

2023 / 2024



"Investing in the Best Interest of each Child in our Care"

ANNUAL REPORT



VISION

Investing in the Best Interest of each child in our care

MISSION

To render Professional Child and Youth Care Services to vulnerable children needing alternate care, through their legal placement into residential care

PURPOSE

To provide Holistic Developmental Care using the Circle of Courage Model within the Life Space of our Children

UPHOLDING OF VALUES

Generosity

Mastery

Honesty

Courage

Responsibility



Belonging

Independence

Respect

Commitment

Fairness

CHAIRPERSON'S REPORT

It is with great pride and a deep sense of responsibility that I present this Chairman's Report for the Pietermaritzburg Children's Home, operating as the Pietermaritzburg Child and Youth Care Centre, for the Financial Year ending February 2024. This past year has been one of resilience, growth, and community. Despite the challenges faced, we have made significant strides in fulfilling our mission to provide a safe and nurturing environment for the children in our care.

This year, we continued to provide the support and care for our children, consistent with the standards of previous years. While there were no significant changes in the number of children, we faced some staffing challenges which were promptly and appropriately addressed by the management and the Director. This reinforced our commitment to upholding the highest standards of integrity and trust within our organization.

Despite these challenges, the team has continued to work diligently to ensure that each child receives the care, support, and services they need to thrive. We have also focused on maintaining the quality of our programs and services, ensuring that the children in our care continue to benefit from a safe and nurturing environment.

Financially, the Home had operated with a deficit this past year, resulting in us tapping into reserves. Finances are a critical factor for any non-profit, and while this shortfall is concerning, I am confident in our ability to find solutions. Our administrative practices remain sound, and we are continuously seeking ways to balance our budget while maintaining the high level of support we provide.

While our relationships with sector organisations remain strong, there is room to grow our involvement with the local community. This presents an opportunity for us to build stronger ties with those around us, increasing awareness and support for our cause.

Additionally, our hall has become a great asset and helps to ensure a comfortable and safe environment for activities the children participate in. Likewise, the additional funding sourced from rental usage of a local church provides added gain for the Home.

This past year we were pleased to recruit to new board members that we believe will add value to the work we do at PCH. They come with the knowledge and experience that is needed in avenues that fit in with the portfolios that we are working towards initiating for the Board.

Looking ahead, our focus will be on sustainability. We are particularly excited about our plans to explore a solar electricity solution which will help us significantly reduce our municipal expenditure, allowing us to allocate more resources to our core mission of caring for the children. We have already submitted a plan to the National Lottery Commission and will hope to see a possible start to putting this plan into action, with the administration block as the first pilot project.

We will also continue to strengthen our financial position through innovative fundraising initiatives and strategic partnerships, ensuring that we can meet our budgetary needs and expand our services where possible.

2

We acknowledge the Department of Social Development's role as a funder to the home, knowing that the facility is reliant on the state subsidies to ensure that we meet our goals and objectives. However, we also note that ideally we should in fact be subsidized at a rate per child that covers the cost to care, for which we are aware, that our Director is part of the Provincial Advocacy Task Team constantly using opportunities to lobby around this issue.

In conclusion, I would like to express my deepest gratitude to our staff, volunteers, donors, and partners for their unwavering support and commitment. A special mention to our board members for their unwavering dedication, resilience and passion to see the organisation thrive. The work we do at the Pietermaritzburg Children's Home is truly a collective effort, and it is only through our combined efforts that we can continue to make a difference in the lives of the children we serve.

As we move forward, let us remain steadfast in our mission, guided by compassion, dedication, and the belief that every child deserves a chance to reach their full potential.

Thank you.

Mr L. du Preez

Chairperson

DIRECTORS REPORT

It gives me great pleasure to present our annual report for the 2023/ 2024 financial year. This past year saw some shifts in the funding avenue, as there were several new developments in the sector that impacted on the way we received both our monthly subsidies as well as some donor funding. With reference to the department subsidies, we were shifted in the middle of the financial year to quarterly tranche payments and received our 1st tranche in October 2023 for September to November, and the 2nd tranche in January 2024 for December to February. This year we worked with two of our CSI company partners who made their annual donations via paying directly to the suppliers for items needed by the home, with PCH received all application requests as gifts in kind. We also for the 2nd time had access to Hwseta funds to support our training needs.

RELEVANCE

In the current financial climate, with such a high demand from NPOs for more funds to sustain projects and programmes, it is no surprise that majority of our funding applications and donor companies focus on the key issue of relevance. Understanding that residential care is the most expensive option of care, we remain relevant in that, there continues to be a need to place children in alternate care. In line with South Africa's National Development Plan, as a residential care facility, PCH does play a pivotal role by providing a valuable service to our country's most vulnerable group. In line with Government's vision of transformation, and the needed services to orphaned and vulnerable children as spelt out in the White Paper, our Home continues to render relevant services, as the last option offered in the Continuum of Care Model.

We were initially governed by the Children's Act 38 of 2005, which outlines the commitment of Government to ensure they support and financially assist those NGO's providing services to children of the State. In the past financial year, the Children's Amendment Bill 2017 (3rd draft) was passed on the 06.12.22, and the Amended Act was assented to by the President on the 12.01.23, to promulgate the new gazetted Childrens Act 17 of 2022, which we now operated under.

We continued to engage with the Provincial DSD as a children's sector: residential services, and within the broader NPO sector, to advocate for further discussions on the existing yet relatively newly introduced Sector Financing Policy in the latter part of 2023, since DSD indicated that the changes to the funding payment system was a response to implementing what was in this policy. Another point of further contention, remained the implementation phase for stage 2 of the Nawongo judgement. After some attempts, we were still unable to secure a further meeting with the Department's HOD to address this outstanding National matter.

The General Laws Amendment Act No 22 of 2022 was signed into law on the 22.12.22, with some key issues linked to this Act impacting on the NPO sector in the past financial year. Two of the key issues being the compulsory registration of every NPO with the NPO Directorate, and the funding implications for undisclosed funds allocated as donations within the sector.

4

GOVERNANCE

Since we function as a Section 21 Non-for-profit (NPC) company, our annual updates continued with CIPC. We submitted updated information for a 2nd time in the previous financial year for one of our directors, and again re-submitted in September 2023 for a 3rd time, however he was still not updated onto the CIPC register, at the end of this reporting year. We updated our annual returns in August 2023.

Our updated Memorandum of Incorporation was approved in 2017 and remains valid. In terms of this MOI, PCH continued with the additional elected staff member attending Board meetings, as per the regulations of the Children's Act. Likewise, the elected Youth representatives continued to attend bi-monthly board meetings. The elected staff member joined the youth representatives to participate bi-monthly at the beginning of our board meetings, and thereafter they exited the meeting for other business aspects. Most often all 4 youth representatives would attend.

We are fortunate to have a PCH Trust, with 3 trustees that support the work we do. In May 2023, we bid farewell to Mr Dem Kambouris who had served with love and dedication to the home for many years and wished him well on his retirement. We continued to engage with the other Trustees via Trust meetings in the year.

Legal Obligations

As a legal entity, PCH must ensure that we function within the ambits of all other laws. This implies that we comply with their requirements:

National Minimum wage: All staff salaries are reviewed annually to ensure that workers are paid within the stipulated new rates, which shifted to R27.58 per hour applicable from 01.03.24, when adjustments are made.

BEE Certificate: This is annually renewed.

SARS Tax clearance certificate: This is applied for, annually.

DOH Health and Hygiene certificates: These are applied for annually.

DOL monthly declarations: PCH had a contentious site visit in October 2023 from a UIF representative. After months of queries and follow ups, we were able to physically meet the KZN - UIF champion for online declarations and were finally assisted to set up our online profile.

New SARS Section 18A laws:

- The new clauses related to the amended Section 18A receipts were circulated in March 2023. Our old receipt books were continued in use, until January 2024 when we re-designed the

format of our office section 18A receipts to align it with the new regulations. Our telemarketing section A receipts were also re-formatted.

POPI Act: The POPIA compliance manual is in place. An Audit follow-up was made in June 2023 - to ensure that PCH was compliant - with regard to our submission and registration of our information officer on their system, which was completed years ago with the director listed on their system.

5

COMPLIANCE

A growing concern in the field is that despite knowing of the relevant Legislation that impacts on the work we do, many CYCCs fail to comply with some of the basic requirements stipulated in the regulations. We have numerous legal obligations to comply with, as CYCCs. One of our main contentions stems from compliance with the Norms and Standards, and the Regulations of the Children's Act. The National DSD provided provincial trainings on the Developmental Quality Assurance Framework (DQAF) in the previous financial year, however its roll out has been slow and inconsistent in the province, with regard to training their employees to understand the nature of the DQ process, whilst only a few districts were communicated with on this process in the past financial year, with not more than 3 CYCCs actually having this whole process applied with them.

Our priority always remains to ensure that we meet the legal and moral obligations that we have to our children. At all times our overall priority is to ensure that we are creating a safe, secure, and enabling environment for children. We have measures in place to ensure that staff have complied with relevant clearances:

SAPS Criminal Offences Register: All staff employed in the financial year of concern were cleared against the register.

Sexual Offences Register: Most of the staff were cleared in the prior year, whilst all new staff completed Affidavits in the interim.

Health clearance certificates - Covid 19: We assisted all staff to obtain their immunization cards in June 2023.

Department of Social Development:

Monitoring and Evaluation visits: A visit to PCH took place in March 2023. The actual report was received in January 2024.

National Child Protection Register: We followed-up with the local office for prior year outstanding clearances, which were received. We also submitted additional applications for new staff.

Business Plans 2023 -2026: These were submitted in March 2023 for the period 2023 till 2026

Service Level Agreements: These were forwarded from DSD in April 2023 for signing.

NPO Annual Report:

- 2023 year-end report: This was submitted via email on the 29.09.23 and at the end of our financial year, we had received the acknowledgement of receipt but not the official approval.
- 2007 year-end report: We were informed in November 2023, that they could not trace this annual report, which was subsequently re-submitted, with no feedback by then end of the financial year.

PROFESSIONAL STAFF

Registration with Council: The Children's Act spells out the requirement that all CYCCs employ trained and skilled staff to meet the needs of children in their care. As an Employer we thus have this obligation. The staff also have an obligation to equip themselves with the minimum level of training and education and be registered with our Council for Social Service Practitioners. Child Care Workers are key role players in the space of each child; however, Council began awareness roadshows in August 2023, and began implementing their changes in November 2023, to align themselves to the legislation, which also dictated that employer's step up and be held accountable for the staff employed. Council clarified that childcare workers had 10 years (since the signing of the regulations in 2014 by the National Minister) to have completed their qualifications and got registered with Council. We began the process of conducting an internal skills and qualifications audit with our team and consulted with Council in December 2023 to provide us with updated status reports on each childcare worker. Council had also changed their policies in relation to annual fees for all practicing social service practitioners, and we had to make payment by December 2023 for the 2024/25 fees.

This process revealed to us that we had different categories of childcare staff on site: some who had completed all their study requirements and were found competent but simply remained without an Hwseta certificate, whilst others who were still not on track and had for various reasons not completed their outstanding work for submission to Naccw. The former group appeared to be "safe" as they had council numbers and were not de-registered. However, the latter group had childcare staff who had never registered or was de-registered and would not meet the obligations in terms of council registration in a suitable time frame. All these matters were raised individually with the childcare workers, as well as openly discussed at meetings, and taken to the Board. At the year end, we were awaiting further clarity from Naccw and Council on the actual action plans that they were putting forward to the field in response to this National matter of concerns as it would impact on the future employment status of many childcare workers in the field!

Since late 2023, we have been advised that the FETC level 4 was being phased out and that the new minimum level of qualification will be the FETC level 5. The challenge remains that without sourcing funding, CYCCs cannot move in this direction. There is the choice of those with their level 4 certificates following a Recognition in Prior Learning (RPL) process, which can be a lengthy drawn-out process with Naccw, or the alternate option remains to enrol and complete the full FETC level 5. All these matters take time to address, and we hope to source other funding for the learnerships, since the Expression of Interest with the Hwseta was not open for learnerships in 2023.

Council dual registration: The Director opted to test the current regulations related to registration of childcare workers via the completion of a Portfolio of Evidence (POE) assessment, which was completed and submitted a few months later to Council, with a full list of documents that must be attached to the POE. In November 2023 Council approved the portfolio and indicated that she can now register as a child and youth care worker at auxiliary level. This process will be completed at some point.

Council reporting of unprofessional conduct:

It was unfortunate that in this past year, the organization had to report unprofessional conduct for two staff members. Both cases, required completion of Council reporting templates and submission of all evidence related to the incidences. There is a lengthy process of Council asking for comments and responses from each party, leaving both cases unfinalized by year end.

HEALTH AND SAFETY:

We do our best to ensure that we comply with the general health and safety requirements.

First Aid: boxes were replenished regularly, using an updated list of requirements as provided by Global Services. These lists were placed into all first aid boxes as well as the medical lists placed into the medical boxes.

Health and Safety committee: They had several meetings in the year with new nominations for the fire marshals put in place. Their duties included walk abouts, completion of checklists per cottage, together with the maintenance officer to ensure that we address any identified matters of concern. At times the team met with the Director to attend to the serious matters. Some of these tasks included replacing of window handles and latches, replacing broken windows, the purchase of needed devices such as thermometers. All our safety equipment was also serviced as per regulations.

Covid 19 Immunization Certificates: We followed up with all staff iro their covid immunization certificates in June 2023. East Boom Clinic assisted us to retrieve some certificates online.

In terms of the children, regular fire drills were conducted - some planned and some unplanned through false alarms. New Fire Marshalls were selected amongst the young leaders.

ADVOCACY

Our team continued to advocate at all levels, to ensure that we offered the best quality of services to our children - it created opportunities for all professional staff to raise issues related to children's needs, rights, and responsibilities in whichever context we are faced with.

We also used every opportunity that presented itself, for PCH to advocate and lobby for issues that matter to the Childrens sector. We have continued to submit input to change current legislation and regulations that impact on service delivery, through other submissions of comments via Provincial bodies such as the KZN NPO Network and Inyathelo and National bodies such as the National Association for Childcare Workers (NACCW) and the South African National Child's Rights Coalition (SANCR) on matters pertaining to the NPO Amendment Bill, Children's Amendment Bill 2017 (3rd draft), General Laws Amendment Bill 2022 and the current contentious issue of the Sector Funding Policy.

All our advocacy work was forwarded to Lisa Vetton to table nationally at Parliament. We participated in the National Child Protection Forum meetings, having a voice for residential care. As a member of the Provincial Task team for CYCCs, we continued to forward concerns to our Head of Department for Social Development and attempted to have a face-to-face meeting

with her and their team, however this did not materialize. Some of the standing issues addressed in our correspondence included:

Funding as per the Nawongo order, delayed subsidy payments, the reduction in number of children funded as per the Master List, lack of uniformity with monitoring, poor communication, and the need to standardize DSD engagements with NPOs in all districts and regions under KZN.

Several meetings were held with relevant experts such as Attorney Prenisha Naicker, legal and social work expert Fazila Fyers, Legal Aid, and Lawyers for Human Rights to consider the possible legal options with reference to the lengthy delays in subsidy payments that occurred in the past financial year, which impacted on our cash flow and access to funds for core expenses such as salaries. Our advocacy included joint meetings with all CYCCs. A "Call to Action" Petition was drafted and put out to all in the sector in July 2023, and numerous media reports and articles were again implemented, with very little impact on DSD. This included a stand down in front of the HOD's head office in PMB supported by NPOs from Durban, Greytown and South Coast in October 2023, and despite handing our official complaints to a representative from DSD, we had no response from our HOD.

Childcare Advocacy:

We created many platforms for our own childcare workers to have a voice and advocate for pertinent concerns that impact on their work with children. They engaged in online events, Nationally, Provincially, and Locally to lobby for themselves and the children.

FINANCIAL IMPACT

This financial period remained difficult with Post Covid impact and the decrease in income from donations, businesses, and fundraising. Approaching business houses for sponsors were rewarded to a small extent for specific events, however we saw a reduction in our regular cash donors over the year, including the telemarketing income. Several monthly sponsors of grocery items and meal donations continued.

The Department of Social Development subsidizes a portion of the cost for the care of the children residing in the facility. This subsidy provided by the government was approximately 77% of the total income received for the financial year end 2024. Such an amount from DSD was only evident due to the forced implementation of the Nawongo judgement in our sector in the prior year. The remaining 23% was generated by the organization to keep the Home sustainable.

During this financial year, PCH found itself struggling with cash flow due to the extremely long delays over several months with DSD subsidies. We were fortunate to draw on the Ashburton funds to alleviate this plight. We were also forced to request an advance on the Trust allocation in order to meet supplier expenses in late 2023.

STAFF COMPLIMENT

STATUS: 2023 - 2024	
STAFF COMPLIMENT AT BEGINNING OF FINANCIAL YEAR	24

RESIGNATIONS (3) AND DISMISSALS (1)	4
NEW APPOINTMENTS	4
STAFF COMPLIMENT AT END OF FINANCIAL YEAR	24

- There was 1 resignation of a childcare worker, 1 resignation of a driver and 1 resignation from the social worker. We had 1 dismissal of a childcare worker.
- All posts were filled in the financial year.

TRAINING AND STAFF DEVELOPMENT

This past 2 years we have accessed the Hwseta funding to assist with training needs for our team. This requires a lot of administration to submit the online annual WSP/ATR. In the 2023 Expressions of Interests, we applied for the management staff training on excel computer skills, in April 2023 - the response was received in August, with the application being rejected. A further call was put out in July and 3 expressions of interest were completed and submitted. These were for: accredited adult education and training - computer literacy, bursaries for employed -who are currently enrolled and studying, and internships for unemployed. We were granted funding for all 3 requests and the grant MOUs were completed in November 2023.

- The bursary for Post Graduate Diploma students: A total of R18017 was paid towards the student fees in February 2024, and additional funds of R1799 used for the bursary equipment. Both were paid by PCH, and the funds will be refunded by the Hwseta.
- AET application: All grant agreement and new learner agreement forms for the new social worker were submitted in January 2024.
- Internship: This was approved, and the MOU and learner agreements were completed and submitted in December 2023. The new social work intern began on 07.01.24.

Staff Appraisals:

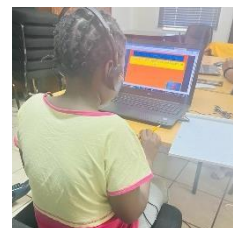
These were completed for all childcare staff in November and December 2023. All other staff appraisals were completed in February 2024.

Research: UCT Pilot Project:

We completed the close out report for the Inyamekela for Care (N4C) with UCT and the Children's Institute, in March 2023. The pilot involved the testing of the training manual for child protection workers by corking through their training manual practically through sessions with our staff. The researchers indicated that once all research participants submitted their close out reports, they would get on with compiling the report.

Research: CINDI - Kinship Care:

Our social worker completed their research survey in April 2023



PMB Child Welfare - Worksheet Cloud:

We began the Worksheet Cloud programme in August 2023 with 6 children that were placed with us via their offices.

We maximize all training opportunities that staff can attend to ensure that we are functioning at our optimal level. AT PCH we try to ensure that all Staff are exposed to all types of learning environments to inspire and motivate them on how they respond to our children.

The Team was exposed to the following trainings: -

Staff who attend external training return and share or do in-service with others.

External Training attended (physically):

1. PCB: Fundraising
2. St Johns: First Aid Training
3. Urifire: Fire Alarm and Portables
4. Midlands Welfare Forum: Professional Ethics
5. Naccw: Reunification in CYCCs - Attachment and Bonding
6. DSD: Norms and Standards
7. Iqraa Trust: SARS compliance
8. Midlands Welfare Forum: Stress Management
9. Naccw: social workers forum - Triggers affecting Children in CYCCs
10. DSD: Assessment tool for children in CYCCs.
11. PCB: Work Ethics.
12. SAIF: Fundraising
13. DSD: NPO, Sars and DOL regulations
14. Midlands Welfare Forum: Self Care
15. FAMSA: Family Reunification and After Care Services
16. Midlands Welfare Forum: Trauma Informed Care

External Training attended (online):

1. Blue Umbrella Foundation: Webinar: Raising Awareness on how to better care for boys and protect them from violence
2. DSD: Capacity Building - Reporting of Child Abuse and Neglect
3. Liberty Life: death benefits
4. Inyathelo: SARS Section 18A workshop
5. SAIF: Fundraising Talk
6. SAIF: Section18A
7. Council: Regulations relating to fees payable by social service professions.

8. Naccw:

- Heather Modlin: Wired for connection: Keeping the love in Child and Youth Care Practice
- Jack Phelan: "Use of Self in CYC Practice" and "Activity Matters"
- Mr James Freeman: Leading with Kindness in Child and Youth Care - Nick Smiar: Burnout or Breakthrough

9. Hwseta: Workplace agreements for expression of interest.

11 The

Child Care Team were exposed to various Internal Trainings conducted by the Childcare Manager.

Naccw Training/Leadership events

- Council: Joint Online Summit to celebrate International CYCWs week
- Online Tribute to CYCWs by the Naccw Youth Forum - 1 of our children who was a youth rep last year, was a Presenter who shared about her experiences at PCH, with CYCWs and where and what she was currently doing.
- PMB Practitioners' Forum: Ethics in Child and Youth Care work.
- Youth: Celebrated Youth Day and had a Child Protection Program
- Practitioners Forum: Lifeline presenter - Work related stress, and on team building
- Webinar: Regulations for CYCWs, Auxiliary CYCWs and student CYCWs by SACSSP
- Webinar: International guest Kim Samual - connecting better, Lessons from South Africa and understanding belonging as a Theory of Change
- Webinar: International guest Nick Smiar - Burnout or Breakthrough

Staff Development:

We use many opportunities to appreciate our staff. All our celebration days include an acknowledgement of the work done by the childcare staff.

Staff support: Drafting of Wills

Liberty Life/Hereford met with the 1st batch of staff in March 2023. The 2nd batch were seen in June 2023 and the 3rd and last batch were seen in September 2023.

Student Placement and Support:

- A few scholars attended in July and December to do community service activities.
- Creative Arts College assigned a photography student who assisted with Mandela Day.
- DUT: 2 public relations students began in August and attended weekly till February 2024.
- UNISA: 1 social auxiliary work student began in August and completed a 6-week placement.
- One social work applicant joined us to volunteer her services from 18.12.23 with the Raffle. She worked extra hard to secure some donations in kind as well and worked very professionally with daily updates and a full raffle report.
- A Hilton College pupil came in on the 19th and 20th December. She assisted with the raffle as well as spent some time in one of the cottages.

- Hwseta: 1 intern social worker was approved in November 2023. K. Conco volunteered in December 2023 and was appointed as an intern social worker from the 07.01.24.

FUNDRAISING EFFORTS

Commshelf: PCH continued with our telemarketing efforts to raise funds through individual donors, however the past year has seen a further decrease in the cash contributions received. We are grateful to receive the donors in kind that are diverted to us through these contacts eg. a donor came forward to sponsor 2 children for a summer camp with the Scripture Union.

12

We struggle like all other NPOs in the current financial climate to identify appropriate events that will bring community support and tested several ideas to the extent of trying them and



then canceling due to poor support. We did manage to bring in some funds via payfast, several jumble sales, hall hire, sale of and hire of braai stands, Alpha Omega donations and our submissions to central waste and global scrap.

We hosted our Mandela Day drive, Movie Night and ran a Raffle in December; however, the key issue is that we need to source larger income through

fundraising events.



Iam4change/Shoprite

Checkers competition: We were selected as 1 of the Top 3 Charities by customers. A full application was submitted in February 2024, and we were subsequently the NPO Charity winner of R12 000 which was allocated to groceries.

Mandela Day 2023: We appreciated the support of all donors for this event - Liberty Mall Ackermans, Gopals Bags, and Game as well as the LMM Management for their cash sponsorship and contribution of a TV for the senior cottage.



Through the generous Mall reach for Mandela Day, PCH was exposed with a reach of 225 661, at a PR value of R492 630, as per the Liberty Mall. Battery Centre heeded our call and sponsored a TV for another cottage. Daisy Business Solutions and Varsity college made their contributions in kind.

NETWORKING

We are grateful to have the opportunity to network with strong NPOs and forums that work in the sector and support the work of PCH. These include the CINDI Network, PMB and Midlands Chamber of Business, Midlands Social Services Forum, KZN NPO Network, NPO fundraising forum, and SA Institute for Fundraising. We also appreciate the opportunities to represent

PCH at National Forums such as NACCW, SANCR and the National Child Protection Forum. Likewise, we acknowledge and appreciate the partnerships with numerous NPOs and departments to render programmes and activities in the year.

DONOR PARTNERS

We were pleased to start a partnership with Kiddivities who hosted 2 birthday party events for all those celebrating birthdays in those months. It was unfortunate that they relocated for work purposes and could not continue to lovely initiative.



13

Companies: We acknowledge and thank some significant donors who are supportive throughout the year: Motus Alert Parts, Willowton Oil and Bakery, National Chicks, Y Chetty and Associates, Motor city, Chicken Licken, Stay Easy, Hollywood Bets, Shoprite checkers, Focus, Sunshine Bakery, Magma, AET, Sanzaf, Agrisun, Sunshine Seedlings, Road Lodge PMB, Palm Stationers, The Hub, Rotary Azalea, The Methodist Church, Russel High, Scottsville Primary, TWT church, and Amberglades Occupational Health Nurses forum.

FUNDERS

Department of Social Development: We appreciate the subsidies received via DSD however reiterate the fact that such funding is insufficient to care for the children we serve, noting the added burden due to lack of subsidy increases and reductions in these funds, which significantly impacts PCH in a negative way.



KFC Add Hope Campaign:

We are pleased to be part of this campaign which sponsored R130000 towards grocery expenses. The new KFC signage was installed on site in August 2023. We also received additional sponsorship for our Awards Day meal. We submitted a full report in February 2024 with success stories of the funds used, and a story on a recipient of the funds.

PMB and District Community Chest: We appreciate the contributions of R50 000 for the year.

Ken Collins Trust: PCH acknowledges their continued and consistent support of R42000pa.

National Lottery: We submitted our application on 05.06.23. A site visit was conducted with their official on 07.11.23, however we closed the financial year with no further response, as PCH was placed in the queue to go in for adjudication.

Motus Alert Parts: They did a physical site visit with their health and safety supervisor on the 25.05.23. They have been an awesome partner for a few years and for this period assisted us with the computer licenses for 2 years for the resource Centre, paid for the repairs to the computer internet connections, and sponsored the staff for the first aid training and fire training. In October our further application for funding was approved to the value of R100000. For the current financial year. They contributed to the sponsorship of school uniforms and jerseys, underwear and slops for all children in February 2024.



14 Hollywood Bets Foundation: our application received a sponsorship of R25 000. This was allocated to the purchase of a tumble dryer, aluminum ladder, 5 trestle tables for the hall, a gazebo for marketing events, a new banner, window latches and slides to be replaced and additional new energy-saving lighting.

PROGRAMME CHAMPIONS

We acknowledge the support of external ambassadors who have offered us invaluable knowledge and life skills in the past financial year:

- | | |
|--|---------------------------------------|
| † St John's Cadet | First Aid Training for KZN Cadetts † |
| Achieve Careers | Book Club and Educational support. |
| † Pietermaritzburg Gandhi Mandela Foundation | Values Based programme |
| † Inkuzi Isematholeni Organization | Gender Based Violence programme |
| † Love to Live | Gender Based Violence programme |
| † PMB Child and Family Welfare | Cloud Worksheet Educational Pilot |
| † PMB Child and Family Welfare/SAPS | Child Protection |
| † Woodlands Library | Library Programme and Book Club |
| † Wendy's Drama Club | Drama programme |
| † East Boom Clinic | Awareness programmes |
| † AFM Church | Spiritual and Youth programmes |
| † AVP Facilitators | 3-day Alternative to Violence Program |
| † Astro Soccer League | Soccer programme |
| † Sivuselela Isizwe Organization | Peace club |

Media: The Director appeared in the ENCA news video and news article related to the subsidy issues in November 2023 and January 2024. Preshalan Govender from The Witness conducted an interview on Giving, and PCH was part of his article in December 2023.

SPECIAL THANK YOU TO YOU!

I convey my sincere appreciation to all our Major Donors, Corporate Donors, Regular Donors, Donors in Kind, all our wonderful well-wishers and friends throughout the year, for taking time to be with and offer your guidance, advice, and support to us, for the benefit of our children. A very special thank you to our dedicated Trustees for your continued expert advice and guidance, to our Board of Directors for your generosity in time and commitment to what we stand for, to all our staff for your loyalty and



ever-willing approach to give off your best, and to our strong and steady members of our Management Team for your willingness to accept new challenges, and your continued advocacy and championship for the work we do, in the name of our children!

“We do not need magic to transform our world. We carry all the power we need inside ourselves”

God Bless

Fiona Balgobind, Director

15

SOCIAL SERVICES REPORT

It is a great pleasure to present a report on the Social Service and Children's activities for the financial period, (2023-2024). Although I was not part of the PCH Team during most of this period until the last month of 2024 which is February, I am pleased to say we managed to successfully conclude the past year as a successful and fruitful year.

We continue to strive to promote and uphold the culture of good quality care for the children in our facility, by rebuilding and nurturing good relationships with outside stakeholders so that our children are the beneficiaries of quality education and care. This was done by continuing to make sure that the environment that our children live in, is enabling, safe and secure for them to become good citizens in the future. Also, through the utilization of structured programs that considers the children's needs, age appropriate, as an individual as well as a group.

For the 2023 - 2024 period, PCH accommodated a total of 92 children. We had 15 new admissions. Children accommodated are between the ages of 4 and 21 years. They are placed into four (4) cottages according to their age groups.

This past year, 14 children were reunified with families and some with their extended families and foster parents, through the reunification services which is an integral part of our program. This has been a joint responsibility of the placement agency, and PCH who are the children's custodians, and we are proud to have played a more active role in this process in recent years, and we are continuing to be the champions of this process as we have increased the number of children that are returned into the community, where they belong. On 22 and 23 February 2024 we attended a workshop on Reunification Processes. We were reminded of the proper steps to follow as reunification needs to start as soon as possible after the child has been removed. The importance of not rushing the process was also emphasized.

WORKING WITH HOST PARENTS

The sad reality is that some children have no families and arrangements are made for them to be hosted by unrelated families and individuals. During this financial year we had one such child Nonkululeko M. She was introduced to an already screened host family. The contact with the host family began in the beginning of November 2023 and this contact progressed positively. The host family was visiting the child concerned on weekly basis in the children's home since then. In December 2023 the child concerned was allowed to go on LOA for school holidays and had bonded with the host family and she felt at home. The family expressed an interest in fostering the child concerned during her visit. When it was time for the child to come back to the CYCC at the end of LOA, Nonkululeko and the host family were not keen to part.

The LOA had to be extended for further 6 weeks because the child concerned didn't want to part with her newly found family. She further shared that she had finally found her family and she doesn't need to leave her family and parents alone to stay at the CYCC. Arrangements for foster care placement were made and the child was transferred to the care of the family. The placement is monitored and supervised by the agency and the facility social worker renders after care services. This placement has been reported to be one of our more successful placements.

BACK TO NORMAL - PROGRAMMES

Our children have been actively involved in several programmes, which included the following:

16

- Developmental Program:

This includes 24hour physical care, access to appropriate schooling and education, family reunification and reintegration. Assistance with disengaging from the program, promotion of children's rights, mastering of the age- appropriate tasks, life space work, life skills, casework and groupwork.

- Therapeutic Programs:

This includes a Developmental assessment, Individual Developmental Plans (IDPs) for each child, Case Conferences, individual counselling of children, and referrals to specialized services, home visits, family meetings, dealing with the daily holistic and developmental needs of each child.

Individual counselling	155	Court orders were updated	29
Court visits	34	Section 176 reports	10
Sections 159 reports	29	Case reviews	38
Home Visits	05	Groupwork sessions	09
Mentors /host parents	11	Children being mentored	12
Minor incidents dealt by CCWS	15	Minor incidents deal by social worker	13
Complaints involving staff	2	Complaints involving children	17
Individual Development Plans	39	Child line	5

Home Affairs:

During this period, we assisted children to submit 9 new ID applications, and 10 collections of issued IDs took place.

- Medical:

A total of 253 referrals were made to various other medical, care or counselling services.

Northdale Hospital	89	Greys Hospital (Renal /Urology)	14
Edendale Hospital	01	Woodlands Clinic	59
Fort Napia Hospital Psychologists	11	Albert Luthuli Hospital (Dentist)	01
Childline (Therapeutic services)	05	SANCA	05
East Boom Eye Clinic	02	Harwood Pharmacy	06
Ghandhi Assessment Centre	01	East Boom Clinic	04

- Educational:

- Our children were engaged in online tuition and virtual learning platforms. That assisted them in catching up with the curriculum.
- Social worker assisted grade 11s and 12s with their schoolwork and Matric Tuition.
- Rosebank College assisted our children with homework on Thursdays.
- High School learners attended Extra Classes at their schools on Saturdays
- All matriculants were supported with CAO and follow-ups
- This year we have an increased number of children transferred to Newton PreVocational School.

School visits on performance progress	14	School visits on parent's meetings	03
School re-admissions	54	Visits to special schools	08
School visits for behavioral problem	3	School new placements	21

Matric Support:

In the reporting year, PCH had 5 Matriculants for 2023 and in 2024, PCH has been blessed with another 5 Matriculants. Ongoing sessions were held to prepare them for the matric exams as well as the process of reunifying to families.

-Naomi was supported with Nursing applications, and in the interim was approved at Willowton Bakery baking college, and she began in February 2024. PCH paid her registration Fees.

-Muzi was supported with CAO follow ups, plans with Life Changers and various job applications. He remained with us. He continued at AFM Church as a youth leader, and we began processing options for consideration at Life Changers. Muzi was asked to complete an aptitude test. -

Zwakele was supported with DUT application for consideration for Bachelors in Childcare, however she did not qualify to study for the Diploma and is exploring other options.

-Wanda is a good soccer player and was assisted and supported in pursuing his dream to become a SOCCER STAR. He went to play in Cape Town on 3 to 10 October 2023. After Matric he was reunified with his family (2 sisters and mother) and is pursuing his soccer options. -Noluthando

was assisted with applications through CAO. Unfortunately, none of her options were successful. She was reunified with her foster parent at Mpolweni.

After Care Support:

- Nokubonga M. is continuing attending protective workshops at MH Moosa.
- Ntando M. is continuing attending Protective workshop at MH Moosa.
- Muzi remained at PCH after matric as there was no family found for him. He was enrolled into the Life Changers programme with the help of Mr Thami Gcwabaza one of our Board members.
- Zwakele N. is continuing her studies in agriculture at Agri Sector, she passed level one waiting for graduation and proceed to the next level.
- Mireille N. is still awaiting a response from institutions they applied at.
- Noluthando M. is still waiting for response from institutions they applied at.
- Wanda N. is currently in Gauteng pursuing his plans to further his soccer career.

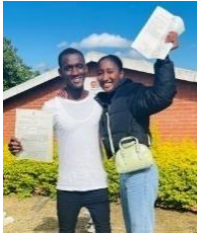


We aim to help young people develop some level of independence, through developing their personal skills and capacities. This young man was supported with attaining his Learner's License.

SOME HIGHLIGHTS FOR THE YEAR

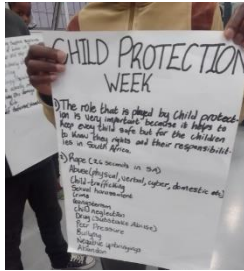
PCYCC was fortunate to have 4 of 5 matriculants for 2023, to be reunified at the end of the year. Some with their biological families as part of our reunification services. Other with their host parents. One remained under the care of PCH, while we sought alternate placement options.





They did very well with their matric passes, and it was a time to celebrate when the results were released - we are pleased to report that all passed with 2 Bachelors, 1 Diploma and 2 Higher Certificates.

CHILD PROTECTION WEEK



It should not be a Child Protection week but Child Protection Day, Every day. Children need to be always protected.

This year's National Child Protection Week was from 29 May to 5 June 2023. The Social worker was invited to join school awareness sessions together with other important role players in the community, such as Child Welfare and South African Police Services. We also continued with our internal programmes highlighting the importance of child protection.

- 22 children between ages of 7 and 12 attended a programme on self-awareness
- 44 children attended a programme on Good and Bad of social media

ONGOING LEARNING OPPORTUNITIES



We also promote engagement with other CYCCs for young people to participate in debates and educational challenges, such as the visit from Greenfields Place of Safety for an open debate on the pros and cons of using social media and played soccer and other games.

We appreciate the opportunities at PCH to grow and learn through internal, online and external training workshops, that enhance the work that we do with our children. Likewise valuable knowledge and lessons are taken from these events and the information is imparted to our children to enrich and enhance their development.

As the new social worker stepping in from the 22nd of January 2024, it has been a lovely journey of learning and growing with the team at PCH.

Mother Theresa once said:

"Love cannot remain by itself - it has no meaning.
Love has to be put into action and that action is service."

STACEY SIBISI

SOCIAL WORKER

CHILD AND YOUTH CARE REPORT

Why are we here? What do we do?

Once again it is a pleasure to submit a report on the Child Care services rendered in 2023/2024. We continued to provide a safe, caring, developmental and homely environment for our young people. There are many challenges, however there are also a lot of warm, exciting and teaching moments. Our CYCWs work diligently 24/7 when they are on shift to provide holistic care for our young people. This report will highlight the heart of our work, how everything we do makes sure the child is at the centre of what we do, from the moment they wake up, when they go to sleep and even when they are sleeping, we are right there!

Child Care meetings, which we use to discuss childcare matters, support, and encourage each other were held on Monday mornings. Friday mornings were used for Inservice trainings or Unit meetings.

Some of the aspects that are covered by the Child Care Manager to support the 16 CYCWs:

Individual supervision	108
Group supervisions	62
In service trainings	16
Childcare meetings	33
Telephonic supervision	472
Online supervision	Ongoing

HEALTH AND SAFETY

- We carried on with fire drills, some planned, some false alarms that we used as practice sessions. New admissions are always orientated on how the fire drill works before experiencing one and we always remind all the young people to take each drill as if there is a real fire. We have 2 fire marshals per Unit (CYCWs) and 2 overall fire marshals. Young people also elect 2 young people per Unit as Fire marshals.
- Our Health and Safety committee consisting of 8 CYCWs and Mervyn (maintenance) has continued to work successfully. The chairperson and secretary performed their duties diligently. We check for hazards in the cottages and around PCH, make suggestions to

further make the environment safe for all. Minutes are taken for these meetings and submitted to management.

- In our quest to provide holistic care, our young people were all given additional health boosts, through the intake of de-worming tablets.

FETC TRAINING

This issue is a contentious one as we have been challenged with the tedious process of trying to access the certificates of qualification for those who completed their studies and were found competent.

IN-SERVICE TRAINING

Various trainings were attended by staff online and externally; however, this report highlights the internal training sessions facilitated by the childcare manager with our childcare workers:

- Physical Environment in residential Care • Inspection points - Inspections in all Units.
- Young people's developmental strengths and needs

- Privacy and Confidentiality in a Residential Children's home.
- Health of a young person in a Residential Children's home.
- Anti - bullying
- Administration - books and files for the Units.
- Ethical and unethical behaviors in Childcare discussed.
- Policy and Procedure: House rules for residents.
- Disciplinary Rules and Procedures, Disciplinary Procedures and Codes
- Holiday program planning to plan for meaningful and developmental programs for our young people.

NACCW FORUMS

We are actively involved in numerous forums that function under the National banner:

- Director, CCM, Zandile, Ncedisiwe and Siphon were part of the NACCW Provincial Executive Committee virtual and physical meetings.
- Fiona and Ropah attended the NACCW NEC meetings virtually.
- Director, CCM and SW attended the NACCW PMB CYCCs meetings quarterly.
- CCM attended quarterly meetings in Durban with other senior childcare workers/ supervisors.
- NACCW Practitioner's Forum meetings for the CYCWs were held quarterly at PCH with CYCWs from other children's homes in and around PMB, coordinated by Ropah (CCM) and Ncedisiwe (CYCW).
- Addressing topic of Professional development, celebrating CYCWs week. Guest speakers from Lifeline presented topics such as Self-care and Work-related stress. The last meeting of the year was on what is a team and had team building activities.
- We had 2 NACCW Provincial meetings, Topic - From Research to Practice -Caring for boys affected by sexual violence and Children's Acts Amendments. 2nd one was on Attachment and Bonding of young people in Residential settings.
- Child and Youth Care Workers week was celebrated, presentations done Tribute to CYCWs by the NACCW Youth Forum held online - 1 of our children who was a youth rep last year, Bongeka got a chance to present on her experiences at PCH, with CYCWs and where and what she is doing now. Webinar on the Regulations for CYCWs, Auxiliary CYCWs and student CYCWs by SACSSP. SACSSP Webinar on regulations relating to fees payable by Social Services Professionals.
- NACCW BGM - Virtually - Director, CCM and CYCWs attended.
- 5 NACCW online webinars were attended by CCM manager and some of the CYCWs.

DEVELOPMENTAL/RECREATIONAL/HOLIDAY PROGRAMMES:

School holidays are always bittersweet at PCH, as others visit their families and others stay at PCH. We try to plan developmental programs to keep the young people busy as they learn and have fun.

Some highlights:

- We involve various visitors to run programmes over the holidays and weekends to offer our children a broader appreciation of other children, families, programmes and services



within the community. The Moslem Women's Forum have engaged with them for some fun and educational programmes.

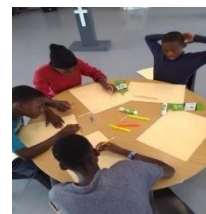
21



As much time as possible was spent outdoors, indigenous games like "bha", shumpuh, donkey, hide and seek, 3 tins, amagende, juniors played with their motor bikes, marbles, skipping rope, trampoline, donkey, toy cars, pass the water game/race, eating the orange race, campfires were held where young people shared past experiences, fairy stories, sang songs and had

some biscuits and tea made on the fire.

- Indoor games like monopoly, cards, mini soccer, snakes and ladders, 30 seconds, broken telephone, storytelling, chess and puzzles were played. Senior girls listened to music. Young people enjoyed the Metro FM awards on TV. They also enjoyed watching soccer and rugby finals.
- A talent show was held, and young people got to showcase their talents and have fun together, with prizes for all the winners and something for the participants too.
- All holiday programmes included arts and crafts activities.
- All the young people went for a fun day at the Woodlands Oval Cricket Stadium. There was face painting, sack race, soccer, athletics and jumping castles. They were also given hot dogs, chips, and juice for lunch.



Fun days were held at PCH, doing face painting, truth or dare, jumping castle, played musical chairs wearing funny clothes, role playing and performing some funny items. This included donor sponsorships for water slides.

The Seniors enjoyed team building programmes led by the youth representatives at times.



- All young people went to the Orchard - played games, shumpuh, soccer, skipping rope, swings, relays and had lunch there.
- Our children enjoyed their day out shopping for their Christmas clothes, getting a chance to choose what they like.
- Young people made Christmas cards for each other. They decorated their Units for the festivities and then decorated the hall together. They later watched a movie in Unit 3.
- Young people went to the local pool and had fun swimming and learning how to swim. Junior girls got to play in their portable pool.

25

- "Friends like these" game to get to know each other better.

22



- Recreation games were played in the hall, teaching them to think outside the box with some guessing games.
- Children love to gather around a warm fire to talk, sing and share during the holidays.
- Outing to Alexander Park - young people played different games and had their packed lunch there.
- They had a treasure hunt, in different groups, wearing different colours according to groups, got instructions to follow until they found the treasure.
- Educational movies were watched as part of programs to teach different themes like the crucifixion of Jesus for Easter, loyalty, teamwork, loving and protecting one's family, about trust and being happy with who you are, the dangers of greed and wanting too much power, not to be selfish and not to bully others.

CARING FOR THE ENVIRONMENT

- All Units have allocated days to do an environmental clean-up around PCH, picking up rubbish and identifying any hazards around the premises.
- Health checks are done every Sunday, cutting nails, checking for any skin abnormalities, checking ears etc.
- Spring cleaning is done regularly in the cottages. This includes scrubbing bathroom tiles, showers, walls, doors, cupboards, carpets, couches and washing their windows. Toiletries baskets cleaned and underwear boxes sorted, washing of school bags and casual shoes.
- All the young put mats in their cupboards to make it neater and their clothing files where updated.
- Stock taking of kitchen utensils, cutlery and linen is done periodically.
- White uniforms, shirts and socks get soaked in bleach regularly, to preserve the whiteness. Young people get to handwash their clothes and blankets to promote normalization.
- Young people sort out and clean up the recycling area regularly, picking out what they can use for their creative arts programs, sorting out the different packets and containers for recycling.



SPIRITUAL

- Young people continued attending AFM church and Sunday school. Some of the seniors attended AFM Youth on Friday evenings.
- The Seventh Day Adventist church members came to visit our children, shared Bible verses and a story promoting being faithful and honest.
- Young people attended Good Friday program at the Woodlands Library. Good Friday and Easter were also celebrated at PCH including at Easter egg hunt.
- Young people held Bible quizzes in the hall often organized by the CYCWs.
- Juniors performed a song at AFM church to celebrate Mothers' Day and gave the Mother's Day cards to the mothers.

- Ascension Day was celebrated, young people sang worship songs, shared Bible verses, and had a Bible quiz.
- Our young people presented the men at church with Father's Day cards and sang beautifully leading the Praise and worship. Some of the young people shared the word of God and other shared Bible verses.
- True Vine church came for an outreach program and played games with the young people then gave them a chance to choose clothes for themselves from the clothes they brought.

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- Juniors at AFM Sunday School practiced for the Christmas party and each of them had a role in the Christmas play.
- Noluthando M conducted the choir at church and did very well at the Pastors appreciation day.
- Juniors attended the Sunday School closing, they got pizza and party packs and played games.

EDUCATIONAL

- CYCWs attended intervention/progress meetings, open days, consultation days, parent's meetings about job experiences for learners, sports days, Matric meetings, collected reports and concession forms, and attended to any school related issues.
- One of our Matric learners attended an open day at DUT.
- Rosebank students came to assist young people with homework.



A lot of programs focused on educational concepts eg. spelling practices according to age group, counting, reading and comprehension activities, storytelling, board and puzzle games, word searches, word connect, telling time, memory games and numerous other cognitive activities.

- Senior girls had a "Maze Runner" program - to learn new words, improve their vocabulary and learn to follow correct instructions. Young people did a quiz on the full meanings of different abbreviations. They were also taught by the CYCWs proper Isizulu terms.

Juniors are encouraged to play board games to expand their thinking and memory. These are incorporated into the weekend activities.



- Careers day done - to guide young people on the different careers they can choose - role plays done.
- Senior girls did different quizzes that helped them improve their vocabulary and knowledge. It encouraged quick thinking and concentration.
- Senior boys did word puzzles with their own cut out letters, then made their own words from there in English and Isizulu. It was fun and educational.
- Young people were assisted to prepare for and write exams and had one on one sessions about their school results after receiving their reports each term.
- We were proud to have two of our young people at Sobantu Secondary school selected as part of the RCL and they attended an RCL leadership training. Two of our juniors at Northdale were elected as prefects.

LIFE SKILLS PROGRAMMES

Various life skills programmes are facilitated, will only highlight a few:

- All Units had their wall charts with their house rules, bathroom rules, rights and responsibilities, expectations, routines, birthday chart, family tree and duty roster for all chores stuck on their lounge walls.

24

All Units have weekly Unit meetings with topics such as table manners, PCH rules and procedures, taking things without permission, hygiene, schoolwork, study times, Fire drills, respect, confidentiality and rights and responsibilities, wasting food, discipline, attitude of gratitude being some of them.

Junior boys had programs about how to take care of their belongings, respect for others and for themselves, stranger danger, good hygiene, peer pressure, consequences of stealing, tips to improve their school results, had a Boys Talk on how to behave appropriately as a young man. They had a session on Fire drills and Fire Marshals and chose an additional Fire marshal for the Unit. Junior boys discussed the rules of the Unit, expressing yourself appropriately, unacceptable behaviors and what you must do when you are wrong, "How to learn from our mistakes", Do's and Don'ts for the Unit and at school.

- Junior girls had programs on not wasting water, importance of respect, hygiene, respecting routines, bullying, confidentiality, stranger danger, physical development and mental well-being, dangers of sexual behaviors, taking responsibility for themselves and their belongings, appropriate friendships and relationships. Junior girls had a program about respecting and not touching each other's private parts and reporting if anyone touches your private part. Discussed putting more effort in their schoolwork and ways to improve their schoolwork, not sharing clothes, bad influences, encouraged young people to tell the truth all the time, the importance of encouraging each other, talking about others behind their backs - Feelings and effects of gossiping.
- The younger children attended a Scout program.
- Seniors had team building exercises to teach teamwork, communication, healthy competition and time management. Program on peer pressure, substance abuse, career guidance. Senior girls had a girl's talk about self-control, self-respect and teenage pregnancy. Senior girls learnt how to make soap using small pieces of soap. Some of the senior children attended a virtual webinar on the effects of social media and the Internet on young people.



Some of the girls went to Bessie Head Library for a Heritage Program on Cultures and Customs.

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- Heritage program on cultures and customs.
- Discussed fire drill in theory, what needs to be done when there is a fire.
- Self-care program held for the seniors, teaching them to take care of themselves in the 5 dimensions.
- 06/04/23 - SOS CYCWs came with their youth to see how we do things at PCH and encourage their young people to follow routines and participate in programs. They were very impressed. Our young people shared about PCH, our routines and programs and motivated them to listen to their CYCWs.
- All young people participated in the Child Protection Program in the PCH Hall, brainstorming ways in which children should be protected and they also did role plays.
- Some of the senior boys went to the Incema camp at SOS, where they were taught how to behave like man, how to look after themselves and how to practice good hygiene. They were also put in teams and played soccer.
- Senior boys read out their Affirmation charts from the AVP program and shared how that made them feel and how that will assist them in their lives.
All young people went for a "big walk to Mountain Rise and visited the police station to learn about the services that are offered at the station.
- All the young people went to the hall and did their vision boards, sharing their career aspirations. Had good qualities program as well.
The senior boys that went to the Incema program attended a career expo and were given pointers on how to apply for certain courses. There was also a talk about criminal activities and life in jail. Proper dressing was addressed
- Juniors had an appreciation program and made thank you cards for the Mandela day donations.

Boom Street clinic pharmacy department came to celebrate Pharmacy month and explained the requirements needed to become a pharmacist, they also spoke about health and hygiene to the senior children.



- Firefighters came to speak to them about firefighting as a career, which subjects to choose and showed them how to use a hose.
- Awareness program on buying food/snacks from unlicensed places that might be unhealthy or expired.
- Isabelo Foundation came to do a program - did role plays on Aggressive vs Assertive behaviours.
- Burning the past program - young people wrote down everything they wanted to leave behind individually. All the papers were put in a worry bag and burnt in the fire. New year's resolution program done leave the past behind and change the bad behaviour
- Senior boys went through the House Rules for Residents that was done with CYCWs during an Inservice training.

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- Love to live program was very exciting for the young people with the seniors doing vision boards and having discussions about careers. They also played some educational games

RESOURCE CENTRE

- Young people continued using the resource centre to practice some computer skills, spellings and to do their own research for school projects. Encyclopaedias from the resource centre were also used for research.



Senior girls chose books from the resource centre, read them, made a summary, and shared with each other, whilst juniors enjoyed sitting on the floor with a book.

- Young people took pride in looking after the Resource centre, wiping tables, computers, bookshelves and sweeping and moping the floors. They reminded each other of the rules and expectations for the resource centre.
- Young people also do word searches on the computers and juniors picked books to read whilst others played some games.
- Six of our young people used the resource centre to do the worksheet cloud, an educational program piloted by Child Welfare.

WENDY AND THE DRAMATIX / LIBRARY PROGRAMS

- 19 of our young people started attending Wendy's drama club at the Woodlands Library in February last year. They to act out different characters, do charades, dance and showcase different talents. Unfortunately, this stopped along the way, however our local library was very supportive hosting many different programs and activities, will highlight some of them.
- A traditional day program where our young people show cased their talents. Young people attended and participated in the Talents show at the library, they did dances, singing, poetry as individuals and in groups.
- Some of the young people attended a program where they were taught to make chocolate using honey, cinnamon, coconut oil, salt, cocoa powder and mixed nuts.
- Study skills and remedial classes, listening program for juniors, a mind games program for seniors, learning about critical thinking and how to think outside the box. Seniors attended a substance abuse awareness program, with the theme "No to Drugs". They did role plays.
- Young people attended and participated in the Talents show at the library, they did dances, singing, poetry as individuals and in groups.
- all young people were involved in Arts and crafts, making place mats, drawings and picture frames using cardboard, papers, Pritt and scissors, they also did some painting and made Christmas cards. Some of the young people were doing crocheting. Educational games with the aim of challenging the mind
- They sang Christmas carols; did Jesus is born play. There was a motivational speech about careers. They received avocado tree and lemon tree seedlings.
- A program where they showed their self- confidence in front of an audience singing and reading and, on another day, young people presented short stories in English and IsiZulu.
- A debate was held on the advantages and disadvantages of social media.



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ALTERNATE TO VIOLENCE (AVP) PROGRAM



Seniors attended the Alternative to Violence Program (AVP) program and the topics were - How to overcome conflict, Affirmation, Anger and Concentration, Transforming power, Trust, Nonviolent solutions.

- On the last day for AVP, they completed evaluation reports, and they received certificates of attendance. A few of the attendees were chosen to attend a program where they learnt how to facilitate programs. Junior boys attended the Peace club and shared with other young people what they learnt about resolving conflict peacefully.



FIRST AID

Young people continued with their First Aid training with the St John Facilitator. They went through different trainings, with some highlights.

Primary surveys and practical demonstrations done on Primary surveys.

- Watched DVDs on how to assist a person who is choking and then did practical demonstrations.
- Learnt how to assist a person who has fainted, practiced helping an injured person, a person having a heart attack and having angina
- Learned how to do CPR, with practical demonstrations.
- Young people wrote a test on what they had learnt, got their test results back and did revision.
- Practiced using different kinds of bandages.
- They had quizzes to test their knowledge.
- Young people learnt about the digestive system and how it works and learnt about R.I.C.E. - Rest, Ice, Compression, Elevation.

SPORTS

- We continued supporting our people's love for soccer, a lot of practice, sports days, and netball and soccer tournaments against each other took place, including relay running competitions. St Charles came to play soccer with the senior boys.



Our Juniors continued with Astro League Soccer through the generous sponsorship of not charging us any club fees.

- One of our senior boys was chosen to play for Cosmos Club and got a chance to play in matches against many different teams, played in plenty tournaments, which was great exposure for him. In April he went to Cape Town for one of the tournaments. He went to the semifinals and finals of the soccer tournament, and his team won and got a trophy.

We also encouraged friendly games with other CYCCs at PCH.



- 24/11/23 - Our soccer star went for lunch with the Cosmos team at Golden Horse. He received some awards.
- Our young people are encouraged to participate in sports at their respective schools and a lot of them receive medals for athletics and soccer. One of our senior girls participated in a soccer tournament at Harry Gwala Stadium. 2 of our junior girls played netball for Ramatha Primary and received medals for their performances.
- Our PCH FC continued attending the soccer Astro League matches at Mountain Rise Primary school.
- 02/09/23 - they played the last games of the season, and the players were provided with a nice lunch.



GARDEN PROJECT

Our Happy Earth project continues to be one of our most consistent developmental programs, with our young people being involved in all the stages of gardening. From turning the soil, planting seedlings, watering the garden, weeding, removing dead leaves, collecting mulch, putting mulch in the garden, and covering the compost with mulch.

- Depending on the season, young people planted cauliflower, broccoli, spinach, tomatoes, cabbage, chillies, and green peppers. Mulch would be put around new plants as well. Young people would use watering cans and hosepipe to water the garden with water from the jojo tank to save water.
- Senior boys continued to take care of the flower patch in front of their Unit and the vegetable patch next to their Unit in addition to helping with the main garden.

They also assisted with grass cutting around the premises during school holidays and others would rake and take the grass to the compost. Juniors mainly took care of the garden by the office and the plants in the tyres.



- Fruit trees are also taken care of as part of the project, loosening soil around the trees, weeding, putting mulch around the trees, and watering them.

PCH CHOIR

- The choir members continued practising and singing at various events like the Heritage celebrations and other celebration events at PCH under Sipho's guidance and training.



• The Amazing Souls choir performed at the Pastor's appreciation day, Mother's Day and Father's Day at AFM church and performed at the year-end function at the church.

- One of our then Matric students Noluthando got a chance to be the choir master and conducted the choir without

Sipho and she did very well.

CELEBRATION DAYS

Each Unit gets to coordinate different events from the celebration days. Some highlights:

- Human Rights Day was celebrated, all Units shared items - poems, speeches, and drama with the theme of Human Rights and some information was also shared on Human Rights.
- Good Friday was celebrated. Praise and worship were done and sharing of the 7 words and then each Unit performed an item appropriate to the theme of Good Friday. Some motivational words were shared.

- Family Day was celebrated, different activities performed by the young people. All had a meal together, then had an Easter egg hunt.
- Freedom Day was celebrated, the importance of the day was discussed, different items performed and then shared a meal that some of the young people helped to prepare.
- Worker's Day was celebrated. Some of the senior children helped prepare the meal for the day.
- Mother's Day was celebrated. Young people decorated the hall, served the meals and did items like poetry, dance, music and speeches to appreciate the mothers.
- Youth Day was celebrated, started off with a Karate demonstration and then all Units did their items, dance, speeches, role plays and poetry to go with the theme of Youth Day. Finished off the day with a braai.

Women's Day celebrated - to appreciate all women around us, to show the importance of women and the role they play in our lives. Young people did charts showing their sheroes. All PCH women's pictures were put up as a big chart and their strengths written next to their pic.



- Spring Day celebration was held, young people exchanged the flowers they made using cardboard, colour paper and colours to make them pretty. They exchanged the flowers with other young people from different Units.
- Heritage Day was celebrated with lots of cultural activities and dressing to commemorate the day. We had 4 of our past children visit us for the day and give motivational talks to our children.
- 24/11/23 Young people awards day held, young people performed different items, received their awards, even for the soccer and choir teams they had certificates specially for them. Matric students and youth reps were acknowledged with speeches and gifts. Finished off with KFC meal for lunch.
- Day of Reconciliation celebrated through poems, dance, song and play. Purpose of the day discussed - to promote healing, forgiveness and moving on.



Christmas Day - Young people met in the hall, enjoyed some fun activities, exchanged cards and gifts and then had a lovely lunch.

- New Year's Day - Resolutions - Starting a new chapter - Self Awareness Program - Reflections - Setting up personal goals - Focusing on the future.
- Valentine's day was celebrated, coordinated by the junior girls - healthy ways of showing different kinds of love. Young people exchanged cards, wore red and white and did short items as it was a weeknight. They had a lovely supper together by Unit 1 veranda.



YOUTH REPS

- Our youth reps during this period were Thabiso, Sive, Lwandle, Noluthando and Phumzile. They attended meeting in Durban at different CYCCs.
- The youth commemorated national holidays such as Freedom Day where they had a spirited debated, Human Rights, Women's and Heritage Day events were also celebrated.



The reps were part of the Child Protection Week commemoration together with the Youth Day celebration, where they discussed the difference between the youth of 1976 and the youth of today and quizzes were held.

30

- Youth Reps attended the NACCW Child Protection week opening online -. For the rest of the week, they had role plays on different topics -Bullying, parents to protect young people, signs that one needs protection, comic group.
- Mandela Day was celebrated with some quizzes around the origin of the 67minutes initiative.
- Heritage Day was celebrated with traditional foods, items, traditional modelling, and lessons on embracing different cultures. Valentines' day was celebrated raising awareness of the different kinds of love.
- Evaluation of 2023, planning for 2024 and resolutions for the youth forum were done at the last meeting of 2023. The youth forum was involved in the planning meetings for the conference that was meant to take place in 2023.
- One of our youths did a presentation at the BGM celebrating CYCWs, it was an inspirational and emotional message.
- 24/02/24 - Youth reps attended their 1st meeting at St Vincent CYCC in Durban. The reps for this year are Sive, Sngobile, Onothando, Thobeka.
- It is lovely to see our young people bringing back the information and knowledge to other young people in the organisation.

A special thank you to all donors and stakeholders who supported us throughout this period.

"We love, we care, we watch, we keep,
We nurse, we heal, we teach, we know,
We help, we share, we laugh, we weep,
And all through life we grow"

God bless you all.
Ropafadzo Mashoko
Child Care Manager

PUBLIC RELATIONS AND MARKETING REPORT

Fundraising

events

Monthly Jumble sales

We're excited to share that over the past financial year, we had a total of 7 monthly jumble sales at the Pietermaritzburg Children's Home have been a fantastic success! Thanks to the incredible support of our community, we raised a total of **R5907**.

Movie Night

The first ever movie night fundraiser was held on the 18th of November 2023. The crowd did pull up and we had a total of 11 stalls on the night. We made our profit from ticket sales and stall rentals. Total expenses came to R3650, and we made a profit of **R2943**.



Mandela Day

In July 2023, our Mandela Day Campaign recruited a higher number of companies and individuals to raise a more significant amount. More companies showed an interest in assisting PCH. Liberty Midlands Mall donated a sum of **R5000**, and Gopal Bags donated **R2500**. Their fellow tenants also showed up with groceries, cosmetics and cleaning detergents and toys. A total of X3 brand new TVs that were on the cottages' wishlist were donated.

Raffle

During our movie night, we had a raffle for our X3 sponsored prizes by Sinazo from Road lodge and Cator Manor B&B-Lee (Chairman of PCH Board). We were fortunate enough to be given a platform by Cascades Mall & Raisethorpe Mall (Shoprite Checkers) to promote our organization as well as the raffle. We raised an amount of **R2211** from the raffle and announced our winners in December.

Promotional Campaigns

- † **Payfast:** the balance is currently at **R15 152.16**, it shows the effectiveness of the Donate Button and our advertising. This is an increase of R5687.25 from the last financial year's report.
- † **KFC:** Add Hope campaign also remains of our monthly newsletter as means to encourage our donors to support this worthy cause that PCH benefits from.
- † **GivenGain:** we added this donation option for donors who want to donate towards a campaign of their choice. This remains featured on our monthly newsletter and Website to direct more traffic to this platform.
- † **Share an item from your cupboard:** We launched this campaign with the aim of assisting the home to cut costs on essential items. We reached a total of 43 schools and the PR students reached a total of 54 companies. The feedback satisfactory. A few schools collected items on our behalf, saving up to an estimate of R9000 on groceries, cleaning detergents and cosmetics.

Trainings and workshops



In the month of March, I attended the NGO Connex 2023 hosted by Varsity College (PMB). This annual event seeks to create awareness about our organization as well as the work we do. We had a great networking session with the students as well as other NGO's. In the end, we were able to collect 47 names and signatures of students who would like to volunteer at our

organization.

In the month of April, I attended the PCB/NGO forum, had coffee and conversation session with Melanie Jackson at the Chamber house on the 20/04/2023. Melanie unpacked a lot on various ways in which an organisation can make an income from jumble sale, recycling soap for reselling as well as events such as talent shows and golf day. She also stressed the importance of keeping your donors up to date via monthly newsletters and reports on how their donations were spent. Gifting your donors is also an important tool to keep them loyal to you, such as with coasters with your logo. SA trends in 2023 mentioned by Melanie and that we have applied at PCH.



Further session with Shari Cade was also attended.

- Build your online ecosystem: Mailchimp database
- Choose social media wisely: Our most effective such as Facebook, IG and Twitter, decided that tiktok was not the best for our organisation but it can be effective depending on how we use it
- Diversify sources of income: Fundraising (we have not had one this year), Jumble sale
- Offer flexible giving options: In kind or cash- Zapper, Givengain and Payfast

07/06/2023 and 08/06/2023: Annual fundraising conference day 1- This day we had speakers from all over the world breaking it down on how we can better our fundraising strategies. This 2-day conference was organised by iZinga Assist with the motive of assisting NGOs with their advertising, communication, and fundraising strategies. We also dived deep with Daphney Nemakhavhani on factors that motivate donors to give. Samantha Barnard took us through the five essential tips for improving NPO's online visibility. Shameemah Jahed shared my personal favourite: The power of events.

21 June 2023: Risk Intelligence with Shari Cade- On this day, Shari unpacked a lot on how the NGOs remains sustainable. She shared five-finger Fs that NGOs can use to remain sustainable.

Fitness: Is everything in place to support sustainability?

Fellowship: Networking, conversations

Focus: Be deliberate and focus on plans and goals

Faith: believe in your mission and ability to achieve

Forward facing learning, the lessons, the first time around, have vision and strategy and remain positive **33 Newsletter**

We are pleased to share updates on the performance of our monthly newsletter. Our newsletter continues to be circulated on a regular basis, reaching a growing audience and providing valuable insights into our initiatives at the Pietermaritzburg Children's Home.

Key Highlights:

- † **Engagement Metrics:** Recent analysis from Mailchimp indicates that a significant portion of our readers have opened the newsletter multiple times. This demonstrates a positive level of interest in our content and reflects the value our subscribers find in the information we share.
- † **Subscriber Interaction:** Despite the positive open rates, we have observed that more than 60% of our subscribers do not click on the links within the newsletter. This presents an opportunity for us to enhance our content and encourage greater interaction, ensuring that our readers engage fully with the information provided.
- † **Growing Audience:** We are proud to report that our current subscriber database has grown to 1577 individuals as of February 2024. This growth reflects our ongoing efforts to connect with the community and keep our supporters informed about our mission and activities.

Social Media Platforms

Facebook

Our Facebook page remains our primary marketing tool, with daily updates on events and various awareness campaigns. We are proud to report that our page has gained a total of **2660 likes**

Our **Twitter** account is also actively updated daily, currently boasting **1,004 followers**. While our Twitter following has not seen significant growth, it remains an important channel for

communication. However, it is evident that Facebook continues to be the more popular social media medium among our supporters.

Instagram

Our Instagram presence has shown growth, increasing to **504 followers**. This slight increase reflects our ongoing efforts to engage with our audience through visual content and storytelling.

Website

We have received feedback from numerous donors who reported discovering the Pietermaritzburg Children's Home through their searches on our website. This indicates that our organization remains prominent in search results for children's services, enhancing our visibility and outreach within the community.

Content Updates

In our ongoing efforts to provide relevant and engaging information, the website has been updated with fresh content.

We have removed outdated posts and newsletters, ensuring that our visitors have access to the most current information about our programs, events, and initiatives. These updates are aimed at improving user experience and encouraging greater interaction with our online community.

InContact (Children's Database)

The stats are as follows:

- 24 Exited children, these numbers include both year 2022 and 2023.
- 25 files need picture updates.
- 73 Children's files captured out of the 76 we have.
- 3 New files need to be captured.

It is difficult and almost impossible to remove exited children as there are no exit dates as well as discharge reports which are required by the database. As a result, that is why our number is high for exited children because it includes the children who left in 2021/2/3. Stacey and Khanyo have succeeded updating files and only a few files are still waiting for documents from placing social workers.

Please note this is an ongoing process as new documentation and information comes into light and that too, needs to be captured and uploaded. The next phase of creating a donor database is complete from our side and we just need James to upload, and we can work on it.

PR Inservice Trainees

This year, we welcomed two PR students who will be with us until mid-January 2024. Fiona and I provided their orientation, and I'm pleased to report that they have adapted seamlessly into our organization. They have been instrumental in assisting with fundraising, administrative tasks, and mall activations.

Additionally, they took the initiative to visit various companies and compile lists of potential new donors and sponsors. Thanks to their hard work and dedication, we successfully secured new regular donors, significantly enhancing our fundraising efforts.

🙏 Thank You to Our Amazing Donors! 🙏

We want to take a moment to express our heartfelt gratitude to all our generous donors who have contributed sundry donations and sponsorships to the Pietermaritzburg Children's Home. Your support means the world to us! ❤️

Thanks to your kindness, we have been able to provide essential items and resources for the children in our care, making a positive impact on their lives. Every donation, big or small, helps us create a nurturing environment where our children can thrive. Together, we are building a brighter future for these young lives, and we couldn't do it without you!

Thank you once again for your incredible support!

Sinethemba Sithole

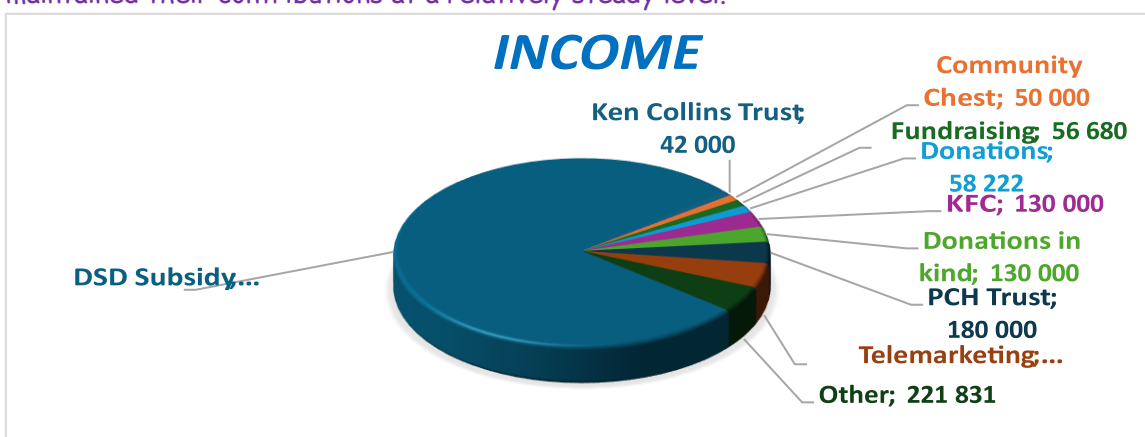
PR & Marketing Officer

PIETERMARITZBURG CHILDRENS'S HOME NPC

35

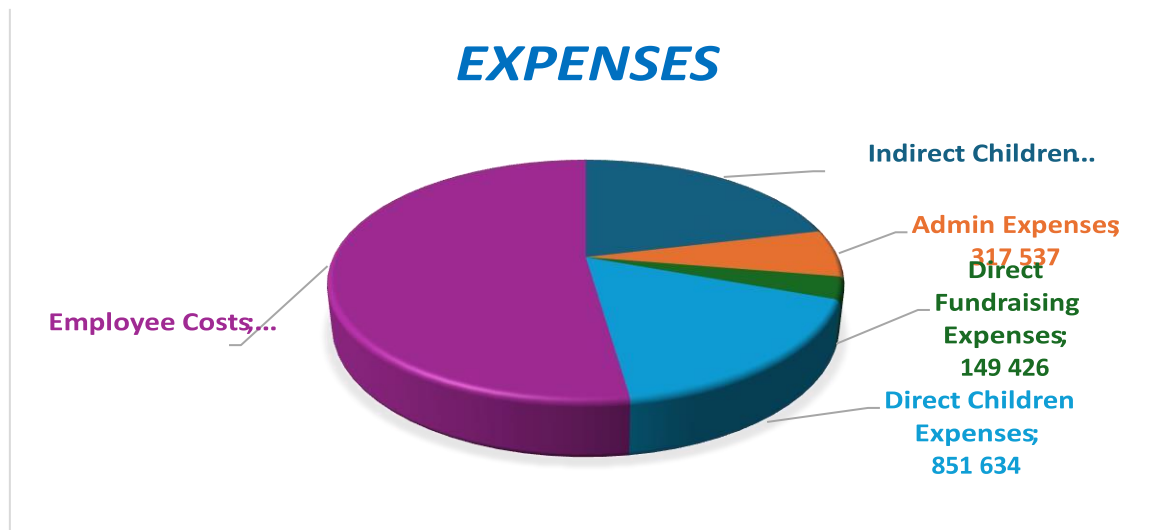
TREASURER'S REPORT - FOR THE YEAR ENDED 28 FEBRUARY 2024

Income generated for the fiscal year under review, which spanned from 2024, amounted to R4,937,841, marking a 4.9% decrease in comparison to the previous fiscal year, 2023. This decline can be attributed to the allocation of funds towards the construction of the Hall at PCH in both the 2022 and 2023 fiscal years, as well as the challenges encountered in securing new donors. The revenue received from Department of Social Development accounted for 77% of the total revenue. Despite the challenging economic climate, donors maintained their contributions at a relatively steady level.



Expenditure experienced a modest increase of 0.3% for the fiscal year 2024, in comparison to the previous year. This growth was primarily due to an increase in costs, although a marginal one, which is attributed to the stringent controls implemented by the management. The total expenses for the fiscal year 2023 amounted to R5,063,816.

EXPENSES



PCH finds itself in a deficit for the financial year 2024, with a shortfall of R109,127.

We extend our heartfelt gratitude to all donors for their invaluable contributions to PCH over the past financial year.

Our dedicated staff, in collaboration with the management team and Board members, have played a pivotal role in ensuring the sustainability of the Home and the exploration of new avenues for revenue generation.

On behalf of the Board, I wish to express our gratitude to the management and staff for their exceptional efforts and commitment to the Home, particularly during these challenging economic times.

Mr. M Achari
Treasurer



Pietermaritzburg
CHILDREN'S HOME



**CELEBRATING 138 YEARS
OF SERVICE TO
VULNERABLE CHILDREN**

**002 213 NPO
2002/014771/08 NPC
930003017 PBO**

Banking details:

Name of Account : PMB Children's Home
Bank : First National Bank
Account number : 50932521351
Branch : Boom Street, Pmb
Branch Code : 221325

Telephone : 033 3874004
Address : 45 Teak Road, Woodlands, Pmb
Postal : P O Box 949, PMB, 3200

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General Manager : director@pch.org.za
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Public Relations : pr@pch.org.za

Social Work : social@pch.org.za Child
Care : ccmanager@pch.org.za