

**THE IMPACT OF THE FINANCING POLICY FOR
DEVELOPMENTAL SOCIAL WELFARE SERVICES (1999) ON
SERVICE DELIVERY IN NELLMAPIUS, GAUTENG PROVINCE**

By

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DECLARATION

I hereby declare that this dissertation is the result of my independent investigation, and that all the sources used have been acknowledged by means of complete references.

I hereby certify that this dissertation is not submitted for any other degree.

Signature: _____

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ABSTRACT

The impact of the Financing Policy for Developmental Social Welfare Services (1999) on service delivery in Nellmapius, Gauteng Province

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The Financing Policy for Developmental Social Welfare Services in South Africa (1999:15), which is currently under revision, aims to address and eliminate the current imbalances in service delivery by promoting equitable distribution of finances, services and infrastructure for all people in need of social services. In order to achieve these aims, the Financing Policy for Developmental Social Welfare Services (hereafter referred to as the Financing Policy) proposes a shift in service delivery from a remedial approach towards a developmental focus by 2004. As a social worker working in communities with other social service providers at grass-roots level, the researcher found little evidence that transformation to developmental welfare services was indeed taking place. Service providers working in communities do not know how to transform their services. The aim of this research study was to evaluate the impact of the Financing Policy for Developmental Social Welfare Services on service delivery in the Nellmapius community in the Gauteng Province. This research study formed part of a team research where the impact of the Financing Policy was studied in three different communities in the Gauteng Province.

The researcher utilized a combined research approach whereby the qualitative research approach was more dominant than the quantitative approach. The researcher utilized a personal administrated questionnaire (quantitative) with the service providers working in Nellmapius. Focus group discussions (qualitative) were conducted with service beneficiaries in Nellmapius. From the research findings derived out of the data analysis,

the researcher was able to make valuable recommendations with regard to the improvement of service delivery at grass-roots level. The final recommendation of this study is to integrate the findings of this study with the findings of the other three studies (respectively in Tembisa and Atteridgeville). This integration could then be utilized as a policy analysis towards writing the new planned policies to address funding, transformation and monitoring of social welfare services in South Africa.

KEY WORDS

Financing Policy for Developmental Social Welfare Services (1999)

Community

Grass roots level

Service delivery

Evaluation

Impact

Developmental Social Work

Nellmapius

Heartbeat

Social services

TABLE OF CONTENTS

CHAPTER 1

1. INTRODUCTION	1
2. MOTIVATION FOR THE CHOICE OF THE TOPIC	1
3. PROBLEM FORMULATION	3
4. GOAL AND OBJECTIVES OF THE STUDY	6
5. RESEARCH QUESTION	6
6. RESEARCH APPROACH	7
7. TYPE OF RESEARCH	8
8. RESEARCH DESIGN AND STRATEGY	9
9. RESEARCH PROCEDURES AND STRATEGY	11
9.1. Data collection methods	11
9.2. Data analysis	12
10. PILOT STUDY	13
10.1. Literature review	14
10.2. Consultation with experts	14
10.3. Feasibility of the study	15
10.4. Questionnaire and focus group interview schedule	16
11. POPULATION AND SAMPLING	16
12. ETHICAL ISSUES	18
13. CONCEPTUALISATION OF KEY CONCEPTS	19
14. LIMITATIONS OF THE STUDY	22
15. DIVISION OF THE RESEARCH REPORT	23

CHAPTER 2

1. INTRODUCTION	24
2. DEVELOPMENTAL SOCIAL WELFARE	24
3. WORLD SUMMIT ON SOCIAL DEVELOPMENT, COPENHAGEN (1995).....	27
4. DEVELOPMENTAL SOCIAL WELFARE IN SOUTH AFRICA	29
4.1. Principles for developmental social welfare services	30
4.2. Financing shifts	36
5. POLICY ANALYSIS	38
5.1. Policy	38
5.2. Policy analysis	40
6. THE FINANCING POLICY FOR DEVELOPMENTAL SOCIAL WELFARE SERVICES	44
6.1. Service delivery levels	45
6.2. Special developmental areas	46
6.2.1. HIV/AIDS	46
6.2.2. Poverty alleviation	46
6.2.3. Crime prevention	47
6.2.4. Substance abuse	48
6.2.5. Disabilities	48
6.3. Target groups	49

6.3.1. Children	49
6.3.2. Youth	50
6.3.3. Women	50
6.3.4. Families	50
6.3.5. Older persons	51
6.4. Resources	52
6.5. Monitoring and evaluation	54
7. SUMMARY	56

CHAPTER 3

1. INTRODUCTION	58
2. RESEARCH METHODOLOGY	58
2.1. Research approach	58
2.2. Type of research	58
2.3. Research design and strategy	58
2.4. Research procedures and strategy	59
3. QUALITATIVE DATA	59
3.1. Biographic particulars of respondents	59
3.2. Respondents' views on the impact of the Financing Policy on service delivery in Nellmapius	60
3.2.1. Social welfare services	60
3.2.2. Educational services	65
3.2.3. Health services	66
3.2.4. Accessibility	67
3.3. Conclusion	68
4. QUANTITATIVE DATA	69
4.1. Biographic particulars	69
4.1.1. Gender of respondents	70
4.1.2. Social work experience of respondents	70
4.1.3. Respondents working experience in specific organisation	71
4.1.4. Age of respondents	72
4.1.5. Main focus of respondents' organisation	73
4.2. Respondents' knowledge of the Financing Policy for Developmental Social Welfare Services (1999)	74
4.2.1. First contact with the Financing Policy (1999)	74
4.2.2. Respondents' knowledge on the aims of the Financing policy	74
4.2.3. Respondents' knowledge on a developmental focus for social welfare service delivery	75
4.3. Implementation of the Financing Policy	76
4.3.1. Training with regard to the implementation of the Financing Policy	76
4.3.2. Difficulties with regard to the implementation and transformation of the Financing Policy	77
4.3.3. Respondents' opinion of governments time frame with regard to the transformation of social welfare services	78
4.3.4. Target groups of respondents organisations	79

4.3.5. Estimated percentage of respondents' organisations focussing on the following target groups	80
4.3.6. Social welfare services delivered to Nellmapius	82
4.3.7. Respondents' organisations estimated focus on the four service levels of the Financing Policy (1999)	83
4.3.8. Respondents' organisations focus on special developmental areas	84
4.3.9. Services rendered by respondents' organisations meeting the principles in the Financing Policy	85
4.3.10. Respondents' partnership with other organisations	89
4.3.11. Kind of partnership organisation	90
4.3.12. Proposed transformation in governments time frame	91
4.4. Monitoring and evaluation	92
4.4.1. Respondents' knowledge about DQA	93
4.4.2. Government team visiting respondents' organisations	94
4.5. Conclusion	94
5. CONCLUSION	95
 CHAPTER 4	
1. INTRODUCTION	97
2. RESEARCH GOAL	97
3. RESEARCH QUESTION	98
4. KEY FINDINGS	98
5. CONCLUSIONS	100
6. RECOMMENDATIONS	102

BIBLIOGRAPHY

ADDENDUMS

LIST OF FIGURES

Figure 1:	Social work experience	70
Figure 2:	Working experience in specific organisation	71
Figure 3:	Age of respondents	72
Figure 4:	Difficulties with regards to the implementation of the Financing Policy (1999)	77
Figure 5:	Governments' time frame for transformation of social welfare services	78
Figure 6:	Organisations meeting principles in the Financing Policy (1999)	85
Figure 7:	Kind of partnership organisation	90
Figure 8:	The proposed transformation in governments' timeframe	91
Figure 9:	The respondents' knowledge of DQA	93
Figure 10:	Government team visiting organisations	94

LIST OF TABLES

Table 1:	Main focus of respondents' organisations	73
Table 2:	First contact with the Financing Policy	74
Table 3:	Respondents knowledge on the aims of the Financing Policy	75
Table 4:	Target groups of respondents' organisations	79
Table 5:	Estimated percentage of the respondents' organisations focusing on the target groups	80
Table 6:	Social welfare services delivered to Nellmapius	82
Table 7:	The respondents' organisations' estimated focus on the four service levels in the Financing Policy (1999)	83
Table 8:	Organisations' focus on special developmental areas	84