assessment or interview	<p>Interview the client and discuss the following processes:</p> <ul style="list-style-type: none"> Registration requirements Registration procedure Minimum Standards Application form Monitoring and Evaluation 	<ul style="list-style-type: none"> Social Worker 	<ul style="list-style-type: none"> SWS 04 (Process note) Social Work Diary SWS 05 (Assessments Report) SWS 06 (Plan of Action) 	20 min
5	Interventions				

5.1	<p>Complete the registration application form</p>	<p>Upon completion of the application form, the applicant shall attach the following documents and return to the office</p> <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; • 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 to the effect that the name of the applicant and the name of any employee do not appear in Part B of the National Child Protection Register or the National register for Sex Offenders. In the absence of clearance certificate, affidavit from Commission of Oath stating that the deponent never committed crime against the child must be used. • Health certificate or report issued by local municipality in whose area the facility is to operate confirming compliance with the structural health requirements of that Municipality 	<ul style="list-style-type: none"> • Chairperson of the Centre • Centre Manager • Applicant 	<ul style="list-style-type: none"> • Application Form (Form 11) • Educational qualification • Business Plan • NPO Constitution • Approved plan or • Emergency plan • Clearance certificate/ Affidavit • Health certificate/ • Health report 	20 minutes
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Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
5.2	Conduct Assessment	<p>When the application form has been duly completed with all the attachments, the Case Manager shall do the following:</p> <ul style="list-style-type: none"> Visit the premises for own assessment on the viability of the application and compile a report on the viability of the application as prescribed by section 81(1)(c) of the Act; Written referral to the Environmental Health Practitioner in the absence of Health certificate or EHP report Receive health certificate or EHP report on assessment conducted by EHP 	<ul style="list-style-type: none"> Social Worker 	<ul style="list-style-type: none"> Report by Social Service professional on the on viability of application as prescribed by section 81(1) (c) of the Act Social service report Report by Environmental Health Practitioner ((EHP) 	2 weeks
5.3	Convene District Panel	<ul style="list-style-type: none"> Convene the District Panel. Present applications for partial care registration to the District assessment Panel. Compile District Panel minutes 	<ul style="list-style-type: none"> District Director Social Worker Supervisor/ Social Work Admin Clerk 	<ul style="list-style-type: none"> Minutes Attendance register 	1 Day
5.4	Grant the registration	<p>If the centre meets the requirements for registration;</p> <ul style="list-style-type: none"> Grant signed certificate of registration / conditional registration / renewal of registration / reinstatement of a partial care facility. 	<ul style="list-style-type: none"> District Director 	<ul style="list-style-type: none"> Form 12 (Certificate of registration/renewal of registration/re-instatement of partial care facility) 	6 months

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REGISTRATION OF PARTIAL CARE FACILITY PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
5.5	Review registration of partial care facility certificate	<ul style="list-style-type: none"> If the centre is granted full or conditional registration; Review registration 3 months before the expiry date. Remove expired certificate in the file after review. 	<ul style="list-style-type: none"> Chairperson of the Centre Centre Manager Applicant 	<ul style="list-style-type: none"> Reviewed registration of partial care certificate 	3 months
5.6	Refuse to grant registration	<ul style="list-style-type: none"> If the centre does not meet requirements for registration, the following process will unfold. 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 care facility will be issued. The centre will also be informed of their right to appeal. 	<ul style="list-style-type: none"> Social worker District director 	<ul style="list-style-type: none"> Development plan Form 13 	Maximum of 2 years depending on the conditions of the centre
	Conduct monitoring	<ul style="list-style-type: none"> If the centre is granted full registration Conduct monitoring after every 2 years. If the center is granted conditional registration Conduct quarterly monitoring to ensure that the centre meets the requirements. 	<ul style="list-style-type: none"> Social worker Environmental Health officer 	<ul style="list-style-type: none"> 2 Year monitoring report Quarterly monitoring report 	2 years 3 Months
5.7	Cancel the registration certificate	<ul style="list-style-type: none"> Cancel the certificate by written notice to the registration holder in terms of section 84 of the Children's Act 38 of 2005. Upon cancellation of certificate, the registration holder must return the registration certificate to the Department of Social Development. 	<ul style="list-style-type: none"> District Director Centre Manager 	<ul style="list-style-type: none"> Cancelled registration certificate 	1 month or less depending on hazardous conditions

STEP BY STEP GUIDE

REGISTRATION OF PARTIAL CARE FACILITY PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
	Conduct monitoring	<p>If the centre is granted full registration</p> <ul style="list-style-type: none"> Conduct monitoring after every 2 years. <p>If the center is granted conditional registration</p> <ul style="list-style-type: none"> Conduct quarterly monitoring to ensure that the centre meets the requirements. Perform Developmental Quality assurance with clear time frames. Provide mentoring to the center in order for it to be complaint for 12 months. 	<ul style="list-style-type: none"> Social worker Environmental Health officer 	<ul style="list-style-type: none"> 2 Year monitoring report Quarterly monitoring report 	<p>2 years</p> <p>3 Months</p>

5.8	Close the centre	<p>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.</p> <ul style="list-style-type: none"> • Write a report recommending the closure of the centre that poses threat through hazardous situations to the lives of the children and ensure that the children receive alternative services. • Canalise the Social Worker's report and sign the report. • Develop a memo that recommend the closure of the centre that poses threat through hazardous situations to the lives of the children for the District Director. • Verify the process taken to close the facility. • Recommend the closure of the centre that poses threat through hazardous situations to the lives of the children. • Approve the recommended memo for closure of the centre that poses threat through hazardous situations to the lives of the children 	<p>Social worker</p> <p>Social Work Supervisor/ Service Office Manager</p> <p>District Social Work Manager</p> <p>Provincial Social Work Manager District Director Director: ECD Chief Director: Children and Families</p> <p>HOD</p>	Closing report Approved memo	2 weeks
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STEP BY STEP GUIDE

REGISTRATION OF PARTIAL CARE FACILITY PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
5.9	Apply for an appeal against refusal to grant Registration	<p>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</p> <p>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.</p> <p>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. <Add reporting activities and also link to the NPO or ECDCMonitoring</p>	<p>Applicant / Centre manager</p> <p>MEC</p> <p>Applicant</p>	Form 14	3 months






PROCESS RISKS

Risk 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) delays finalization of the application Different interpretation of the act by different professionals as well as different application of the Norms and Standards will compromise the best interest of the children by the same officials who are supposed to be protecting the children's rights. Non standardization of Social Welfare Services forms that can result in different ways of providing a service. Limited resources: <ul style="list-style-type: none"> (Capital i.e. Vehicles, Office space, stationary, computers, telephones, printers) Human Resources i.e. Social Work Supervisors, Social Workers, Social Auxiliary Workers, data captures, Financial i.e. budget allocation for the implementation of the promulgated Acts. 	High	High	Amendment of legislation to regulate decentralization of the function and allocation of resources.	Manual
		High	High	Integrated training in legislation, guidelines.	Manual
		Medium	Low	To revise the Social Welfare Services forms to be aligned with ECD process by the Programme.	Manual
		High	High	Provision of adequate resources to deliver on Partial Care services Fast track and prioritize appointment of Early Childhood Development Officers. Provision of decent and professional office space	Manual

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

Document Name	Section Description
Constitution of South Africa of 1996	Section 27 and 28 of the Constitution prescribe the ethical and legal obligation of government to honour children's rights to protection, survival and development.
Children's Act No 38 of 2005	Section 82 to 84 stipulated the registration of partial care facility, conditional renewal of partial care facility and Re-instatement of partial care facility.
ECD Guidelines of 2005	Guide on the Implementation of Early Childhood development services.
Social Work Supervision Framework of 2012	Provide guidelines to Social Work supervisors on the implementation of Supervision Framework.
National Integrated ECD Policy of 2015	The policy ascertains sufficient infrastructure for ECD services, linked to population-based planning to realize universal access to quality ECD services.
Social Welfare Services forms	Generic Norms and Standards for Social Welfare Services
Protection of Personal Information Act 4 of 2013	The Act requires that personal information for a data subject be collected and processed lawfully and be processed only for the purpose that it was collected for. The responsible party must secure the integrity and confidentiality of personal information in its possession or under its control by taking reasonable technical and organizational measures to prevent loss of, damage to or unauthorized access destruction of personal information.

AUTHORISATIONS

Authorization:	Name:	Comments:	Signature:	Date:
Recommended by Director- ECD	Z.Tafeni	Recommended		15/09/2021
Recommended by : Acting Chief Information Officer	M.Gazi	Recommended		23/09/2021
Recommended by: Chief Director- Children and Families	T. Toyiya	Recommended		27/09/2021
Recommended by: Deputy Director General - Social Welfare Services	DR N.Z.G. Yokwana	RECOMMENDED		28/09/2021
Approved by: Head of the Department	M.Machemba	Approved		29/09/2021
Distribution and Use of SOP	District Directors, all Social Workers, all Social Work supervisors, all Social Work Managers, Social Auxiliary Workers, Data Capturers, all Area Manager, All Service Office Managers.			