

KAROO HOOGLAND MUNICIPALITY



RELIEF OF SOCIAL DISTRESS POLICY

Guidelines

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1. Background and Rationale

Relief of Social Distress (RSD) Policy is the temporary provision of assistance by Government and Municipalities, intended for people who are in dire need and are unable to meet their family's most basic needs. According to the Department of Social Development, Relief of Social Distress (RSD) is an immediate response to a crisis situation where citizens are without the means to provide for themselves the basic necessities. This programme provides temporary and short term assistance only, and shall not be relied on indefinitely.

2. Criteria

- 2.1 A person or family must be in an immediate dire need.
- 2.2 The inhabitants of the household must comply with the income requirements of Council's indigence Policy.
- 2.3 The breadwinner of the family has died and there is no any other form of income.
- 2.4 The breadwinner of that person's family has been admitted to an institution funded by the state and not receiving income during their admission and/or stay in that institution.
- 2.5 A person has been affected by a disaster as defined in the Disaster Management Act, (Act No 57 of 2002).
- 2.6 A person is in the process of applying for any social grant and is experiencing undue hardship.

3. Other instances where assistance is considered

- 3.1 Fire
- 3.2 Floods
- 3.3 Xenophobic attacks
- 3.4 Gale force wind
- 3.5 Earthquake

4. Forms of Relief of Social Distress(RSD)

- 4.1 Food parcels (containing basic food necessities)
- 4.2 Blankets
- 4.3 Basic and reasonable Building materials.
- 4.4 The RSD shall not be converted into cash

5 Stakeholders

The Local Municipality has the primary responsibility within its jurisdiction and will coordinate incidents through the following stakeholders:

- 5.1 Councilors
- 5.2 CDW's
- 5.3 Members of the community
- 5.4 Ward Committees
- 5.5 NGO's
- 5.6 Church leaders, etc

6. Process

- 6.1 Request must be made through a Ward or PR Councilor
- 6.2 All requests with regard to Relief of Social Distress should be submitted by the Ward or PR Councilor in writing to the MM's office.
- 6.3 The request should be motivated in terms of the criteria in paragraph 2.
- 6.4 The Office of the Municipal Manager links up with Social Development Unit that in turn acquires the needed form of RSD from a supplier and delivers it to the affected person/s.
- 6.5 The Social Development Unit keeps proper records of the recipients of RSD and forwards that to the Office of the Municipal Manager on a monthly basis.
- 6.6 This list will be available for scrutiny at all times.

7. Assessment/Screening

The stakeholders mentioned in clause 5 above will assist in screening the validity of the condition, and information of the affected person or families.

8. Referral

If the individual's situation exceeds the ability and capacity of the local municipality to cope or manage the incident effectively, a referral to the Department of Social Services and SASSA should be undertaken.

9. Budget

The provision of Relief of Social Distress (RSD) to affected individuals as per the criteria in clause 2 is subject to the availability of funds within Karoo Hoogland Municipality.

KAROO HOOGLAND MUNICIPALITY



Social Relief & Disasters (Fires, Floods, etc)

**STANDARD OPERATIONAL PROCEDURE
(SOP)**

Social Relief & Disasters: (Fires, Floods, etc.)

1. Request must be made through a Ward or PR Councillor.
2. Written request be submitted to the Municipal Manager's office or Disaster Management Office; the request should be motivated in terms of the criteria.
3. **Criteria**
 - 3.1 A person or family must be in an immediate dire need.
 - 3.2 The inhabitants of the household must comply with the income requirements of Council's indigence Policy.
 - 3.3 The breadwinner of the family has died and there is no any other form of income.
 - 3.4 The breadwinner of that person's family has been admitted to an institution funded by the state and not receiving income during their admission and/or stay in that institution.
 - 3.5 A person has been affected by a disaster as defined in the Disaster Management Act, (Act No 57 of 2002).
 - 3.6 A person is in the process of applying for any social grant and is experiencing undue hardship
- 4 The office of the Municipal Manager links up with Social Development, who will screen the validity of the condition, and information of the affected people or families.
- 5 Request is valid. Social Development assisted by Disaster Management in turn acquires the needed form of RSD from a supplier and deliver it to the affected persons.
- 6 Proper records of the receipts of RSD will be kept by Social Development for Disaster Management.