



2020 SENIOR CITIZENS PARLIAMENT RESOLUTIONS: 02 OCTOBER 2020: UTHUKELA DISTRICT MUNICIPALITY

RESPONSIBLE UNIT / DEPARTMENT	ISSUES RAISED	RESOLUTION	STATUS (AS AT 31 AUGUST 2021)
Department of Community Safety & Liaison	<ul style="list-style-type: none">Cases involving senior citizens as victims are not prioritized by investigating officers.	<ul style="list-style-type: none">Investigating officers must prioritize and expedite investigation of cases involving senior citizens as victims of various crimes.	<ol style="list-style-type: none">The department reaffirms that its mandate is to provide police monitoring and oversee the effectiveness and efficiency of the police service, including receiving reports from the police service.Both the department and the SAPS have since the adoption of this resolution started working on the development of a central repository system wherein cases as opened by different sectors of the vulnerable group and society are deposited for analysis and monitoring purposes.The system development process is currently being tested for full steam operation starting from September 2021Between this resolution to date the following high-level cases have been deposited, analyzed and monitored:<ol style="list-style-type: none">At Ingwavuma Police station a murder case of a



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			<p>71-year old senior citizen in 2019, the 6 accused arrested and convicted at the Regional court and sentencing is scheduled for the 16th November 2021</p> <p>4.2 At Jozini Police Station case of burglary into a house of 82-year old in 2019 and the accused was convicted.</p> <p>5. The department of Community Safety and Liaison has in its process of Docket Audit assisted in ensuring that a case of elderly from Mothwa Home Old age home in June 2020 working with Umbilo SAPS is revisited and further referred the matter to Department of Social Development.</p>
	<ul style="list-style-type: none"> • Police stations do not have private interview rooms where sensitive cases can be opened and statements taken privately. 	<ul style="list-style-type: none"> • Police Stations must consider having private booths/rooms where sensitive cases involving senior citizens and other victims can be reported privately. 	<p>1.The majority of KwaZulu-Natal Police Stations do have Victim-friendly rooms that are used as designated rooms for both privacy and basic counselling.</p> <p>2. The victim-friendly rooms have social workers, a volunteer and SAPS member responsible for Domestic violence.</p> <p>3.Currently out of 184 police stations in the province 167 have the victim-friendly rooms (17 Police Stations do not due to a space challenge which is being looked into by SAPS management.</p> <p>4.The department has since the adoption of this</p>



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			<p>resolution conducted only one awareness session out of the planned ones due to COVID-19 alert levels.</p> <p>5.The department has repurposed its programmes in line with COVID-19 pandemic for continued provision of services.</p>
	<ul style="list-style-type: none"> Progress in cases involving senior citizens is usually not given to complainants by the investigating officers. 	<ul style="list-style-type: none"> Investigating officers must give regular updates to victims of crime, particularly senior citizens and other vulnerable groups. 	<p>1.All Investigating Officers are expected to provide regular feedback to victims of crime, including senior citizens and other vulnerable groups.</p> <p>2. Senior citizens and other vulnerable groups in the main are also informed of their rights upon opening cases including a recourse in case Investigation Officers do not provide regular updates.</p> <p>3.The Department of Community Safety and SAPS have since the adoption of this resolution started the development of a statistical monitoring tool (as part of the central repository system where in all these cases will be deposited for easy analysis and monitoring)</p>
	<ul style="list-style-type: none"> Perpetrators are given bail or released back into the community without the victims being consulted or informed prior. 	<ul style="list-style-type: none"> Victims must be consulted or informed before perpetrators are granted bail or released back into the community. 	<p>1.The department has since the adoption of this resolution reinforced a programmatic working relationship with key departments within the Security cluster namely: Department of Justice, Correctional Services, SAPS, agencies within Justice, etc.</p> <p>2.Stakeholder awareness programme was rolled out</p>



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			<p>in November 2020 at uMzimkhulu (Kwa-Bombo) Harry Gwala District focusing on Criminal Procedure Act but COVID-19 alert levels prevented the roll out to other parts of KwaZulu-Natal.</p> <p>3.A joint stakeholder awareness programme between the department, Correctional Services and other State Security agencies which was meant to be rolled out between October 2020 to date focusing on the Offender Reintegration was also disrupted due to COVID-19 alert levels</p>
	<ul style="list-style-type: none"> Perpetrators of crime against senior citizens are given lesser sentences compared to perpetrators of crime against younger citizens. 	<ul style="list-style-type: none"> The Department of Justice and Constitutional Development must ensure that punishment given to perpetrators fits the crime they committed regardless of the age of the victim. 	<p>1.The legal unit of the department has looked at the matter and established an anomaly in the Older Person’s Act Section 33(1) (b) provides that a person convicted of abuse of an older person is liable to a fine or to imprisonment for a period not exceeding five years, or to both a fine and such imprisonment.</p> <p>2.The DSD at a national level has initiated the process of reviewing the Older Person’s Act with a focus mainly on the registration of the facilities and other key provisions including sentencing meted out against perpetrators who abused senior citizens.</p> <p>3. The Department of Community Safety and Liaison has brought the matter of the concern of section 33(1) (b) of the Older Person’s Act to the provincial department of Social Development for possible amendment.</p>



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<p>Department of Health</p>	<ul style="list-style-type: none"> • Noting that senior citizens wait for many hours in queues in public health facilities. 	<ul style="list-style-type: none"> • Public Health facilities must find innovative ways of working efficiently and prioritize senior citizens, so they do not spend many hours standing in queues 	<ol style="list-style-type: none"> 1.All public health facilities are implementing the prioritization process as outlined in the Ideal Facility Framework which states that all the elderly, the very sick and frail are to be prioritized. All facilities have a SOP which covers the prioritization procedure (including senior citizens) 2.The CCMDD programme enables clients to receive their chronic medication via community-based pick-up points and private sector providers. 3. Stakeholders are engaged, and discussions held in all platforms to emphasize the importance of CCMDD to reduce frequent visits to clinics. 4. Designated fast queue for senior citizens is implemented. 5. Notices are placed in waiting areas and health education is conducted to community members 6. Clinical posts that are vacant are filled subject to availability of funds.
	<ul style="list-style-type: none"> • Noting that senior citizens wake up early in the morning to get to health facilities and wait outside for the facilities 	<ul style="list-style-type: none"> • Public Health facilities must have sufficient sitting areas and working ablution facilities for use by the 	<ol style="list-style-type: none"> 1.In all public health facilities there are shelters (permanent or temporary) provided for two purposes namely: serve as waiting areas for senior citizens or persons with disabilities as well as



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	to open.	<p>public.</p> <ul style="list-style-type: none"> Public Health facilities must provide shelter for patients to wait in while the clinic is still closed. 	<p>COVID-19 screening</p> <p>2. The department of Health through its public health facilities is vigorously implementing the appointment systems and thereby avoiding overcrowding of public health institutions.</p>
	<ul style="list-style-type: none"> Noting that staff in public health facilities take tea and lunch breaks at once and keep patients and senior citizens waiting. 	<ul style="list-style-type: none"> Public Health authorities must ensure that staff takes turns to go for tea and lunch breaks to avoid interruption of service delivery. 	<p>1. In all public health facilities there is daily allocation of staff so that they take turns for tea and lunch breaks and Facility Managers ensure that daily it is complied with.</p> <p>2. In all public health facilities there is recourse provided for (report the matter to Facility manager/Supervisor, make use of suggestion box, report to a clinic/hospital board member or make use of patients complaints hotline) in case patients or senior citizens experience such a rare problem.</p>
Department of Human Settlements	<ul style="list-style-type: none"> Noting that Senior Citizens requested the construction of Senior Citizen Villages throughout the province. 	<ul style="list-style-type: none"> The Department of Human Settlements must give detailed plans and timelines of the construction of Senior Citizen Villages. The Department of Human Settlements must ensure that the houses are designed to meet the needs of Senior 	<p>1. The Department of Human Settlements DOES NOT have a policy nor a programme called Senior Citizens Village instead there is KZN Special Needs Housing Policy which allows for housing assistance to be provided to vulnerable groups (including senior citizens)</p> <p>2. Applications can be received from a Section 21 company who must be registered as an NPO with</p>



		<p>Citizens.</p> <ul style="list-style-type: none">• The Department of Human Settlements must clearly outline how senior citizens can apply for homes in Senior Citizen Villages and clearly outline the qualifying criteria.	<p>the Department of Social Development. Applications are submitted to the Directorate: Social Housing and Community Residential Unit. The Directorate will assess the application and provide support to the NPO. The NPO must prove that:</p> <ul style="list-style-type: none">a) There is a demand for accommodation for senior citizens.b) The project is sustainable. e.g., the NPO will receive or receives (in the case of refurbishment) a subsidy per beneficiary from DSD, donor funding, rental collections.c) A letter from DSD in support of the projectd) The NPO has experience in managing projects of this nature.e) A Board of Directors must be established to make executive decisions related to the operations and interests of the senior citizens.f) The department may be represented in an observing capacity,g) The NPO must submit annual financial statements to the departmenth) In the event of the NPO being unable to manage or no longer have the intention to manage and maintain the facility. The property must be transferred to another NPO who is willing to
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			<p>manage the facility. The NPO cannot sell the facility.</p> <p>i) Subsidies are provided on a bed basis at 100% of the subsidy quantum. The subsidy per bed is paid to the NPO. The NPO must make a financial contribution to the project.</p> <p>j) The beneficiary is not registered on HSS as the recipient of a subsidy. The beneficiary can vacate the Senior Citizens accommodation and apply for a housing subsidy. If a beneficiary vacates the house the NPO will allocate the house to the next person on the waiting list.</p> <p>k) The NPO will design the houses and submit to the municipality and the department for approval.</p> <p>l) The NPOs are the ones that implement and manage these establishments for senior citizens including manage qualifying criteria including the management and maintenance of waiting lists.</p>
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<p>Department of Social Development</p>	<ul style="list-style-type: none"> Noting that the Post Office is always overcrowded due to collection of Covid-19 relief grants. 	<ul style="list-style-type: none"> The Post Office and all other post offices must work with SASSA to increase the number of staff to assist and prioritize senior citizens on pension day. Post Offices and SASSA must provide shelter with chairs, water and working ablution facilities for senior citizens while they wait to collect their grants. 	<p>1.The old age pension is paid on the first day of the month to address the issue of long queues and overcrowding. The second day of the month is allocated to people with disabilities, and other grants are paid from the 10th day of each month.</p> <p>2.There are also designated queue marshals that have been introduced by the post office and SASSA.</p> <p>3.In the entire province of KwaZulu-Natal all senior citizens receive their pension grants from Post Offices latest by midday.</p> <p>1.Post Offices especially in KwaZulu-Natal has over the previous months been unable to provide the required services in the majority</p> <p>2. SASSA has over the past months lacked capacity to manage the SLA and thereby ensuring interalia that such services are provided in all Post Office pay points.</p> <p>3. SASSA has appointed officials (SLA champions) in all 81 local offices to monitor the Service Level Agreement (including the provision of shelter, water and mobile ablution facilities in all Post Office pay</p>



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			<p>points) 4. On monthly basis Post Office will make reconciliation for immediate reimbursement purposes (arising from the provision of these services)</p>
		<p>Government must consider having technology literacy programmes for senior citizens where they are taught how to use ATMs and cellular phones to access various government grants</p>	<p>1.SASSA has since the adoption of this resolution gradually introduced online applications with a view to improving access to social services by all citizens without them having to leave their homes and travelling long distances.</p> <p>2. Furthermore, SASSA has introduced a gradual change management system which is inward (management, staff and organized labour) and outward (clients and stakeholders) focused as part of digitalizing its services including educating potential and existing grant recipients.</p>
	<ul style="list-style-type: none"> Noting that registration of luncheon clubs is progressing very slowly. 	<ul style="list-style-type: none"> The Department of Social Development must expedite the registration of luncheon clubs now that the country is on Lockdown Level 1 	<p>1.The centres identified for registration in KwaZulu-Natal (post the 2020 senior citizens’ parliament) were 99 but only 4 centres were successfully registered (1 at uMzinyathi district and 3 at uMkhanyakude district) due to strict COVID19 regulations issued by the national department of Social Development (which directed all officials to protect the vulnerability of senior citizens when discharging the responsibilities)</p> <p>2. The department has internally commenced with necessary training to prepare for a vigorous roll out</p>



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			of the balance of 95 luncheon clubs (provided there is relaxation of COVID-19 alert levels and applicable safety measures)
	<ul style="list-style-type: none">Noting that some senior citizens live alone during the day and cannot prepare nutritious meals for themselves.	<p>The Commission resolved that Department of Social Development must consider establishing day care centres for senior citizens where they can get nutritious meals and socialize with their peers.</p>	<p>1. Section 11 (2) (e) of the Older Persons Act No. 13/2006 provides for the provision of nutritionally balanced meals to needy older persons within the Community Based Care and Support Services for Older Persons. Hence, there are 353 service centres which are approved for funding by the Department to provide nutritious meals and render programmes to the senior citizens. However, services have been suspended in compliance with the COVID 19 Regulations which do not permit gatherings and identify senior citizens as an especially vulnerable group.</p> <p>2. Moreover, Department has facilitated the sustainability of community-based care and support services during the COVID 19 crisis generation suspension of services by adjusting funding levels to 50% to ensure that operational costs generated by service centres can be met.</p>