



International
Labour
Organization

Belgian Embassy
Flemish Representation



Community-level research on the potential for Social Enterprise Development in the Cape Flats Area, Western Cape, South Africa

SETYSA

Social entrepreneurship development targeting unemployed youth in South Africa



Copyright © International Labour Organization 2010
First published 2010

Publications of the International Labour Office enjoy copyright under Protocol 2 of the Universal Copyright Convention. Nevertheless, short excerpts from them may be reproduced without authorization, on condition that the source is indicated. For rights of reproduction or translation, application should be made to ILO Publications (Rights and Permissions), International Labour Office, CH-1211 Geneva 22, Switzerland, or by email: pubdroit@ilo.org. The International Labour Office welcomes such applications.

Libraries, institutions and other users registered with reproduction rights organizations may make copies in accordance with the licences issued to them for this purpose. Visit www.ifrro.org to find the reproduction rights organization in your country.

Community-level research on the potential for Social Enterprise Development in the Cape flats area, Western Cape, South Africa.

ISBN

978-92-2-123721-1 (print)

978-92-2-123722-8 (web pdf)

ILO Cataloguing in Publication Data

The designations employed in ILO publications, which are in conformity with United Nations practice, and the presentation of material therein do not imply the expression of any opinion whatsoever on the part of the International Labour Office concerning the legal status of any country, area or territory or of its authorities, or concerning the delimitation of its frontiers.

The responsibility for opinions expressed in signed articles, studies and other contributions rests solely with their authors, and publication does not constitute an endorsement by the International Labour Office of the opinions expressed in them.

Reference to names of firms and commercial products and processes does not imply their endorsement by the International Labour Office, and any failure to mention a particular firm, commercial product or process is not a sign of disapproval.

ILO publications and electronic products can be obtained through major booksellers or ILO local offices in many countries, or direct from ILO Publications, International Labour Office, CH-1211 Geneva 22, Switzerland. Catalogues or lists of new publications are available free of charge from the above address, or by email: pubvente@ilo.org

Visit our web site: www.ilo.org/publns

Printed in South Africa

Learn to Earn™

Est 1989



A hand up not a hand out

Community Analysis of Social Enterprise Development in the Cape Flats Area, Western Cape, South Africa

Compiled for



International
Labour
Organization

SETYSA PROJECT

Researched and Compiled by
Learn to Earn
2009

www.learntoearn.org.za

TABLE OF CONTENTS

1. PREFACE AND ACKNOWLEDGEMENTS	4
1.1. Definition of Terms	6
2. MOTIVATION AND PURPOSE	9
2.1. Terms of reference as determined by ILO	9
3. PROCESS AND METHODOLOGY	12
3.1. Literature Search	12
3.2. Planning and Preparation	13
3.3. First Phase – Institutional Mapping; Third Phase – Institutional Interviews	13
3.4. Needs Assessment (Focus Groups)	13
3.5. In-depth Interviews with Sample Businesses and Organisations	16
4. DEFINITION OF TARGET GROUP AREA	17
4.1. Define Target Area	17
5. SUMMARY OF THE SOCIO-ECONOMIC PROFILE OF THE BUSINESS AREA	18
5.1. Community Comparisons Based on Census 2001 data	19
6. SUMMARY OF EMPLOYMENT CREATION INITIATIVES & BDS SERVICE PROVIDERS	24
6.1. Business and Organisational Understanding of Social Enterprise	24
7. SUMMARY OF BUSINESS & ORGANISATIONAL INTERVIEWS	25
7.1. Mission and Vision	25
7.2. Social Enterprise and Entrepreneurship	25
7.3. Services Relied on and Needed	25
7.4. Constraints and Hindrances	26
8. SUMMARY OF FOCUS GROUPS' RESULTS	27
8.1. Community Index Wheel	27
8.2. Community Bonding Ratings	28
8.3. Resources and Needs Charts – All Focus Groups	29
8.4. Additional Notes Related to Resources and Needs	32
8.4.1. Common to All Areas:	
• Crime Prevention	32
• Housing	33
• Employment, Job Creation and Adult Education	34
• Medical Services	35
• Access to Information	36
• Transportation	37
• Social Relief Services	38
• Youth Centres	39
• Government Services – Local and National	40
• Magistrates Courts	39
• Services	40
• Electricity	41
• Toilets	41
• Children's Education - Schools	42

<ul style="list-style-type: none"> • Recreational Facilities • Playground and Parks • Private Business Services 	<p>43</p> <p>43</p> <p>44</p>
9. CONCLUSIONS	45
11.1. Enabling Environment	45
11.2. Education	45
11.3. Youth	45
11.4. Business Development Services	46
11.5. Social Enterprise Viability	46
11.6. Proposed Interventions	46
REFERENCES	47
ANNEXURES:	
A – Community Index Charts	49
B – Business/Organisational Questionnaire	60
C – Schutte Scale Information	69
D – Area Covered in Study	72
E – Research Participants and Fieldworkers	75
F – Business and Organisational Contact Details	82

1. PREFACE AND ACKNOWLEDGEMENTS

“Social Entrepreneurship (and Enterprise) is as vital to the progress of societies as entrepreneurship is to the progress of economies” ***Martin & Osberg 2007***

In researching the potential of the field of employment promotion through enterprise development in South Africa, ILO contacted Learn to Earn. We participated in an initial workshop on this subject upon which we submitted a proposal to conduct the research for this section of the project.

This report serves to detail the “The facilitation and implementation of a range of relevant community analysis methodologies in capturing sufficient data to contribute to the establishment of suitable and relevant interventions that would address unemployment and create socio-economic development opportunities that ultimately could result in maximum impact of donor funding and the community, in particular the youth”, allowing for a social enterprise employment developmental approach to be developed for the selected target communities.

This report will describe the three integrated phases of this project. Firstly, the process of research and the instruments for the data collection; Secondly, the results of both the primary and secondary research are tabled; Thirdly, potential intervention strategies are discussed.

Learn to Earn™ (LtE) is a registered Non Profit Organisation (NPO 005-073) and Public Benefit Organisation (PBO 18/11/13/3455) dedicated to the holistic development of previously disadvantaged and unemployed people and facilitating the restoration of dignity and self-respect. Established in 1989, LtE has 20 years of experience in community and transformation development. The focus has been on unemployed people offering a range of learning interventions and of creating economic opportunities through our Business Resource Centre. This has resulted in a success rate that exceeds 80%.

The philosophy upon which LtE's interventions are founded, is based on a study on the Restoration of Dignity and Self Respect in Post Apartheid South Africa [1] which analyses the anthropological, philosophical and theological tenants of Apartheid and the ramifications thereof. In addressing the legacy of Apartheid, training and employment and job creation interventions provided by LtE aim to be focused on the person with the explicit purpose of building dignity and self respect while being practical, circumstantial and market related. Hence the organisations vision is to eradicate unemployment and other legacies of injustice in South Africa and Africa through the implementation of a mission which seeks to develop people, especially unemployed people, socially, emotionally, spiritual and economically.

Learn to Earn would like to thank everybody who contributed to the successful completion of this project. Specifically, we would like to thank the following:

- Hannah Macdonald and Aleks Jablonska who assisted with some Literature, Organisational and Business Development Service Providers Research.
- The team of Researchers (Mica La Vita, Vicki Igglesden, Alexa Burgess and Taru Jaroszynski) who assisted with running of the Focus Groups.
- Mica La Vita, Vicki Igglesden, Alexa Burgess, Taru Jaroszynski - for carrying out the organisational / business development providers interviews for phase two of the research.

- Focus Group participants from Khayelitsha, Philippi, Mitchell's Plain, Manenberg.
- The Organisations that hosted Focus Groups are Learn to Earn, The Business Place, Beaconvale Community Frail Care Centre in Mitchell's Plain, and Self Help Manenberg, and their staff who helped recruit people for the groups.
- The various businesses and organisations within the research area, who gave of their time to be interviewed and that offered access to information (see Appendix F for list).

Roché van Wyk

October 2009

tel | 021 361 5972 | fax | 086 633 2310 | email | rvw@learntoearn.org.za | www.learntoearn.org.za

1.1 DEFINITIONS OF TERMS

Unemployed: According to Statistics South Africa's Census definition, the unemployed are those people within the economically active population who: did not work during the seven days prior to the census interview; want to work and are available to start work within two weeks of the interview; and have taken active steps to look for work or to start some form of self-employment in the four weeks prior to the interview [2]. The expanded definition of the term drops the third criterion, to include those people in the population, who have not actively sought work, whatever the reason. These people are often termed "discouraged job seekers) [3].

Formal Dwelling: House, flat, semi-detached house, unit in a complex, room in the backyard and not in backyard [3].

Informal Dwelling: Shack, squatter settlement [3].

Household: A household is a group of persons who live together, and provide jointly for themselves with food and/or other essentials for living, or a single person who lives alone [4].

Household Head / Acting Household Head: The head of household is the person identified by the household as the head of that household and must (by definition of "household") be a member of the household. If there is difficulty in identifying the head, the head must be selected in order of precedence as the person who:

- Owns the household accommodation.
- Is responsible for the rent of the household accommodation.
- Has the household accommodation as an allowance (entitlement), etc.
- Has the household accommodation by virtue of some relationship to the owner, lessee, etc. who is not in the household.
- Makes the most decisions in the household. [4]

If two or more persons have equal claim to be head of the household, or if people state that they are joint heads or that the household has no head, then the eldest is denoted as the head [2].

Poverty Line: The minimum level of household income required to keep its members out of poverty. The larger the household, the more income required [5]. For a household of four members, the poverty line is calculated as R1 600 per month (or R19 200 per annum) [6].

Education: For the purposes of this research report, educational categories have been divided as follows:

Primary School: Grade R to Grade 7

Secondary School: Grade 8 to Grade 12 (Matriculation)

Tertiary Education: College, University, Higher Education

Action Learning Action Research (ALAR): Action learning is learning from concrete experience and critical reflection on that experience – through group discussion, trial and error, discovery, and learning from and with each other. It is a process by which groups of people address actual issues or problems in complex situations and conditions [7]. Action Research, a term coined by Kurt Lewin in 1946, is a comparative research on the conditions and effects of various forms of social action and research leading to social action" that uses "a spiral of steps, each of which is composed of a circle of planning, action, and fact-finding about the result of the action[8].

Social IQ and EQ: According to the Bar-On model, emotional-social intelligence is a cross-section of interrelated emotional and social competencies, skills and facilitators that determine how well we understand and express ourselves, understand others and relate with them, and cope with daily demands, challenges and pressures [9].

Relative Deprivation: Put simply, relative deprivation refers to the discontent people feel when they compare their positions to those of similarly situated and find that they have less than their peers. It is a condition that is measured by comparing one group's situation to the situations of those who are more advantaged [10].

Social Enterprise / Entrepreneur: (*Working Definition*) A social enterprise's primary objective is to address a particular social need or opportunity through a financially sustainable business model, and whose profits or surpluses (if any) are principally reinvested for that purpose in the business or in the community [11]

Necessity-based Entrepreneur: A person who's primary motivation for starting a business is a lack of other options for making a living. [12]

Opportunity-motivated Entrepreneur: A person who's primary motivation for starting a business is to take advantage of an opportunity. [12]

Factor-driven Economies: Countries with low levels of economic development typically have a large agricultural sector, which provides subsistence for the majority of the population who mostly still live in rural areas. The situation changes as industrial activity begins to develop, often around the extraction of natural resources and surplus population from agriculture migrate towards extractive and emergent scale-intensive sectors, which are often located in specific regions. The resulting oversupply of labour feeds necessity-based entrepreneurship in regional agglomerations, as the surplus workers are forced into self-employment in order to make a living. [12]

Efficiency-driven Economies: As the industrial sector develops further, pursuit of higher productivity through economies of scale becomes increasingly prevalent. Typically, national policies in scale-intensive economies shape their emerging economic and financial institutions to favour large national businesses. As increasing productivity contributes to the financial formation however, niches may open up in industrial supply chains that service these national incumbents. This combined with the opening up of an independent supply of financial capital from emerging banking sector, expands opportunities for the development of small-scale and medium-sized manufacturing sectors. [12]

(Combination of necessity-based and opportunity-motivated entrepreneurial activity)

Innovation-driven Economies: As an economy matures and its wealth increases, a gradual shift in emphasis may occur towards an expanding service sector that caters to the needs of an increasingly affluent population. The industrial sector evolves and experiences improvements in variety and sophistication. This is typically associated with increasing research and development as well as knowledge intensity, which opens the way for the development of innovative, opportunity-seeking entrepreneurial activity. In these economies, small and innovative entrepreneurial firms often enjoy an innovation productivity

advantage over large established firms. Framework conditions that support opportunity-driven entrepreneurship are of particular importance in helping innovation-driven economies to achieve their growth ambitions. [12]

TEA: Total Early-Stage Entrepreneurial Activity (TEA) indicates the prevalence of business start-ups (or nascent entrepreneurs) and new firms (less than 3.5 years of existence) in the adult (18 to 64 years of age) population – in other words it references the level of dynamic entrepreneurial activity in a country. [12]

BDS: Business Development Services (BDS) are services that improve the performance of the enterprise, its access to markets, and its ability to compete. They include a wide array of business services, both strategic and operational. BDS are designed to serve individual businesses, as opposed to the larger business community. [13]

NGT: Nominal Group Technique is a proven effective qualitative method for collecting feedback from a group of people eliciting their views of some issues in response to a focal question [7]

Entrepreneur versus Self-Employed: An entrepreneur is someone who seeks to take and develop an economically viable opportunity-motivated idea into reality, developing a thriving business that is sustainable, profitable and that would create employment for others as well. A self-employed person can be an entrepreneur but invariably is someone that does not intend to grow and develop a business that seeks to employ numerous others but is mainly necessity motivated with the objective that it generates sufficient income to live on as per the person expectation. Profit and growth are not necessary part of their motivation.

2. MOTIVATION AND PURPOSE

Pilot Community 1: Cape Flats

Background – Terms of Reference as determined by ILO

The assignment described in the following refers to the work of the International Labour Organization (ILO) in the field of employment promotion through enterprise development in South Africa. In particular, the assignment links to the work of the Social Enterprise Development Targeting Youth in South Africa (SETYSA) project. The project seeks to support the ILO's constituents and partners in their efforts to promote social enterprise development in South Africa, supporting progress towards a conducive enabling environment and the development of appropriate business development service (BDS) products for potential social entrepreneurs, with a particular focus on youth entrepreneurs.

The focus of the SETYSA project on social enterprise development is aligned with the Decent Work agenda, in particular the pillars on employment creation and social protection respectively, and the links between these two pillars. Thus, the ultimate objective of the project is to encourage the creation of employment opportunities within social enterprises, as well as the social value delivered by the goods and services that they produce.

Social entrepreneurship is an emerging field at both academic and practitioner level and there are no clear agreed definitions of social enterprise and related concepts. The emerging ILO approach used for the purposes of this project draws on the 2001 Report of the Director-General: *Reducing the Decent Work Deficit – a Global Challenge*, in which social enterprises were described as those which create “sustainable market solutions to social problems”. This approach does not categorise or exclude social enterprises on the basis of for-profit versus non-profit status or other legal form. It focuses on those enterprises with a viable business model, at least in the long term, which may incorporate a variety of income streams, in line with the ILO understanding of the term ‘sustainable enterprise’. However, we recognize that some institutions active in the field of social entrepreneurship use different definitions and that policy dialogue facilitated through the project needs to take account of this dissonance.

The SETYSA project is a pilot and as such will focus on three pilot communities, the Cape Flats being of these communities, in which support will be provided to business development service facilitators and providers to assess the potential for social enterprise development and to develop appropriate tools and services which will help to deliver that potential. In each of the pilot communities, the first stage of this exercise is to carry out community-level analysis on the potential for social enterprises. The research process will be strongly interactive and participatory, seeking the buy-in and active support from community leaders through an action research process. The research partners should therefore have strong connections with and experience of action research in the respective communities, as well as a sound understanding of business development services.

Objective of the assignment

The principal objective of the assignment is to contribute to the promotion of employment in social enterprises by assisting the SETYSA project to deliver on selected outputs in the project work plan, specifically outputs 2 (A body of empirical evidence about social business development opportunities in selected priority industries) and 5 (Youth in the pilot communities have increased awareness about social businesses and increased demand for social business development support services).

Specifically, the assignment relates to Activity A2.2 (Community-level analysis on the potential for social enterprises in each pilot community) and Activity A5.1 (Seek the buy-in and active support from community leaders, by involving these opinion makers from the outset and throughout the market research).

The exercise will also incorporate the collection of relevant baseline data in the respective pilot community, which will inform the design of further project interventions as well as provide a baseline for monitoring and evaluation purposes. In particular, data for the following baseline indicators will be sought with respect to the target community and the employment promotion initiatives active in the target community:

<p>BI2.1 Current employment rate, segmented by age, race, gender</p> <p>BI2.2 Current availability of/access to social protection and environmental protection services</p> <p>BI2.3 Current awareness among members of pilot community of social business development</p>
<p>BI3.1 Current comprehension of BDS facilitators and providers of the social business development potential in pilot communities</p> <p>BI3.2 Current awareness of other youth employment promotion initiatives among managers/stakeholders of individual initiatives</p> <p>BI3.3 Existing extent of coordination among youth employment promotion initiatives</p>

The assignment will entail carrying out community-level research with a strong action-research component that will involve a process of structured dialogue with key community leaders, service providers and other stakeholders. The activities are further specified below.

Target community

These terms of reference relate solely to Pilot Community 1, which is located in the Cape Flats area in Western Cape, and is roughly defined as the collective target populations of relevant business service facilitators and providers including Learn to Earn Khayelitsha, The Business Place Philippi, and the Red Door centres in Khayelitsha and Mitchell's Plain. This area includes part or all of Khayelitsha, Philippi and Mitchell's Plain. The exact boundaries of the target population will be defined more closely during the first stage of the assignment.

Tasks and outputs of the collaborator

1. Define the target community, taking into account geographical, socio-economic and administrative parameters as well as the target populations of relevant business development service facilitators and providers including Learn to Earn Khayelitsha, The Business Place Philippi, and the Red Door centres in Khayelitsha and Mitchell's Plain.
2. Provide a summary of the socio-economic profile of the target community, drawing on existing data, to include the current employment and self-employment rate, segmented by age, race and gender (baseline indicator BI2.1). Where readily available, include in this summary any other relevant data e.g. regarding education, skills and entrepreneurship.
3. Provide a summary of employment creation initiatives and business development services providers serving the target community, with a particular but not exclusive focus on those targeting youth. Through interaction with the managers of such initiatives and service providers, assess and report in the summary the following:

- 3.1. Current comprehension of BDS facilitators and providers of the social business development potential in pilot communities (baseline indicator BI3.1).
- 3.2. Current awareness of other youth employment promotion initiatives among managers/stakeholders of individual initiatives (baseline indicator BI3.2).
- 3.3. Existing extent of coordination among youth employment promotion initiatives (baseline indicator BI3.3).
4. Through interviews and focus groups or other research methods, assess the current awareness of social enterprise and social enterprise development among members of the target community (baseline indicator BI2.3). Provide a short summary of the findings.
5. Through interviews and focus groups or other research methods, provide in-depth analysis of the potential for social enterprises in the target community, through the following steps. Where necessary, develop and apply participatory methodologies which elicit positive responses from community members without unduly raising expectations.
 - 5.1. Map the current availability of/access to social and environmental protection services (baseline indicator BI2.2). The definition of such services should be inclusive and could include waste management, housing, community facilities, leisure and recreational facilities, education and skills development, healthcare, childcare, crime prevention, transport, employment opportunities for disadvantaged groups, insurance, among others.
 - 5.2. Identify current gaps in the availability of/access to the above social and environmental protection services, segmented by age, race and gender where appropriate.
 - 5.3. Analyse which of the above gaps could potentially be served by new social enterprises, taking into account potential income streams.
 - 5.4. Analyse which of the above gaps offer opportunities that would be particularly attractive to potential youth social entrepreneurs.
 - 5.5. Identify what types of business development services would be required to support the establishment and development of social enterprises in the above fields.
 - 5.6. Identify potential or existing social entrepreneurs who are or could become inspirational examples within the target community, with a particular focus on youth.
 - 5.7. Identify the potential for strategic alliances with corporate businesses in the establishment and development of social enterprises in the target community.
6. Produce a draft research paper describing the above findings and the methodologies used.
7. Present the findings to a roundtable of stakeholders from and institutions that serve the target community, focusing in particular on the potential for social enterprises in the target community as described in (5) above.
8. Refine and finalise the draft research paper based on comments received at the roundtable.

3. PROCESS AND METHODOLOGY



The research process can be described as cyclical and interactive. The phases of the research process are evaluated and revised on an ongoing basis. Participative action research methodology was used, being qualitative and empirical in nature. It involved the community at all levels of the research process, thus fostering empowerment and ownership of the project right from the onset of the process. In doing this, the research itself acts as the beginning of an intervention process, by marketing the Social Enterprise Competition that is being run concurrently with the this research by The Business Place in Philippi. A product of the research would be interventions that would help existing organisations / businesses / individuals that are displaying elements of Social Enterprise activity in furthering their endeavours and become fully fledged Social Enterprises. Creating awareness of this emerging concept / discipline called Social Entrepreneurship / Enterprise and marketing subsequent tools and opportunities that arise through the research process.

Furthermore, a multidisciplinary approach has been used; combining quantitative and qualitative data collection, geography and social sciences tools and techniques, therefore endeavouring to provide appropriate results in line with the research objectives.

3.1. LITERATURE SEARCH

The initial background literature search was mainly internet based and produced numerous newspaper and journal articles, as well as reports published by Institutions of Higher Education locally and internationally of various research project completed. Numerous services providers had conducted various research exercises to inform their approach to offer effective interventions and service delivery which contributed to this analysis. Other sources consulted included pamphlets, reports and Organisational and Business directories

electronically and hard copies that list NPO, CBO, PBO entities that are active in the selected research area.

More in-depth statistics for the area were retrieved from data collected by the Department of Social Development for Sustainable Communities in a community analysis conducted in 2007. Census 2001 and various other reports published by different government departments were consulted as well.

For maps and mapping data, Google Earth Plus [14] was used.

3.2. PLANNING AND PREPARATION

During the planning phase, a team of 4 assistant researchers were selected from the UCT (University of Cape Town) Law Faculty, Master's course in Social Justice, to assist us. Their involvement formed part of their course. A half morning meeting was held on 28th August 2009. The training included an overview of Learn to Earn, an explanation of the research and what it aimed to achieve in accordance with the Terms of Reference stipulated by ILO, followed by an in-depth discussion regarding the research methodology, Manfred Max-Neef's Human Scale Development theory and its intersection with De Wet Schutte's approach to development. The meeting discussed the ILO concept of Social Enterprise / Entrepreneurship and how this differed from a traditional business enterprise. Following this discussion a review of the Business / Organisational Questionnaire was done which was then finalised on the 8th September 2009. (See Annexure B)

3.3. FIRST PHASE – INSTITUTIONAL MAPPING AND THIRD PHASE ORGANISATIONAL INTERVIEWS

The first phase and the third phase were combined for the purposes of this research and only institutions researched and other places of service delivery indicated by the desktop research including businesses and organisations were mapped. This commenced on the 8th September 2009. The purpose of the selective pre-determined GPS phase was to map the institutional landscape of the research area, including places of social influence, though not limited to those activities occurring inside buildings. The assistant researchers were asked what their area of interest was in terms of development / social issues and as far as possible were assigned businesses / organisations that match their fields of interest while covering the various categories required by the research terms of reference.

3.4. NEEDS AND RESOURCES ASSESSMENTS (FOCUS GROUPS)

Needs and resources assessments were conducted at Learn to Earn Khayelitsha, The Business Place Philippi, Self Help Manenberg, and the Beaconvale Frail Care Community Centre in Mitchell's Plain. using the Nominal Group Technique (NGT), as described by Zuber-Skerrit (1998) [7]. The intention was to conduct four groups of approximately 20 people per group, from the various surrounding areas and organisations that were not going to be interviewed. The composition of the groups was to be random-specific, based on variations in gender, age, geographic locations in the townships, and those able to attend at the specified times, namely from 10:00 till approximately 13:00. Because of these scheduled times, the groups consisted of unemployed individuals, some business people, and organisational representatives. The focus group in Khayelitsha was attended by 22 people, in Philippi by 9 people, Mitchell's Plain by 10 people and the Manenberg focus group by 20 people from the community. The participants of the various groups were given twenty Rand each to cover transportation costs to attend and a substantial meal was

provided as well. The detailed lists of the participants in the various focus groups are contained in Annexure E.

The probability of success of social development interventions depends on three core issues, as described by De Wet Schutte (2000), namely the degree of bonding within a community, the satisfaction of basic human needs and the satisfaction of individuals' social needs. [15] The satisfaction of such needs can be met negatively or positively.

The purpose of the needs assessment was to establish the social development needs of the members of the community and the technique used was the Priority Index (P-Index) research technique developed by De Wet Schutte. The technique is advantageous in that it is simple to use, prioritises the community's actual needs as opposed to perceived needs, or wants, and the instrument used (the Schutte Scale) is accurate for both literate and illiterate persons, in that measurement is non-verbal [15]. Where we had a high level of literacy we implemented a basic voting system that allowed for individuals to rate the various needs and resources on a template generated during the focus group. This assisted in speeding up the rating process. Assistance was given to those that struggled with the format. This was helpful in speeding up the rating process but the downside was people did not spend enough time thinking through the ratings. To combat this periodic interjection by the facilitator, with regard to the various items listed was done to slow the process slightly and focus the evaluations.

This technique distinguishes between the importance and the priority of a need within the community. The needs arising within group discussions are brought forward by the group members themselves, not by the facilitator, ruling out the opportunity for suggestion. In prioritising needs, the scale is used first to measure individuals' perceptions of importance, followed by their satisfaction with the current status. This is done by rating items (on a scale from 01 to 10, where 01 is the lowest and 10 is the highest). For example, an item may register as being highly important, but the members may indicate that these are satisfactorily being addressed. Therefore it has a low priority, while an item indicated as important, but which is being met unsatisfactorily is registered of high priority. (See Annexure C for the focus group questionnaire used for discussions)

In addition to establishing and prioritising the needs within the community, Learn to Earn focussed on the resources already established within the communities and the current level of functioning or satisfaction thereof. This focus aims to draw community members away from the perception of victim and rescuer (i.e. the community being incapable and so requiring the help of outside professionals) to an empowerment-oriented perspective of realising the community's strengths. The P-Index technique, as used in assessing the needs, was also used in rating the success of the resources. The difference in the results, however, is that with the resources, the lower the P-Index, the more successful the resource, or the less attention it requires.

The second stage of the assessment involved drawing a community profile based on the data collected during the group facilitations. This community profile formulates the satisfaction of items in terms of thirteen basic human needs, as listed by De Wet Schutte (2000). The first six needs refer to basic needs for survival, while the remaining seven social needs refer to the interaction of humans. The needs are listed by Schutte as follows:

1. Shelter
2. Health care
3. Sanitation
4. Water

5. Food
 6. Energy
 7. Safety
 8. Income
 9. Education
 10. Recreation
 11. Religion
 12. Welfare
 13. Transport
- [15]

Schutte's thirteen basic needs mirror the theory by Manfred Max-Neef (upon whose model Learn to Earn's approach is based). Max-Neef organised human needs into nine fundamental categories, namely subsistence, protection, affection, understanding, participation, idleness, creation and freedom; which occur at four different levels of activity (being, having, doing and interaction) [16].

Learn to Earn has added a tenth need to this list, namely a belief system. All the needs are seen as both necessary and equal, and, if not satisfied adequately, lead to human poverty, for example the poverty of protection due to inadequate health systems, violence, arms, race, etc. What becomes important in Max-Neef's theory, linked to the research, is that there are multiple poverties, not just one kind, which, if extended beyond a threshold, lead to pathology or sickness [16]. These poverties can then be satisfied either positively or negatively, or through pseudo-satisfiers (which generate a false sense of satisfaction of a given need).

In the example of poverty of protection, as mentioned above: If satisfied positively, could result in the formation of a neighbourhood watch; while, if satisfied negatively, could lead to vigilantism. This is well illustrated in research done by the Institute for Security Studies in which PAGAD (People Against Gangsterism and Drugs) changed from a community movement - neighbourhood organisation to that of vigilantism.[17]. The other extreme occurs if the need or poverty remains unsatisfied because the official form of protection – The South Africa Police – are under resourced, ineffective, not supported by the other aspects of the legal system or corrupt. This results in vulnerability, victimisation, exposure and a lack of trust in the system and society. An example of this was related in the Mitchell's Plain focus group where it was related how gangs and drug dealers take over vulnerable elderly people's homes in prime locations to operate drug dealing from there in exchange for support. [18] In Manenberg the wide spread knowledge of where to acquire drugs of all kinds by teenagers and the elderly alike enhances the peoples suspicions and mistrust of the police to the point change is desired but an extreme reluctance to report crime exists for fear of repercussions. [17]

The third stage of the needs assessment involved determining the level of bonding within the community. The bonding looks at social relationships of community members and focuses on three areas, namely

- A sense of belonging to the community
- Friendship circles and social relations
- The social support system perceived by community members in times of need or crisis [15].

3.5. IN-DEPTH INTERVIEWS WITH SAMPLE BUSINESSES AND ORGANISATIONS

The third phase of research involved taking the processed data collected in the desktop research phase and drawing a sample of businesses / organisations to be interviewed (see annexure F for a detailed list). The aim of the interviews was to gain further insight into what the businesses / organisations are doing in terms of Social Enterprise and Business Development Services, as well as to establish potential markets and product needs. It also gave a clear indication of attitudes and the climate towards development, poverty etc. amongst businesses and organisations in the area and their effectiveness. It was designed to see the understanding of their Vision and Mission and implementation strategy. In particular how this related to inputs and outputs and how their success was measured in terms of outcomes.

The sampling methodology for the selection of businesses involved random proportionate, geographic sampling. Proportionate sampling refers to a variation of stratified random sampling. The technique is most often used when subgroups vary dramatically in size in the sample population. In this instance, businesses / organisations were divided into sectors, namely waste management, housing, community facilities, leisure and recreational facilities, education and skills development, healthcare, childcare, crime prevention, transport, employment opportunities for disadvantaged groups, insurance, among others. Certain sectors were excluded from this phase of research such as state run departments such as Home Affairs, Magistrate's Courts and Social Services. Thus the focus was on categories that would possibly provide reasonable social opportunities. The interviews took place between 8th September 2009 and 18th October 2009. A team of five people conducted the 40 interviews using a qualitative-design questionnaire. (See Annexure B for a sample of the business / organisational questionnaire).

4. DEFINITION OF TARGET GROUP AREA

The Global Entrepreneurship Monitor (GEM) for 2008 for South Africa indicates that the three most active provinces in South Africa in terms of entrepreneurial activity are Gauteng, Kwa-Zulu Natal and the Western Cape. These three provinces make up for almost 66% of early-stage entrepreneurial activity. In terms entrepreneurial activity the majority of the provinces in South Africa show higher levels of opportunity-motivated entrepreneurship than necessity-motivated entrepreneurial activity.[12]

The Western Cape's entrepreneurial potential was further underscored by a recent report on the entrepreneurial advantage of world cities. The study analyses the percentage difference of early-stage entrepreneurial activity between the city level and the national level over a period of six years of GEM data (2001 – 2006). Cape Town shows a TEA rate that is 65% higher than the national rate. With regard to opportunity-motivated entrepreneurial activity as a component of early-stage entrepreneurial activity Cape Town's rate was 190% higher than the national average with Johannesburg coming in at 60%. [12]. Therefore, if Cape Town is so relatively successful entrepreneurially it should present a relatively better enabling environment for social enterprise development and a good venue for research to determine social enterprise activity and potential. However the extremes of our society and the selected research area may prove different.

4.1 DEFINED TARGET AREA

The selected target area is part of the Cape Flats and for the purpose of this research has been defined as follows:

The N2 in the North, Baden Powell Drive, R310 in the East and South, to Weltevreden Road in the West which becomes Vanguard Drive, M7 running north up to where it intersects with the N2 again. Selected businesses / organisations in the Blue Downs, Blackheath and Delft area will be incorporated but these areas will not be subjected to a comprehensive analysis as set out above.

The selected research area is very diverse culturally, racially, economically, politically, educationally, spiritually and is quite illustrative of the extremes in infrastructure, service delivery, social services and income generation activities which include crime and its motivation. (See detailed charts and discussions further below). The political legacy of Apartheid and prejudice also manifests itself.

The periodic changes in political party dominance has also had a significant influence within this area, along with social and economic factors which have a direct impact on the creation of a unique and difficult business and entrepreneurial environment. This was well illustrated in the various focus groups. In Philippi a person sat in front and separate from the others attending. Her "higher" social status was clearly on display in her frequent and articulate participation which was then underscored, when during a break she produced her laptop. This is hugely significant given the extremely limited access to and use of ICT in the Townships.

In Manenberg during the focus group discussion the local counsellors were highlighted for their discriminatory approach depending on your ward affiliation, as articulated by a participant who said;

"The wards are a real problem ... [wards 42, 45 & 46...] There you have 3 counsellors...that is a big problem, because they cannot serve the community. Because when we have a big meeting, you can get the one counsellor but you will never get all 3 of them. When you

apply for funding, they also ask the Ward you are staying in. [You cannot only apply for funding to the one ward]. The ward allocation for the funding is a real problem. We try to get past the point of this mental division, but this traditional division is still there” [19]

In addition, issues of incompetence and prejudice were highlighted in the focus group in Khayelitsha. The issue around gaining access to Community facilities was dominated by among others, political affiliation issues. If you were not of the same political party you could not use the community facility. This focus group also raised the issue of personal details being changed by Home Affairs officials because they did not agree with the spelling of the persons name as it was different from their clan and used the computer systems “limitations” to excuse these changes [20]. The consequence is that you have parents with differing surnames as that of their children. Clan linkages are also distorted. A lack of or no access to services is a result of incorrect or missing Identity Documents. Post 1994 democracy offered citizens an opportunity for participation, recognition, belonging, ownership but through inadequacies these rights are being denied again.

5. SUMMARY OF THE SOCIO-ECONOMIC PROFILE OF THE RESEARCH AREA

In South Africa, the entrepreneurial sector is hampered by a poor skills base, a severe contextual limitation which includes poverty, lack of active markets and poor access to resources. [12] [21]. Crime however is the single most perceived hindrance to entrepreneurial activity [22] [23] [21]. Other severe hindrances include the continual risk of business failure for an already vulnerable community. Government departments, regulations and their programmes contribute negatively to an enabling environment. These programmes and services should be a positive satisfier for the need for information, mentoring and education. In education particularly, mathematics and financial literacy and training is being hampered by untrained staff and a lack of a clear focus. Mismanagement and an understanding of what are being attempted due to a lack of a clear focus and an implementation strategy is contributing to an ineffective service delivery. As a focus group participant said *“We get people that are filling up jobs. They are not doing their job. You cannot do a job just for the love of it—but you cannot do it either just for the money.” [18]*

Other severe hindrances include the continual risk of business failure due to the volatile socio – economic context such as extended family responsibility and cultural demands, a lack of access to start up capital, transport costs, and jealousy from the community if an individual is successful. [23]

Intimidation from existing self-employed people and the lack of an environment in which competitiveness without reprisal exists is a factor that has a direct impact on entrepreneurship activity. This issue was raised in all the focus groups that were held but was clearly articulated in the Philippi focus group. The person referred to actions taken by competitors, which could be classified as jealousy / envy with malicious intent and the outcome being the demise of the person’s business. This form of intolerance to business competitiveness is well illustrated in the taxi industry as well as within the antisocial activity of gangsterism in Mitchell’s Plain and Manenberg.

South Africa’s National Small Business Strategy is very clear that their primary policy objective is employment creation. Since job creation potential of start-ups is negligible, it is imperative that interventions are focused on helping start-ups to survive to the new firm stage – existing up to 3.5 years on average. This strategy is crucial since the contribution of start-up (nascent entrepreneurial activity) to employment is extremely low with only 4% of these businesses taking any employees with the possibility of reaching 10 employees in 5 years. South Africa is ranked 38th out of 43 countries for new business success with a rate

of 2.1%. This is significantly lower than the global average of 4.6% and 4.9% for efficiency driven countries, which includes along with South Africa, Peru, Chile, Jamaica, Mexico, Argentina and Brazil et. al. [12]

South Africa, just like these countries is characterised by a dual economy – a formal and an informal sector, however our TEA rate is not as competitive. The TEA rate for Peru is 25.6%, Argentina is 16.5%, Brazil is 12%, Mexico is 13.1%, and where as South Africa's is only 7.8%. This gives South Africa a relatively low ranking of 23rd out of 43 countries (a total average TEA rate of 10.6%). A country at South Africa's stage of economic development would be expected to have a TEA rate around 13%, almost double the current rate. [12]

5.1. COMMUNITY COMPARISONS BASED ON CENSUS 2001 DATA

Khayelitsha and Mitchell's Plain are by far the largest of the communities, followed by Philippi Urban and Gugulethu. Their relative sizes, based on numbers of individuals in the 2001 Census are as follows:

Areas	Total population
Khayelitsha	329,000
Mitchell's Plain	283,196
Philippi Urban	110,321
Gugulethu	80,277
Delft	60,667
Manenberg	54,499
Crossroads	31,527
Heideveld	16,847
Philippi Non-Urban	1,866

The areas occupied by black communities (classified as such on the basis of 90% or more of their population comprising black residents) include: Khayelitsha, Gugulethu, Crossroads and Philippi Urban. In contrast, Manenberg, Heideveld and Mitchell's Plain can be regarded as predominantly coloured areas (again, 90% or more of their population comprising coloured residents). Delft and Philippi Non-Urban communities are also predominantly coloured (73% and 75% respectively), however, there is also relatively higher representation of other race groups (25% black in Delft and both black & white residents in Philippi Non-Urban – 14% and 11% respectively).

As a population group, the coloured people remain better off than the black African population, though considerably poorer than the whites or the Indians. For example, the white population of South Africa sits at about 6% unemployment, while 27% of coloured people are unemployed and 50% of the black population is unemployed. Looking at changes since 1994, however, unemployment has increased only 19% in the black community, compared to 35% in the coloured community. Thus, relative to accustomed standard of living, the coloured community has experienced more detrimental change since 1994 than the black community.

In addition, with the loss of the job preferences given to coloureds under apartheid, many coloured people today find themselves competing with black Africans for lower skill jobs:

32% of employed coloured people work in “elementary occupations” (unskilled labour) compared to 34% of black people. [17]

There are a number of distinctions between the black and coloured race groups in the areas examined as part of this study. While the data is based on Census 2001 results, it is unlikely that many of the demographic dynamics would have changed significantly over the last decade.

Language differences follow the racial division across the areas. Xhosa is used almost exclusively (by at least 90% of the residents) of the typically black areas. The coloured areas are characterised by a mix of Afrikaans and English, with Afrikaans being used by between 53% (Mitchell’s Plain) and 72% (Manenberg) of their residents. Mitchell’s Plain and Heideveld are the two areas most likely to use English. The differences are not as clear cut with regards to the education levels. While Philippi Non-Urban and Crossroads have the highest proportions of those with no formal schooling (14.5% and 11% respectively), Gugulethu, Heideveld, Mitchell’s Plain and Khayelitsha each have about a quarter of those with at least grade 12 education (28%, 26%, 25% and 24% respectively).

Given that the Western Cape Province has one of the highest Grade 12 pass rates in the country, an obvious strategy would be for coloured graduates to move toward the high skill end of the job market. The latest census results suggest that this is not happening. While coloured people are slightly more likely to have finished secondary school than blacks (19% versus 17%), they are less likely to have tertiary education. Of members of the population aged 5-24, 36% of the coloured community is not enrolled in an educational facility, compared to 27% of the black community. [24]

There is some evidence of racially driven differences with regards to the average household size, with coloured households being typically larger than the black households. Comparatively speaking, coloured people have the largest household size of any population group. Despite the fact that fertility levels are less than in the black community (an estimated 2.5 live births among coloureds in 1998 compared to 3.1 in the black community), coloured households average 4.3 members, compared to 3.9 among black people. [17]

Areas	Average household size (no of individuals)
Manenberg	4.9
Mitchell's Plain	4.6
Delft	4.4
Heideveld	4.3
Gugulethu	4.2
Crossroads	4.0
Khayelitsha	3.8
Philippi Non-Urban	3.4
Philippi Urban	3.4

In terms of age differences, Delft is most likely to have youngsters under the age of 18 in their households, whereas Heideveld and Manenberg are most likely to have older residents (55 years or older) – with 17% and 12% respectively. The age group most likely to engage in an economic activity, which is adults between the ages of 18 and 54, is most prevalent across the typically black areas.

Areas	Ages 18-54 %
Philippi Urban	61.7
Khayelitsha	60.2
Gugulethu	60.1
Crossroads	57.5
Mitchell's Plain	55.5
Philippi Non-Urban	55.0
Delft	53.5
Manenberg	50.8
Heideveld	50.3

Ironically, these are also the areas with the highest levels of unemployment (as assessed among the entire economically active age group of between 15 and 65 year olds).

Areas	Unemployed %
Philippi Urban	58.6
Crossroads	54.0
Gugulethu	51.2
Khayelitsha	50.8
Delft	43.7
Manenberg	34.3
Mitchell's Plain	26.5
Heideveld	25.8
Philippi Non-Urban	14.6

The average personal as well as household income distribution follows the employment data. The figure of R19 200 per year (or R1600 per month) approximates the household subsistence level for Cape Town in 2001, as calculated by the Institute for Planning Research, University of Port Elizabeth. As such, it is more likely for the typically black areas (especially Philippi Urban, Crossroads and Khayelitsha) to be living below the subsistence level. The proportions of households and individuals living below this subsistence level are as follows:

Areas	Household income below R19 200 per year %	Individual earners below R1 600 per month %
Philippi Urban	82.3	82.8
Crossroads	78.8	83.9
Khayelitsha	71.9	77.8
Philippi NonUrban	67.7	80.8
Gugulethu	61.7	67.3
Delft	58.0	66.2
Manenberg	44.0	58.8
Heideveld	32.8	39.8
Mitchell's Plain	29.7	40.9

In contrast, Mitchell's Plain, Heideveld and Manenberg are the three seemingly best financially-off areas, with 70%, 67% and 56% of households living above the subsistence level.

Elementary occupations are most likely to be present across Philippi (Non-Urban and Urban alike), Crossroads and Khayelitsha, ranging between 41% and 44%). Professional, technical or skilled occupations are equally rare across all the areas under review.

Among those economically inactive, the typically black areas are most likely to mention schooling or studying (secondary or tertiary) as the main reasons for their unemployment. This is as high as 57% in Khayelitsha and just under a half in Crossroads, Gugulethu and Philippi Urban. The inability to find work is most commonly mentioned in Gugulethu (22%) as well as Philippi Urban, Crossroads and Delft (19% each). The typically coloured households are far more likely to include a housewife or a homemaker (around a third of those economically inactive) – a role that is almost absent (under 10%) across the typically black households. In line with the relative age skews, Heideveld and Manenberg are most likely to have those who are retired or consider themselves as too old to work (18% and 13% respectively).

There are a number of clear differences relating to the standard of living between the typically black and typically coloured areas. Firstly, only 4% of coloured people live in shacks, compared to 16% of the black population. The area comparisons for those living in any type of an informal dwelling (or shack structures) are as follows:

Areas	Informal dwellings %
Khayelitsha	64.3
Philippi Urban	54.7
Crossroads	43.6
Gugulethu	37.9
Philippi Non-Urban	23.3
Delft	7.1
Manenberg	6.9
Heideveld	5.4
Mitchell's Plain	2.8

As such, access to infrastructure and basic services differs greatly between the typically black and coloured areas. Almost all of the coloured area households have access to electricity and running water inside the dwelling or yard. In contrast, this is true for only about two thirds of the households across the typically black areas.

Areas	Electricity %	Water inside dwelling or yard %
Heideveld	99.2	95.5
Mitchell's Plain	98.8	95.6
Manenberg	98.7	90.4
Delft	98.4	93.6
Khayelitsha	76.0	61.7
Gugulethu	71.9	62.2
Philippi Non-Urban	61.3	42.7
Crossroads	60.9	58.2
Philippi Urban	51.0	53.9

More than a third of residents of Heideveld (39%), Khayelitsha and Gugulethu (each at 37%) own and have fully paid off the properties on which they reside. The dwellings that are most likely to be occupied rent-free (possibly by 'squatters') can be found across Philippi (Urban and Non-Urban, at just over 50% each) as well as Crossroads (43%).

The typically black areas are also the ones with the lowest levels of municipal services, as evident in their limited access to both sewage facilities and regular waste removal. Philippi (Urban and Non-Urban) as well as Crossroads are among those most affected. More than a third of Khayelitsha residents have no direct access to either flush or chemical toilet. More recent data is needed with regards to these variables in order to assess whether or not this dynamic has changed over the last decade since the original Census was conducted.

Areas	No flush or chemical toilet %	No weekly refuse removal %
Philippi Non-Urban	57.1	79.6
Philippi Urban	44.3	28.2
Crossroads	41.3	20.9
Khayelitsha	34.9	6.8
Gugulethu	19.3	8.5
Delft	4.1	1.3
Manenberg	3.9	0.9
Heideveld	3.1	1.1
Mitchell's Plain	2.5	0.7

6. SUMMARY OF EMPLOYMENT CREATION INITIATIVES AND BDS SERVICE PROVIDERS

A key factor, as reiterated in the GEM Report 2008, is the inability of the formal sector to provide sufficient employment. In an article, focusing on Khayelitsha and Nyanga titled; *Urban Poverty* (2005) it states that; just over a half of all households did not generate an income from wages, while 64% of adults were unemployed. Only 23% of adult respondents are earning a salary, 8% are employed on a temporary / seasonal basis and 5% are considered self-employed. It is not clear whether the self-employed category only includes entrepreneurs that are trying to build a business or does it include as person such as a painter that works for himself but will never employ anybody else as well.[25]

Factory work constitutes 13% of the wage labour income, followed by general skilled work (9%) and domestic work (6%). Men are reportedly more likely to get paid jobs than females, with 52% of males and 72% of females having no paid work. Youth unemployment is as high as 67% in the age group between 18–25 years old. This figure decreases by 10% to 57% in the age group 26–30 years. For those aged 20-34 the unemployment rate has increased in Census comparisons from 19% to 30% among males and from 26% to 37% among females [4]. Consequently the inability of the formal economy to absorb the labour demand has resulted in the informal necessity based economy becoming an important source of livelihood for many. It is estimated that the informal sector employs 22% of the labour force and contributes 12% to economic output. [25]

Through desktop, database research and consulting various Business and Organisational Directories, 534 Institutions were recorded in the area. A process of eliminating those that have terminated operations was done but only to a limited extent, due to the time, scope and cost of such an exercise. (See Annexure F for a complete list). Out of this list only 34 were BDS providers of which only 7 were focussed on youth. Given the dire social challenges that still face the communities of the research area, a question needs to be asked with regard to the level of impact that these 534 organisations are having. The number of BDS providers is also high for an area this size, since it has a very small business sector, if the national franchises and retailers are taken out of the equation.

6.1 BUSINESS AND ORGANISATIONAL UNDERSTANDING OF SOCIAL ENTERPRISE

Through interviews and focus groups the current comprehension by organisations of SE potential in the community is limited, with only 70% of the interviewed institutions indicating a limited understanding of Social Enterprise and the remaining 30% never having heard of the term or only had a vague idea of its possible meaning. Once the term and the working definition was introduced to the interviewee, 30% of the interviewees had no further positive response to additional questions relating to knowledge of SE activity in the community or potential SE opportunity. [11] The 70% that could name another organisation and / or a potential SE opportunity could not suggest anything unique or original in addressing an existing social problem.

In response to potential youth enterprise opportunities or existing organisations for youth only 4 organisations out of 32 interviewed, could list three or more potential SE opportunities and existing programmes for youth in the research area. It is not insignificant that these four organisations are research and market driven in their approach. The current co-ordination and co-operation of youth employment initiatives is limited, if not, non-existent as highlighted by the limited interaction of organisations with one another and their

limited knowledge of the surrounding institutional landscape. The existence of a “competitive” or jealousy element in the sector certainly contributes to this isolationist / lack of a cooperative approach. Further, certain BDS providers that solely focus on helping entrepreneurs through advice and mentoring struggled to offer insight into questions regarding SE. The most commonly cited reference was crèches but it was also highlighted that these were not socially driven but that it was deemed easy money. Especially if you defaulted on your grant it was well known that you would not be pursued. [20] [19]

7. SUMMARY OF BUSINESS AND ORGANISATIONAL INTERVIEWS

The interviews with the businesses and organisations were conducted either telephonically or in person. Of the 40 selected Businesses and Organisations to be interviewed only 32 were successfully completed. Learn to Earn (LtE), although doing the research would be included in the findings in this section as it does play a key role in the designated research area. Some of the reasons for the balance of interviews remaining incomplete are the inability to secure time with an appropriate person to interview, people not prepared to be interviewed and the interviewer being given the run around. This is unfortunate as some of the interviews not conducted are with key stakeholders in the target area and are focused on interventions to benefit the youth.

7.1 MISSION AND VISION

There is a prevailing opinion that Non Profit organisations are inefficient and ineffective. This has mainly been due to their focus on the specific problems or symptoms rather than a comprehensive understanding of the systemic or societal root causes.[26]. A key aspect about Social Entrepreneurship is working within your vision and mission. Of the institutions interviewed 86% were articulate and clear about their vision and mission and how this relates to their input and output. Of the 14% the lack of clarity was due to responding to needs they are faced with on a daily basis rather than responding from a well researched thought through outcomes based plan.

7.2 SOCIAL ENTERPRISE AND ENTREPRENEURSHIP UNDERSTANDING

The organisations that were succinct in the understanding of their vision and mission were also clear on their outcomes and their sustainability plan. When discussing the concept of Social Entrepreneurship and Social Enterprise 70% indicated a good understanding of the concept in relation to the working definition that was used. [11]. The balance, 30% had no understanding of the concept but did agree that the definition was good and it was what they aspired to. Issues raised relating to the definition were around the question of profit and why it was deemed a “bad word” especially since the inference of the definition is entrepreneurship and profit is a key aspect. Profit indicates that resources are being used effectively. Interviewed organisation, Partners for Impact, indicated that the definition in use did not cater for all Social Enterprise activity representing that a fundamental aspect of a Social Enterprise is the context within which it works. Context refers to having a market that can generate sufficient revenue for sustainability. Such as in the research area the market need exists but given the fact that such a large number live near the poverty line the market need cannot supply the forthcoming revenue. Therefore a critical aspect at this stage for social enterprises is that the revenue generation for sustainability needs to be mainly from outside the community, either through product or services rendered or grants, donations or corporate social investment. In time as the communities economic levels increase so will direct revenue generation increase. Khayelitsha is a good example of this. In 1990 – 1995 majority of the trading activity taking place was survivalist / necessity driven but now the township has numerous shopping centres and more opportunity driven activity that is starting to show some diversity and moving away from the repetitive retailing

of food products. Use of the term “principally” with regard to re-investment was also questioned as it created ambiguity. The question was also asked about responding to a “social need” in the SE definition or that of a social opportunity.

7.3 SERVICES RELIED ON AND NEEDED

Besides the standard services of telecommunication, electricity, water, sanitation, other services that were considered very important was marketing and transportation. The transportation of people, products and goods are aspects that are needed but not all transportation companies worked in the townships. The respondents also indicated that all the government departments are services that are relied upon along with local municipal services. Local artisans for maintenance and construction, catering and security are services used from the local community although complaints were registered with regard to the quality of the service with organisations eventually resorting to using artisans from outside the community. Specialist services such as medical waste removal for the hospitals and clinics were required.

The shortage of suitably qualified staff was a common theme throughout the organisations interviewed, with specific mention of more social workers, home carers needed for HIV / AIDS infected and affected children and the elderly. The need was reflected in the focus groups where it was mentioned that social workers were leaving and heading to work in Johannesburg because the remuneration was better. More security was listed as a need in an effort to address the crime prevention need. Additional programmes to educate people with regard to substance abuse were indicated as an additional intervention that could help to reduce the social ills of the community.

7.4 CONSTRAINTS AND HINDRANCES

Crime, intimidation, imitation of services and other community dynamics such as taxi strikes are listed as constraints that are happening at community level which impact businesses and organisations interviewed. The lack of infrastructure relating to business premises, and the lack of available, efficient and cost effective transportation is significant with 85% of the organisations indicating the negative impact it has on their activities.

There were references such as “all”, “excessive red tape” and “delayed payment” that were used to describe government departments and municipal offices and their inefficiencies in delivering assistance to the businesses and organisations interviewed. It was felt that this non delivery was detrimental to the well-being of society. It results in the entities that are meant to contribute to an enabling environment doing just the opposite due to poorly trained staff or staff that are not service oriented.

Budgetary constraints or lack of resources were indicators given by 70% as a constraining factor. This was compounded by a lack of staff as well as the related problem of recruiting staff. In the case of health care – Lentegeur Hospital - it did mean settling for a cheaper generic drug that was less effective than a more expensive one but did not allow for a greater supply. An aspect of the staff shortage is securing suitably skilled people from a human resource perspective as well as from an affordability perspective. The section most notably indicates these shortages were in the social services and health sector. This underscores the feedback from the focus groups that numerous social workers were heading to Johannesburg because the state remuneration was higher. The question can be asked if this was a political or purely an economics issue.

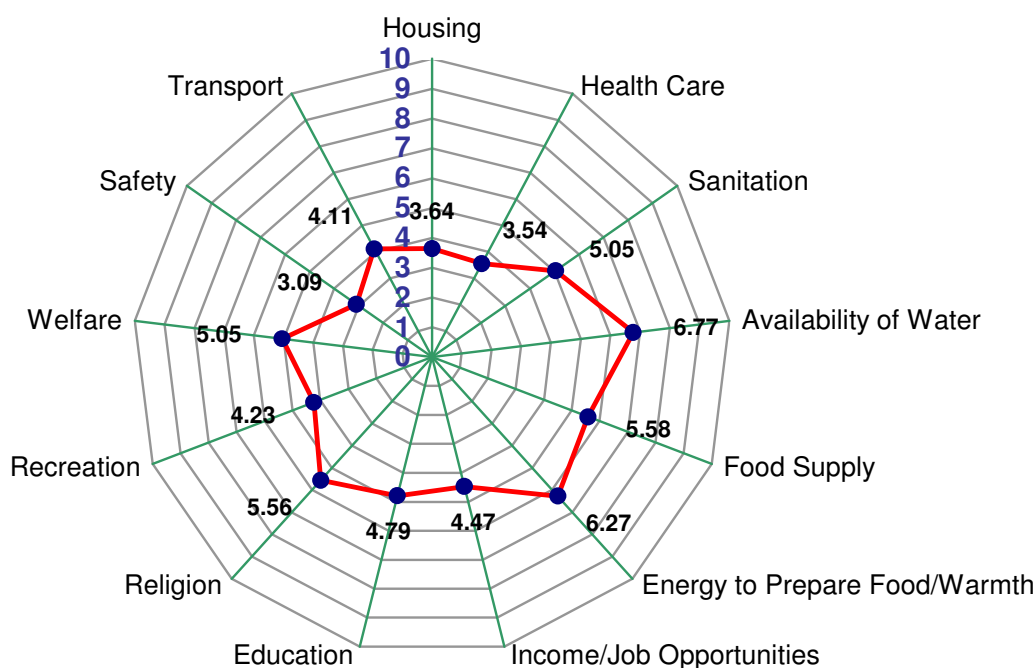
8. SUMMARY OF FOCUS GROUPS RESULTS

8.1 COMMUNITY INDEX WHEEL

The C-Index (Community Index) allows the community to be assessed in terms of the 13 basic elements required to exist as a community [15]. The C-Index wheel reflects the research area which gives a macro view of the general state of the area. The lower the C-Index the more urgent the need is. (See individual community ratings are in Annexure A)

Community Index Wheel - Research Area

(The lower the C-Index the more urgent the need)



Safety is collectively rated as 3.09 indicating a community wide problem. In the different suburbs it was rated as 1 in the C-index for Khayelitsha, 4.7 for Philippi, Manenberg at 3.19 and 3.45 for Mitchell's Plain. The ratings fall in line with previous discussions underscoring that the issue of crime and the need for safety is paramount in these areas.

Housing was rated with a C-index of 3.64 collectively, indicating great dissatisfaction with the situation as it currently stands. There are vast numbers of people in these communities living in shack dwellings. Mitchell's Plain did not indicate housing at all under resources or needs which is indicative of the formality of the area.

Health care facilities were rated 3.54 which is low by the communities: Mitchell's Plain rated the C-index as 3.07 out of 10, which falls in line with clinics being listed as a resource within the community, but with a P-index of only 6.9 (the higher the rating, the lower the quality of the resource). The group also listed the need for a drug rehabilitation centre, with a high P-index of 6.5. For the groups, health care was rated with a C-Index of 3.07, 3.85, 4.05 respectively for Khayelitsha, Philippi and Manenberg. The Khayelitsha

rating is of interest since a new hospital is currently being built, which confirms the urgency of such a facility.

Transportation (4.11), recreation (4.23), income and job opportunities (4.47) and education (4.79) were rated relatively low. These ratings at most are one basis point difference from the groups that had ratings in the three basis point range which means they are still urgent and require attention.

Of interest in the balance of the ratings for the research area is the 5.05 C-Index for sanitation. Either since the Census 2001 many more toilets have been built therefore the focus groups did not highlight the urgency or members of the focus groups in the various areas did not come from the areas where toilets were lacking.

8.2 COMMUNITY BONDING RATINGS

The bonding chart (below) reflects the fabric that makes an area a community. It indicates the strength of the community, informs the ownership levels, marketing strategy, and whether it is a politicized society or not et.al.

Development projects have a better chance of being successful when a community is united and the community share common interests. A sense of "belonging" to the community increases when there is unity and ownership of the community. It does mean that public space and facilities tend to be cared for better. The relative low score in belonging with regard to Philippi and Khayelitsha probably has to do with the fact that the communities' are newer in relation to the others. The relatively high transient nature of the communities and the view by many that the Eastern Cape is home influences the ratings. Khayelitsha and Philippi are mere places to sleep and to go from to work. The more mobility – financially and socially people are getting can contribute to this lack of interdependence. The lack of belonging is also a key element in feeding jealousy in the community. Manenberg is older than Khayelitsha and Philippi and rates lower in the belonging category. It is a community that has an incredibly bad reputation for violence and crime that is gang related resulting in people avoiding and ignoring it as a community. The higher pride and ownership in Mitchell's Plain is evident when driving through the community in comparison to Manenberg.

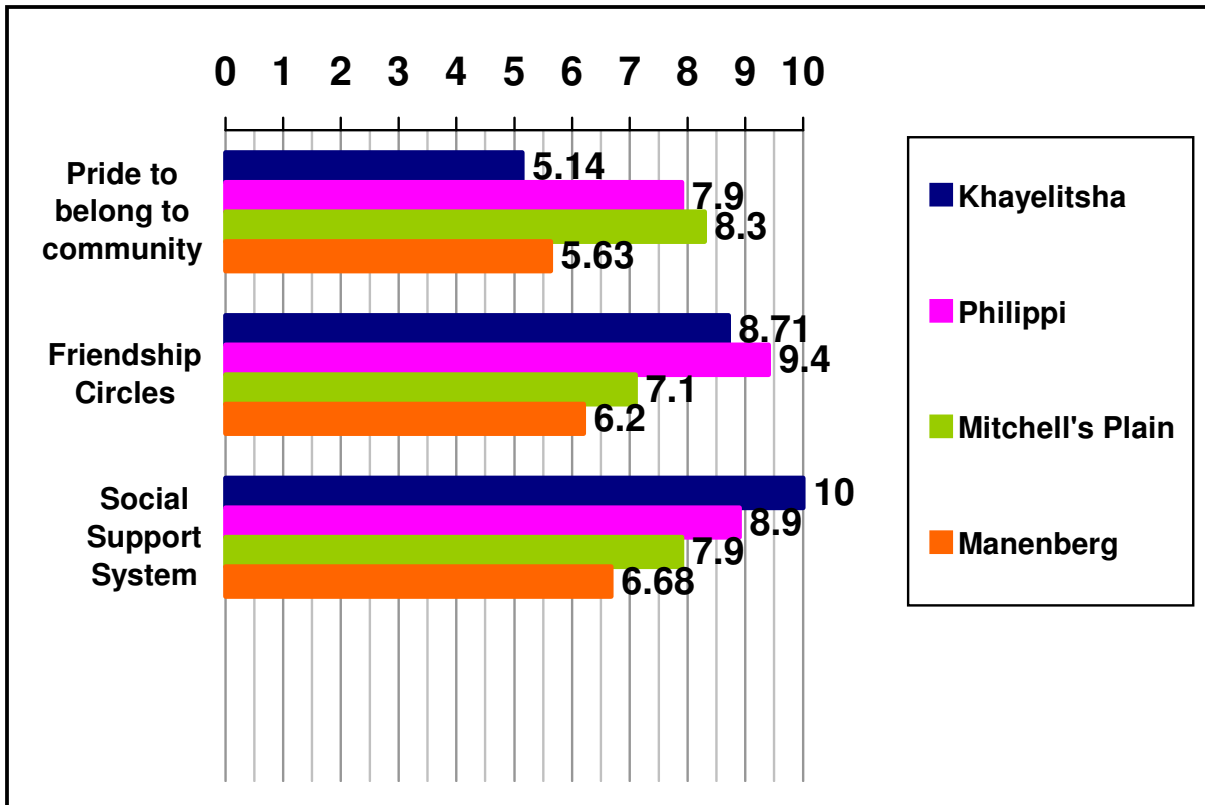
Mitchell's Plain's high score under Social Support System on the bonding chart could be due to the timing of their forced removal from District 6 and the issue of building a new community in a very unforgiving sandy place compared to where people originally lived. The amount of resources listed in Mitchell's Plain exceeds that of Manenberg with the latter being in existence longer can contribute to a higher bonding evaluation. Manenberg has been struggling with tremendous social unrest with regard to gangsterism for so long and with a lot of negative publicity, has made it a place to avoid and not to be associated with them.

The communities with a strong rating when it comes to friendship circles are communities in which "gossipers" can be extremely useful for marketing aspects of an organization. Word of mouth marketing is the key strategy which when used in conjunction with the taxi industry becomes an incredibly powerful marketing channel.

The dire circumstances and the political legacy of the struggle, gives people a deep sense of ubuntu with the result that when a person is having a crisis they receive support. However, erosion of this support for one another is appearing as indicated by the focus groups in Khayelitsha and Philippi. They said that in Philippi in times of need, while help is

given some people use the opportunity for their real intentions, and that is to help themselves to the person's things. In Khayelitsha, subtle changes are evident when communities gather for funerals of community members. The importance of been seen is superseding the sharing in the loss of the deceased.

Bonding Chart - All Focus Groups

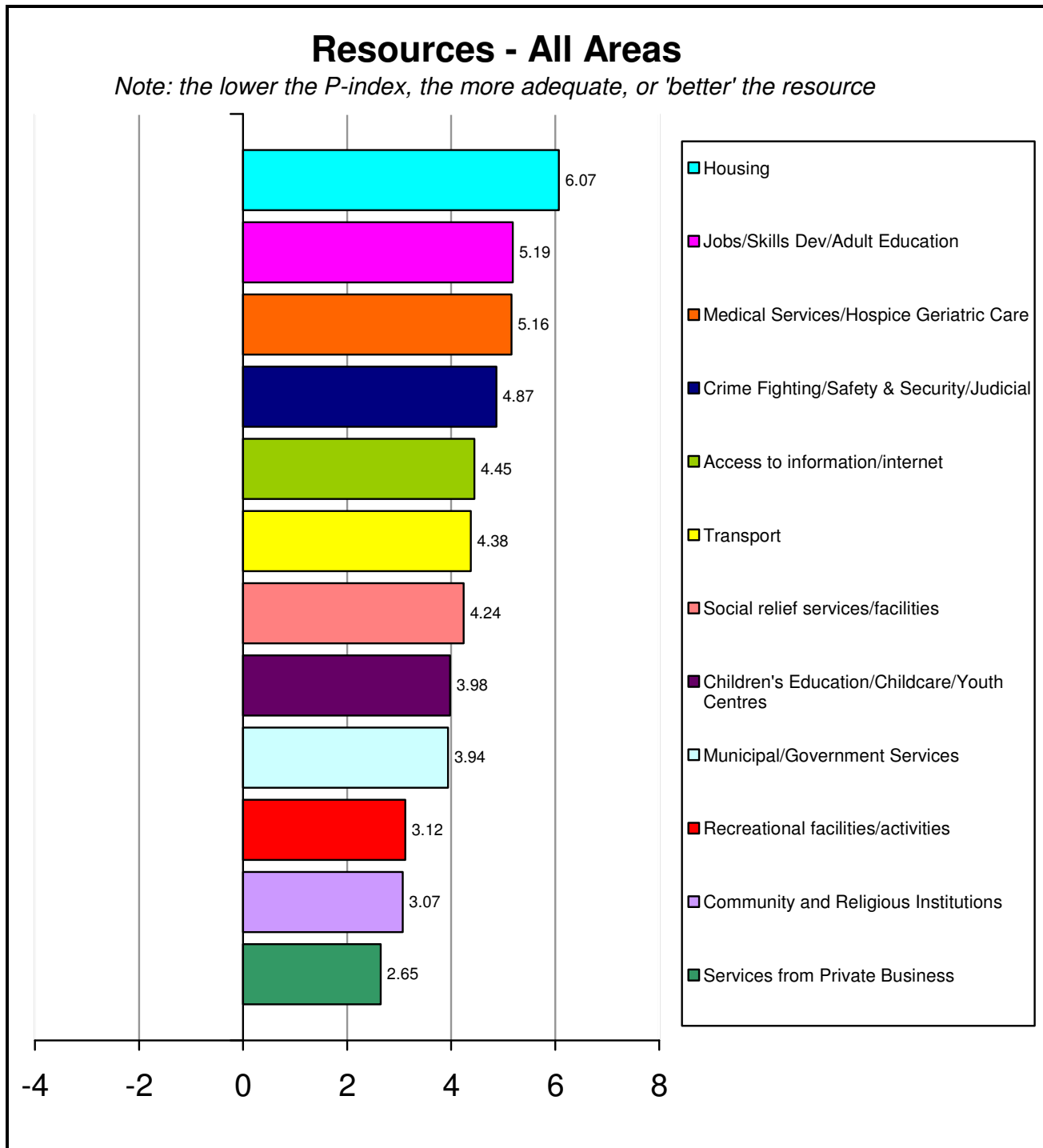


AREA	PRIDE	FRIENDSHIPS	SUPPORT
KHAYELITSHA	5.14	8.71	10
MANENBERG	5.63	6.21	6.68
MITCHELL'S PLAIN	8.3	7.1	7.9
PHILIPPI	7.9	9.4	8.9

8.3 RESOURCES AND NEEDS – ALL FOCUS GROUPS

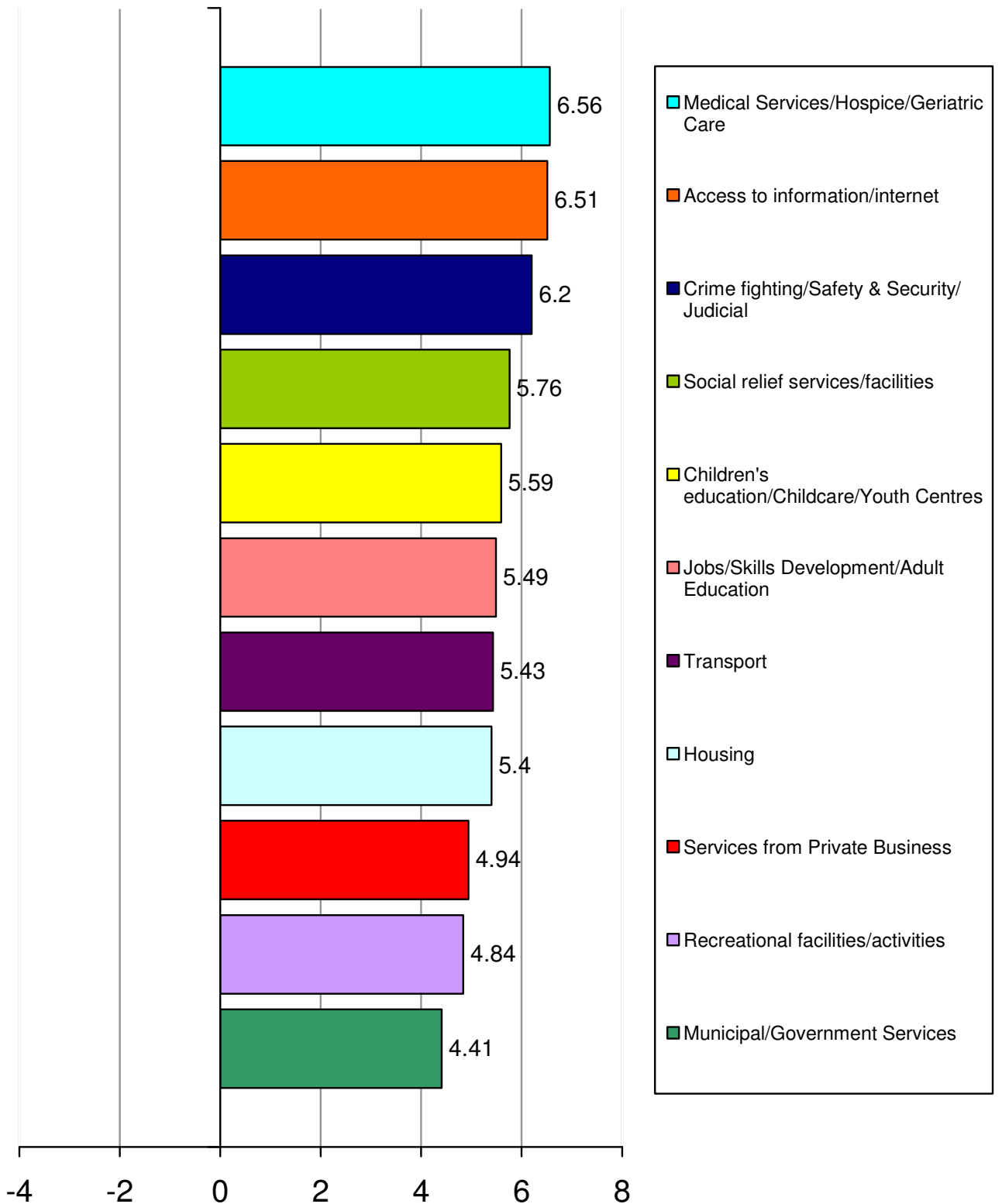
The results of the focus groups held in Khayelitsha, Manenberg, Philippi, and Mitchell's Plain have been summarised into common categories and merged in two charts that are tabled below. These reflect the Resources and Needs within the research area. The focus groups listed items under main headings Resources and Needs. They then rated the listed Resources and then the Needs according to importance and satisfaction. The mean of these ratings produces a P-Index. A high P-Index indicates that the Resource is insufficient, ineffective and/or corrupt, requires better management or is not important for the community.

With regard to Needs, the higher the P-Index the more urgent the need. The need requires an urgent solution as it is having a major impact on the community. See additional notes following the charts below which will indicate the focus groups rationale behind the rating of the Resources and Needs. (Annexure A contains the detailed Resources and Needs Charts for the various communities)



Needs - All Areas

(Note: the higher the P-index, the more urgent the need)



8.4. ADDITIONAL NOTES RELATED TO RESOURCES AND NEEDS, AS LISTED AND DESCRIBED BY PARTICIPANTS IN THE VARIOUS FOCUS GROUPS:

8.4.1 COMMON TO ALL AREAS:

Crime Prevention, Safety and Security

Social Problem

Crime and crime prevention was a common need which was highlighted by the focus groups by indicating a need for more police stations, visible policing, witness protection, and neighbourhood watch programs. In the literature research as well as with the organisational and business interviews these factors were underscored again indicating the severity of this plague, therefore the reason for prioritising this social problem above all the rest as every fabric of society is influenced by this problem. In Manenberg and Mitchell's Plain the widespread knowledge of drug selling locations and the common knowledge of where to access drugs by teenagers, signals to the community that the police are involved and are ignoring the issue. This has bred enormous mistrust in the police service. What should be a comforting and reassuring service has now created insecurity, vulnerability and an unwillingness to work with the police for fear of betrayal and opened up the door to extortion by criminal elements.

When the community has made the effort to report crime the docket goes missing or the statements are taken in English by people not fully conversant in English which results in the statement not reflecting the exact course of events. When the statements then reach the courts they cannot be substantiated.

Social Enterprise Opportunity

The Social Enterprise opportunity that could provide a limited solution to this extreme problem does exist to an extent. Primedia have an initiative called the Crime Line. They market this on the local radio station 567 Cape Talk and 94.5 KFM. It has proved effective in reporting crime or the intention of crime while remaining anonymous. The solution would be to take this framework provided by Crime Line and expand on it while tapping into the Call Centre industry that is expanding in Cape Town. The inclusion of the print media, community radio stations cellular service providers will further assist the cause. This opportunity will be creating employment for young people, active retired clerical people, and police personnel or police reservists.

The key aspect is that the call centre receiving calls or information from a community although anonymously, may not employ anybody from that community but would need to employ people that can communicate in the vernacular of that community and in English. The cellular companies' participation is required by offering toll free cellular numbers because the research shows that 90 % of businesses in the townships make use of cell phones. More people have access to cell phones than to public phones. If public phones were used it could undermine confidentiality. The whole initiative has the added outcome of monitoring police performance and success as well as collecting and verifying crime statistics which have become a political tool. This will allow for any and every citizen no matter their age, gender or education to be a crime fighter.

It is critical for Primedia through its enterprise funding to empower the local community radio stations to market this campaign. Independent Newspapers that own most of the community papers need to market the campaign and the toll free numbers so as to empower the community to take on the crime in their community and bring about change. Other Institutions such as schools, the 505 organisations listed for the research area, religious establishments et.al can all be a source for distributing relevant information.

Established institutions in skills training could do the call centre training, retired police can be involved in the training of taking of statements and corporate companies that run effective client centres could provide management training. The integrity of individuals involved is paramount along with its autonomy of the State.

Social Business Idea	Crime Prevention Call Centre
Input	Expand on the KFM/ Cape Talk crime line concept and initiative Offer toll free cellular numbers for reporting crime Training in call centre skills and in taking statements as required by the law Establish infrastructure with existing call centres Involvement of Professional Services – Counsellors and Social Workers Develop an integrated multi media campaign for marketing the service in all sectors
Output	Established call centre where people can anonymously report crime Reliable statements that can be used in court Independent and back-up source of evidence that can be supplied if the docket is lost Increase in effective community policing at a new level
Outcome	Effective tool for crime reporting and crime reduction Employment creation Increased safety and security in the various areas Formal structure that monitors crimes reported to police and how they are followed up Every Person A Crime Fighter – greater citizen participation and ownership
Funding	Similar to the Stakeholders but could include Business Against Crime and your Security Companies. Social Investment, Grants and Enterprise Development Funding from Business. Government and the National Lotteries Board
Sustainability	Income Generation from using aspects of the call centre for commercial business activity but would be limited to mainly grants and Social Enterprise Development funding
Stakeholders	Department of Safety and Security Primedia Cell phone companies Commercial Call Centres and Corporates Independent Newspapers Safeline, Rape Crisis, and Drug Counselling Centres General Public

Housing

Social Problem

Although this is an issue that really needs the intervention of government given the sheer scale of the problem and the resources required, there still is a significant role for civil society to play in addressing this opportunity, other than construction companies seeing this as an easy way to make money and deliver sub-standard homes. Numerous low cost building techniques exist but the community still feel strongly that a “real” house is one build with brick and mortar. An additional aspect of the housing shortage is the immediate intervention in the informal housing sector to prevent and control the repeated flooding of these informal structures.

Social Enterprise Opportunity

Habitat for Humanity and the Niall Melon Township Trust are active in the research area building homes for community members based on grants and sweat equity agreements. These initiatives involve the community members and the future owners. They do well in linking other groups from other walks of life with the reality of our housing shortage. The Achilles heal is the limited training of prospective home owners in management of their property as well as employment opportunities for homeowners so they are able to pay back their grants. A parallel human development program needs to be implemented on a larger scale to ensure the growth and further development of areas where houses have been built, ensuring that neighbourhoods develop and do not decay into a more sophisticated shanty area again. The introduction of some form of Garden City concept where a certain standard and conformity is introduced that would encourage enhancement and restrict decay is required.

The issue of informal dwellings flooding was highlighted in the expressed need by the focus group in Philippi for sand bags for use in flood prevention. The burden on relief services and emergency and disaster services would be reduced if a proactive structural enhancement program was released as part of the housing program. This service would manufacture and sell square sandbags (greater stability) and facilitate the restructuring of shacks that are prone to flooding because of insufficient elevation. The sand bags would be used to raise the floor above the flood line as well as create elevated walk ways. This would keep residents of such temporary accommodation drier in the winter, healthier and indirectly have an outcome that would reduce the burden on the healthcare system and keep the person economically active.

Social Business Idea	<i>Housing and Neighbourhood Management Company</i>
Input	Partnerships between community and Niall Melon Housing & Habitat for Humanity Training and skill development for Homeowners Development and manufacture of square sand bags by unemployed people, prospective homeowners and current homeowners.
Output	Well Maintained House Reduced default rate Sands bags available in the community to address flooding and build elevated walk ways
Outcome	Continually improving neighbourhoods Less flooding of homes and burden on Red Cross and other disaster relief organisations Allow for resources to be used for other needs Reduction of a burden on the local clinics Employment creation
Funding	Construction Sector Human Settlements Department Housing Trusts and Foundations Payment for Training Interventions rendered
Sustainability	Sale of square sand bags Levy included in the construction of the house Income from Local Municipality on revenue collection and other contracted services
Stakeholders	Department of Human Settlements Local Community Forums NPO's and PBO's such Habitat for Humanity and the Niall Melon Township Trust Disaster Management Services Construction Sector Local Municipality

Employment, Jobs, Job Creation and Adult Education

Social Problem

Unemployment is a huge issue with majority of the areas showing a rate in excess of 40%. There is a lack of relevant skills, services and the existence of jobs in these areas. These areas are mainly dormitory communities with people looking for employment outside of these areas. An analysis of the business sector would be required to identify what skills development interventions can be implemented to train residents in areas that are more market and product related.

Social Enterprise Opportunity

There are organisations that are focusing on skills development and employment / job creation but they vary in their success. The organisations such as Learn to Earn that are more successful, are more market and product oriented than organisations that are conducting training in a vacuum, keeping people occupied. Those that are successful are focused on the holistic human development of unemployed people as the emotional and social stability is fundamental in addressing the unemployed issue in South Africa. More people need to be employed but also those employed need to remain employed. A key aspect of the skills and employment creation thrust is the development of a low level recruitment and placement agency for people that have been through a comprehensive development program. This is not a labour brokerage as the people are employed by the companies and not the recruitment agency.

Social Business Idea	<i>Entrance Level Placement and Recruitment Agency</i>
Input	Skills training & development agency partnerships Life Skills training fundamental Community analysis Network with businesses building a data base and market awareness Access portals for people to populate with their CV's and to track their application
Output	General work-related training that is market oriented Business has a resource to source potential staff People remaining employed Interview preparation and electronic CV development, submission and tracking Access to employment opportunity
Outcome	People become economically active, stability in the family resulting in educational and social stability. Quality of life improvement Reduction in a sustainable manner of unemployment in the community Access to critical information
Funding	Social Investment Development grants and Enterprise Development funding
Sustainability	Variety but in particular revenue from employers once a person is placed, as well as for business to advertised on the website so that members on the data base can submit CV's directly. Sale of Access keys for business to purchase to search the data base for staff.
Stakeholders	Business and NPO / PBO Local community

Medical Services

Social Problem

All areas listed a shortage of medical facilities and medical professionals such as Hospitals, Day Hospitals, Clinics, Counsellors, Dentists and Doctors as an issue – a national problem that requires government intervention. However, the groups also raised the inefficiencies of the medical facilities in particular the nursing staff that are responsible for assessing patients before they see the doctors at the clinics and day hospitals. The ill person needs to be at a clinic by 4 am in the morning to stand any chance of seeing a doctor that day, at times this does not even provide any form of guarantee. The nurses do not assess the patients in the queue at all so at times people with life threatening illness are not seen before people with less serious illnesses. In some cases a person sitting next to someone has died while waiting to see a doctor. As articulated by members of the focus in Khayelitsha;

- *“The staff are not passionate – they are just shouting – display no dignity in the way patients are treated”* [20]
- Not enough staff but also the staff are lazy – after they have indicated how many doctors are there for the day and that they will only see 30 patients each for the day the nurses just sit in the office – while some people could see just the nurses and receive some basic treatment.[20]

Social Enterprise Opportunity

Given the wide spread problem of this kind of inefficiency a plausible solution exists for this problem that will diminish the burden on the system and also not rely purely on more clinics and day hospitals being built to solve the problem of inadequate health service. The development of a Medical Administrative Outsource Solution would certainly improve efficiency; reduce the unnecessary loss of life because of incompetence and dereliction of duty by staff. It will also allow for medically trained staff to use their training for that purpose and not for administrative purposes. The economic benefit for business is that their staff member is not off for a whole day or two days just to see a doctor. A direct economic benefit is that the poor are not potentially losing revenue because of other peoples inefficiencies in addition to their own illness.

Social Business Idea	<i>Medical Administrative Outsource Solution</i>
Input	Skills training in organisational development and techniques Training and development in administration, computer usage & medical terminology Life Skills with a strong emphasis on service, customer concern and care Computerisation of all medical records
Output	Creation of employment More efficient medical service with people focused medical staff Less unnecessary loss of life, better human rights benefits for the community. Improved medical history available for referrals to specialist at hospitals from the clinics or day hospitals
Outcome	People receive good client centred care. Limited absenteeism from work. More effective economy with a managed loss of income for the person that is ill. At times ensuring people remaining employed
Funding	Department of Health, National Lottery, Businesses both General and Medical and foundations and trusts.
Sustainability	Dependant on agreements with Government otherwise would need to rely on funding / grants
Stakeholders	Department of Health, Human Rights Groups, National Lottery, Businesses both General and Medical.

Access to Information

Social Problem

The need for access to information was recognised by the focus groups in Khayelitsha, Mitchell's Plain and Manenberg. Gangsterism, in particular turf wars, restricts young people from being able to get to libraries to be able to do research for school projects. This can be linked and addressed with the needs for internet access, skills development centres, libraries and resource centres. Networks with service providers from outside the area, newspapers and radio stations can be formed for the gathering of information and then a system to disperse information relevant to the community must be designed. The Entrance Level Placement and Recruitment Agency can also be fulfilling an aspect of the information access required. Access to information does indicate the ineffectiveness of some BDS providers in distributing information and / or that they are not accessible to communities and are located away from high traffic zones such as transport terminals.

Social Enterprise Opportunity

Internet Cafés and ICT Opportunities

All areas listed internet cafes or access to information as needs. The schools and libraries are not providing adequate resources with regard to dealing with educational needs. This is an ideal opportunity for young people that are or can be trained in ICT to offer this service. In addition an ICT hardware supply business that is not based on a stock intensive models but rather a service / access business model. Rendering a service in the vernacular as well as a trustworthy customer needs focused approach is needed. This is critical in a community with limited ICT knowledge and that is very vulnerable to exploitation. In Khayelitsha, Silulo Ulutho Technologies – Internet Café is an example of a young entrepreneur that has seized the opportunity. It was started to address the technological gap between the poor and the wealthy and creating access to information. They have complemented this with providing training in various internet and computer software applications. The biggest hindrance to their business is suitable premises and crime which prevents Silulo Ulutho from trading for extended hours in the evening. VPUU (Violence Prevention through Urban Upgrade) is doing some very creative things around building business facilities and addressing crime through developing safe zones that will be operated and managed by the community through extensive programmes that are developing human capital along with infrastructural development in Khayelitsha. VPUU's aim is stated as; *"...to create sustainable neighbourhoods with a hierarchy of private, semi-private and public spaces that are characterised by safe and pedestrian friendly movement routes and urban spaces to enable and sustain socio-economic growth."*[21]

Mobile Libraries

Social Problem

With the danger of turf wars amongst rival gangs, it is not safe for children to walk between and through the different territories. This inhibits them walking to the library if they have to go through a volatile area, therefore they cannot always do their required homework and assignments. A mobile library that travels through the area would alleviate this problem. The additional problem with libraries is the limited availability of books and also the limited space that mobile libraries have. The mobile libraries are in place and are used by the city for creating access to reading material to senior citizens that are confined to senior homes. However this service is currently under consideration for closure.

Social Enterprise Opportunity

The combination of the mobile library concept with ICT resulting in a mobile technological centre that can visit schools would provide a suitable solution to the problem of access to information. This would allow the vehicle to create access to information for the most remote school and community using wireless and cellular technology. Taking the participation of cellular technology further, and reducing the cost further, is to create software that would allow learners to access a controlled database via cellular phones or something similar to the recently launched digital readers, for free, that has sufficient pre-stored websites and journals that can be used for educational purposes. The one hindrance of this is the printing out of information and diagrams but that could be solved through establishing print centres in schools that can allow for the download of documents.

Social Business Idea	<i>Mobile Technological Units and Free Cellular Database Portals</i>
Input	Development of a Server populated with information to complement the educational syllabus Development of restricted, free access software to a data base Conversion of existing mobile libraries to mobile technological units Training and implementation of use of equipment
Output	Travelling to various under resourced schools in the area to make services available Ensuring adequate access and possible print services for mobile users The successful completion of projects and enhanced learning under the OBE system To maintain and set up such vehicles and the development of relevant technology
Outcome	Better educated learners that would be more employable Greater access to information Maximisation of technology before it becomes redundant, therefore the reduction of expensive capital investments in schools that get vandalised during school breaks
Funding	Cellular Companies, City of Cape Town, Department of Education, Social Enterprise Development
Sustainability	Through grants from Department of Education and Cellular Companies. The sale of appropriate technology to the commercial sector for communication enhancement
Stakeholders	Departments of Education and Telecommunication, Transportation Companies, Cellular Companies, Corporates, Universities' Department of Technology and Engineering

Transportation - Public Transport, School Transport and Transport for the Disabled

Social Problem

Good business practices must be followed by all forms of public transport. Service providers must be customer orientated. Transport must be scheduled around the travelling needs particular to each area. Participants in the focus groups complained about the lack of a systemic transport plan within the townships with the result that a person could end up on a 30 minute journey when on other days it could be 10 minutes depending on the occupants of the taxi and their needs. Cost of transport for school going children is also prohibitive, and as above, unpredictable and unreliable.

The Manenberg focus group indicated that *"People don't get out enough."* Residents can't travel out of the area for recreation as the public transport system is not reliable and efficient. Residents experience "cabin fever" as they do not get out enough – only those with their own transport have mobility. This results in loitering on the streets.

Social Enterprise Opportunity

As a possible intervention for the lack of affordable, safe and reliable school transport would be to start a Yellow School Bus System with the Taxi Industry that challenges them to invest in the community as part of their Enterprise Development responsibility. The taxi associations that do and their members will have special recognisable stickers that would encourage the community to use them. In addition, government could work it in as part of an incentive in the taxi recapitalisation program as well. It can be linked to schools to provide safe transport for school outings as well, which can protect children from exposure to unsafe and un-roadworthy buses.

Social Business Idea	<i>Schools Transport System – Yellow School Bus Service</i>
Input	Train taxi drivers in safe transportation of children Vehicles that are identifiable Development of a Integrated Systems that combines School Schedules and activities with other commercial events
Output	School bus system Safe and reliable Safe vehicles for school outings
Outcome	Regular attendance at school Safety of children Taxi Industry more accountable
Funding	Government levy on the taxi association CSI funding from Taxi Associations and the National Lottery Department of Education
Sustainability	It is important that although mainly funded through SED funding the parents must make a contribution to the scheme Supplying transport solutions to commercial events
Stakeholders	Government's Departments of Education and Transportation Taxi Associations The National Lottery, the Local Community and Schools

Social Relief Services

Social Problem

Both Manenberg and Mitchell's Plain have problems with drug and alcohol abuse. Participants in the focus groups noted that people do not know how to drink sensibly and in moderation. According to the group, most people in Manenberg drink to get drunk "...they buy a bottle and they think they must finish it all now..."

Social Enterprise Opportunity

Unfortunately rehabilitation centres that existed have closed and those in existence have limited capacity. Government each year increases what they call the "sin" tax. This is an extra charge on the sale of liquor and cigarettes. Lobbying government to make some of this tax money available as well as part of the liquor licences fees that would go to the development and maintenance of such centres. The gambling industry has to fund and runs such services for addicted gamblers which could be a system that can be introduced for the liquor manufacturers however the facilities should not be run by the industry that has contributed to the problem.

Social Business Idea	<i>Alcohol Detoxification Centre</i>
Input	Restructuring existing facilities and formalisation of these facilities
Output	Effective Facilities that can reduce substance abuse and dependency
Outcome	Stable and less violent communities that are more economically stable
Funding	Liquor manufacturers and Governments "Sin Tax" Department of Social Services
Sustainability	Those that have been effectively help to put back
Stakeholders	Local Community, NPO's and PBO's , Department of Social Services

Youth Centres

Social Problem

All the focus groups identified that there were either none or too few activities and facilities positively targeting youth, therefore the youth were not occupied or productive. The TAG Rugby Organisation (www.tagrugby.co.za) which was interviewed is doing a good job through the schools to encourage a positive form of activity (TAG is a form of touch rugby with tags around the players waist) that can be played on any surface by children any size or gender at the same time. They then also involve the drug counsellors that can educate children of the dangers of using drugs and gangsterism.

However this only addresses one aspect of the problem. The problem is a holistic issue. Any form of solution should not be done just to occupy youth but must be so designed as to address and provide a positive satisfier to what the gang involvement offers to the youth. By the age of 14 children in Manenberg have already joined and are active in a gang. With 30% of the male population under the age of 30 in Manenberg already involved in a gang and inevitably in crime.[17] Interventions that will address issues of significance, belonging, responsibility, provision, status and an expanded worldview are required to offer an alternative to the gangs. Protection is a need but that has been addressed under crime in a previous section above.

Social Enterprise Opportunity

After repeated attempts it was unfortunate that we were unsuccessful in being able to source any information from the National Youth Development Agency on any solution they may be working. In a statement by the Executive Director, Mr. Andile Lungisa, of the NYDA a call was made on the SETA (Sectoral Education and Training Authorities) to assist them [27]. *"We need Setas to work with us to change lives for the better"*. He confirmed the Agency now has a clear mandate with specific powers from an Act of parliament, to initiate, design, and co-ordinate youth programmes - vertically and horizontally. Why is this so necessary? It is estimated that 6.2 million people between 15 and 22 years of age are not part of any economic activity. *"The question therefore is what are SETAS doing on issues of youth? The emphasis should be on interventions for youth programmes"*[27]

The Manenberg Focus felt that the youth, who are the majority, needed a skills identification / career guidance / information / job shop / internet / jobsites – opportunity & advice office [18]. In Mitchell's Plain there were Community centres giving free services – after school care / helping with school projects and offering resources to help youth with their education and at the same time keeping them off the streets. [18] The same group felt that youth development should go beyond "just soft skills". *Many organisations provide training, but that's where it stops. There is not opportunity to practice what I have learned.* [18]

The development of a centre that can expose youth to a variety of services and life exposure beyond their communities along with introducing them to various skills that can afford them an opportunity to generate income while being stimulated and challenged mentally. In addition to offering life orientation courses the centre should teach how to repair cell phones and the upgrading of redundant computers. Those cell phones and computers beyond upgrading can be stripped and parts recycled and used for repairing other instruments. This allows for introduction of environmentally friendly disposing of computer parts. Those that are artistic could look into development of modern art and other functional uses for computer parts such as planters from the backs of CRT monitors that can be decorated and mounted on walls.

Social Business Idea	<i>Life Orientation and Computer and Cell Phone Refurbishing Centre</i>
Input	Development of Life orientation course with cultural and educational outings Maintenance and repair courses for cell phones and computers General introductory courses in electronics
Output	Field trips to theatres, museums, and sporting activities Repaired cell phones and computers Recycling and disposing of computer parts in an environmentally friendly manner
Outcome	Educational experience that offer a development of the worldview of youth Youth positively engaged and not involved in gangs and drugs A technologically service rendered to the community by the community
Funding	Corporates, Cellular companies, Government Departments such as the NYDA and the department of Arts and Culture
Sustainability	Revenue generation from resale of products and repaired goods Charging companies for the disposals of computer products Sale of recycled parts
Stakeholders	Companies, Government, Local Community and NPO and PBO organisations Local Universities that can run courses on electronics and other related programmes

Government Services – Local and National

Home Affairs

Social Problem

Home Affairs and their incompetence are widely reported on by the focus groups. Most definitely an intervention is required but given the political sensitivity and the national importance of this department, it may be beyond your average person.

Social Enterprise Opportunity

However, the significance of the problem and the ramifications thereof are so huge that it will only be resolved by appointing an independent contractor that needs to set up an office of highly diverse, skilled and competent people to only deal with cases that have been messed up by Home Affairs due to a myriad of reasons. The only objective and outcome being ensuring the client becomes a fully active participative citizen of our country. Not someone who is married to someone he/she does not know or is answering to a name other than that of his/her clan or their birth name, and is registered as the correct gender with the correct identification photograph. In certain situations, after years of waiting, just being able to receive a correct identification document would be social justice in action.

Social Business Idea	<i>Citizen Services</i>
Input	Highly competent Administrative Service with Staff that a proactive and have initiative, care and attention to detail.
Output	Citizen that would have corrected, accurate documentation that would no longer be denied participation in society
Outcome	Active Citizens that can now have bank accounts, support their families and live happy and full life Reduction of Corruption, in particular identity fraud
Funding	Department of Home Affairs
Sustainability	Payment for services render
Stakeholders	Citizens and the Department of Home Affairs

Magistrates Courts

Social Problem

The numbers of Magistrates Courts generally were considered sufficient although it was poignant that participants in the Philippi focus group communicated that they needed to go to Athlone or Wynberg to go to court, and they do not always have the financial resources to travel there. It is interesting they did not mention going to the Magistrate court in Mitchell's Plain or Khayelitsha. The operational issues such as dockets going missing and the general management remain the responsibility of government; therefore no suggestion is given for a social business opportunity.

However, the aspect focus groups felt very strongly about that government needs to change, that affects the youth, is that juvenile facilities and separate holding cells need to be provided at the courts. It was considered as unacceptable that youth / juvenile offenders are incarcerated and prosecuted with adult offenders. Different laws apply to the prosecution, sentencing and rehabilitation of juvenile criminals.[18] The community was concerned that young offenders were being exposed to adults that had committed more serious offences and also the possibility of being recruited into the notorious prison gangs.

Services (cleaning, maintenance, etc)

Social Problem

Access to official representatives from Government and the Municipality is limited or none existent. This leads to great frustration and also apathy. Only a change in our political system to that of a community representative system would make officials more accountable and create a climate of substantive vulnerability. This would force representatives to acknowledge and engage their community and deliver on promises. This has hampered getting proper services in areas. Due to limited municipal services or lack thereof, in particular street cleaning and sanitation services in the poorer areas results in unhygienic and dirty neighbourhoods.

Social Enterprise Opportunity

Although not exactly a Social Enterprise Opportunity but rather a Citizen's Rights Action issue the residents need to get involved on two levels – holding the municipality accountable for the lack of service delivery and in the interim have community members take responsibility for areas immediately around their property, e.g. cleaning the pavement in front of their houses. Residents can also start a recycling collection service to reduce litter. Involve local radio stations and newspapers in a “no litter” campaign. Such endeavours will require a representative body of residents that will encourage residents to participate. In Manenberg the residents are doing it themselves, but this is a contentious issue that the group did not want to discuss in detail except to say a certain organisation said they would be paid for it by government. The organisation then went to Government and requested payment for cleaning the streets. The end result was government refused.

Electricity

Social Problem

Access to electricity and the reliability of such is a concern with the community riddled with webs of overhead extension cables criss-crossing the road to electrical poles or to nearby houses that are selling electricity to their needy neighbours.

Social Enterprise Opportunity

There are solar powered lighting systems on the market that can provide sufficient power to run a few lights and the television for the night at a fairly reasonable cost (www.tsdf.co.co). The provision of such systems can be used within the informal housing environment and later be placed within a formal house would reduce the visible and potential danger these spider web extensions leads are currently creating. Eskom's involvement would reduce their own supply burden and will result in safer communities.

Social Business Idea	<i>Solar Power for Informal Homes</i>
Input	Installation of solar systems and education of residents in correct management and maintenance of the system
Output	Houses with Solar power that would subsidise their electrical consumption
Outcome	Reduced burden on Eskom's power supply burden
Funding	Eskom and the Department of Human Settlement
Sustainability	Replacing expenditure and reducing costs for Eskom would allow for funding
Stakeholders	Eskom, community forums, government and housing NPO's

Toilets

Social Problem

The literature research section on community comparisons confirms the focus group's expressed need for greater access to toilet facilities in their communities. With 50% of the suburbs in the research area reflecting that on average more than 40% of the dwellings do not have flush or chemical toilets.

Social Enterprise Opportunity

The business of supplying and servicing of toilets exists but this is mainly for functions and to companies that have the financial means to pay. The revenue stream in the research area may prove to be difficult if Government does not outsource such services as part of an expanded public works program. This should be coupled with a health and hygiene initiative which in turn has an outcome that would reduce the burden on clinics due to illnesses contracted from unhygienic toilets.

Social Business Idea	<i>Toilet and Sanitation Services</i>
Input	The provisions of portable chemical toilets and / or the installation of sewerage systems such septic tanks Education of use and care for the facilities
Output	The servicing and maintenance of toilets provided
Outcome	Healthier and better serviced community Reduction of the unhygienic activity of using nearby bushes and flooded toilets
Funding	Department of Public Works
Sustainability	Government Dependant
Stakeholders	Local Community and Government

Children's Education - Schools

Social Problem

The quality, motivation and ability of teachers in the research areas were mentioned along with the management of the schools. This is mainly a Department of Education matter but there is scope for retired teachers and business people to be able to give input into the schools.

Social Enterprise Opportunity

Schools need to operate on business models to be able to provide suitable education through some of their own revenue generation. Working with schools on these aspects to improve their education offerings would markedly change outcomes. SEED Educational Trust is an example in that they look to respond in a creative and sustainable way to the educational and developmental challenges faced by schools (www.seedtrust.org.za).

Social Business Idea	<i>Continued Education, Training and Development</i>
Input	Capacity building in teachers SEED Trust training programmes (www.seedtrust.org.za) Sports coaching skills
Output	Better equipped teachers that manage time and workload more effectively
Outcome	Scholars receive better quality time in the classroom Good utilisation of the OBE system
Funding	Department of Education Companies with Educational Focus Educational SETA
Sustainability	Dependant on Grants from Department of Education Trust and Foundations with some revenue from fees for courses
Stakeholders	Department of Education Companies with Educational Focus Educational SETA School Governing Bodies

Recreational Facilities

Social Problem

Sports Facilities - Swimming, Soccer, Netball Venues, Sports Fields and Gym are all in high demand and are listed as resources that are inadequate or needs within the research area. This is compounded by the fact that very few schools have sporting facilities or facilities that have not been developed or maintained. None of the schools in Khayelitsha have a swimming pool; however few if any teachers can swim. Schools that have had a field installed through donations of grass have not maintained the field from almost immediately after the field was rolled out. The biggest problem is that those that are making the contribution to schools have not sufficiently investigated the ability of the school to manage such resources and no adequate plan and training of such facilities has been put in place, since the management of such resources by schools and those of communal facilities are notoriously poor, in many cases no existent.

Social Enterprise Opportunities

However numerous sports codes, in particular soccer clubs require access to fields. If managed appropriately, charging a nominal fee, these facilities can generate an income as well as providing good facilities for teams and schools to use. If the addition of professional coaches and clinics can be made available it would significantly formalise sporting options in the townships.

Social Business Idea	<i>Sports Management Company – Facilities and Sports Coaching</i>
Input	Upgrading of current facilities Management of sports fields Life Skills training and mentorship
Output	Usable resource, Safe and clear of debris
Outcome	Recreational facilities providing activity and team sports to keep youth occupied and healthy. Decrease in drug usage.
Funding	Department of Water, Sports and Recreation Horticultural Business and Organic Nutrient Suppliers Sporting Code Bodies JAG Foundation (www.jagfoundation.org.za)
Sustainability	Usage of Fields by Clubs & Schools Usage by Sporting Code Bodies
Stakeholders	Department of Water, Sports and Recreation Horticultural Business and Organic Nutrient Suppliers Sporting Code Bodies, Clubs & Schools JAG Foundation (www.jagfoundation.org.za)

Playgrounds and Parks

Social Problem

The concern for safe, clean and functioning playgrounds in communities was raised. The problem of gangs controlling these areas or children being exposed to gangs was raised as well.

Social Enterprise Opportunity

The possibility of a community organisation signing an agreement with the local municipality as part of a job creation / expanded public works drive for retired, state dependant artisans to manage these playgrounds. For a very small fee or for sweat equity the community can use the playground. The arrangement of special events in the parks can also generate revenue. The Scouts and Cubs movements can be approached to offer run interest programs as part of their required badge qualifications. Grade 11 and 12 learners are also required to do community service as part of their OBE curriculum and involvement in these playgrounds could meet the OBE requirements.

Social Business Idea	<i>Safe in Play Co. – Management of Recreational Parks for Children</i>
Input	Approach government to manage and maintain public parks in the area
Output	Well managed parks that can be utilised by community
Outcome	Safe, clean environment for children to play in
Funding	Department of sport and recreation Department for Urban Renewal Paint Companies and Contractors donating excess paint
Sustainability	Nominal Fee for private birthday parties offering jumping castles etc.
Stakeholders	Department of sport and recreation; Department for Urban Renewal

Private Business Services

Reliable Artisan Services

Social Problem

Common to all areas is the relatively high unemployment rate and a lack of key required services within the area. A needs analysis and skills shortage analysis must be performed to recognise the gaps and develop interventions to meet the demand for technical skills and particular services in the area. The need for reliable plumbers and electricians was mentioned by the focus groups in Khayelitsha and Philippi. The new homeowners, in particular woman, are often the victim of poor plumbing and electrical services. Often the “qualified” electricians put the homeowner at risk through illegal installations and the use of inferior product.

Social Enterprise Opportunity

The need for access to reliable service people and an avenue for reporting unscrupulous operators and to hold them accountable is a clear market requirement. This could present an opportunity to start a community based service centre that registers qualified and reliable artisans that the community can hire and reference. A percentage of the work received through the Service Centre can contribute to its sustainability. It could render marketing and further training options as part of its loyalty to its members.

Social Business Idea	<i>The Tradesmen Hiring Centre – Household Services</i>
Input	Development of a data base of qualified tradesmen in Electrical and Plumbing skills
Output	A reliable, qualified and honest installation and service to residents in the area
Outcome	Improved services that are functional, safe and not exploitative Reduction of waste expenditure by homeowners that can ill afford it
Funding	From Services rendered or / and from a membership scheme belong to by homeowners
Sustainability	Quality Service will ensure continued business
Stakeholders	Local artisans and the community

11. CONCLUSION

11.1 ENABLING ENVIRONMENT

It is abundantly clear that the economic climate and the success of necessity-motivated entrepreneurship are insufficient in providing employment and contributing significantly to economic development. Greater emphasis is required on opportunity-motivated activity as specified in the Global Entrepreneurship Monitor Report of 2008. Factors such as access to finance, infrastructure and fiscal, legislative and labour policies are not contributing enough to the development of entrepreneurial activity; in some cases, they create insurmountable barriers. In addition to these barriers, the ineffectiveness and the inefficiency of government departments and local municipal offices further undermine the positive entrepreneurial environment. Corruption, crime, and day-to-day security issues limit business activity and at times contribute to business demise. These factors make starting and running a business incredibly difficult for the most educated person with a well-established network and support structures. Adding a social aspect and operating in the research area would significantly increase the chances of failure. In addition to circumstantial aspects, cultural factors and the pressure of extended family responsibility further increase the failure possibilities. The prevailing environment of competitiveness with reprisal, which fueled by jealousy, envy, and the lack of acceptance of the rights of individuals and their freedom to start and operate competitive businesses in their communities resulted in attacks on foreigners. This element alone is enough to have serious consequences for businesses, social or conventional.

11.2 EDUCATION

The socio-political environment as well as the infrastructure available significantly influences the success of outcomes-based education (OBE). Children who have been educated under the OBE system within the research area is affected by issues such as crime, gangsterism and the lack of resources reflected by poor infrastructure such as libraries and ICT availability. The ramification being that many children do not complete their portfolios of evidence for various subjects because they cannot gain access to a library or an ICT resource to access further information. This has resulted in groups of school-leavers with flawed education, particularly lack of financial numeric literacy, and in a position of being unemployed and unemployable. A critical factor in the education process is developing the human capital of society in a holistic manner. It is critical for future generations of solution-providers exposed to a world that extends beyond the stop street at the end of their road. The state of schools in the township, their operational disfunctionality and the inappropriate educational system within a context of lack of supporting structures and in an environment not conducive to wholesome development makes it extremely difficult for the nurturing of future entrepreneurial development.

11.3 YOUTH

Given the educational scenario, and its direct impact upon young people, it is not surprising that the largest section of unemployed in the research area is amongst new school leavers. The lack of access to information and exposure to career opportunities other than those determined by historical and social factors has curtailed career decisions, diminished enthusiasm and limited the realisation of the potential of young people. It is important that future interventions not only address the cause but also create the opportunity for the youth to be able to see and experience prospects beyond their current worldview. Mentoring and life coaching are critical elements in inspiring the youth to be dissatisfied with norms relating to the socio-economic ills currently plaguing their communities. Good examples such as Silulo Ulutho Technologies need to be celebrated and encouraged as examples that it is possible to break free of strangling grip of the socio-economical environment. This certainly can be achieved if the NYDA, which is sufficiently

resourced, becomes more involved with a clearer implementation strategy and it being more outcomes based.

11.4 BUSINESS DEVELOPMENT SERVICES

The BDS service providers, with limited business experience of their own, are fulfilling a significant role in the market place. However, if going forward significant progress is desired in establishing a culture of successful entrepreneurship initiatives, an improved level of experience and education would be required of the service providers. The BDS providers who reflect sustainable results are those who offer solutions and interventions that have moved beyond theory and are strong in application. Successful businesses are not only those which have had access to finance or other infrastructure services but those which have had good controls, advice and regular mentoring in the day-to-day operations of their business. BDS providers need to develop a more extensive implementation strategy that is strong on regular mentorship and that will last for a period of two years at least. The GEM report reiterates the fall out between start-ups and business making it through to 3 years of existence is very high mainly because a successful is how things are managed post writing up a comprehensive business plan.

11.5 SOCIAL ENTERPRISE VIABILITY

It is a struggle being successful in business in the best of circumstance, so being a successful entrepreneur, often in an extremely uncertain environment, requires skills that go beyond just financial knowledge, sales or marketing but require all-round knowledge with some specialization to survive in such a complex environment. The complexity of the social enterprise/ entrepreneurship environment goes beyond that of a regular business in that one's motivation is not purely profit but people-centered and therefore requires more creativity to build a sustainable enterprise, the communities are often highly volatile and extremely politicized in both a good and a disruptive manner. The need for a strong supporting network outside of the community is paramount, also a network that is not reliant on government as the bureaucracy could end any enterprise endeavor.

11.6 PROPOSED INTERVENTIONS

Proposed interventions have been elaborated on extensively under the section on Resources and Needs. The proposed interventions for the area are not all exclusively for this area as some of the social needs highlighted and addressed are reasonably universal for areas with a similar profile. The coinciding of this research with a social Enterprise Competition run by the Business Place in Philippi has been a very valuable synergy to have. The potential and marketing of such a competition has been enhanced through us being able to distribute information through the focus groups for the competition. The competition certainly would benefit from the research in identifying possible interventions which can guide the organisers of the competition to have a more directed focus in formulating categories for entries that would benefit the community.

The interventions outlined above are suggestive and certainly not comprehensive in detail as that is outside the purpose of this research and by no means is it suggesting any of the organisations listed have made any form of commitment to funding or being involved in any such intervention. The social business ideas are just listing the potential and suggested avenues to be pursued and do not make any claims of substantive agreements or ultimate viability. It would be very useful going forward to involve BDS providers with the establishment of some of these interventions as it would facilitate enormous practical growth and development in organisations such as the Red Door and others to work on a project from inception to it being fully function and sustainable. It certainly would enhance the sectors appreciation for the complexity and understanding of Social Enterprise and Entrepreneurship.

REFERENCES

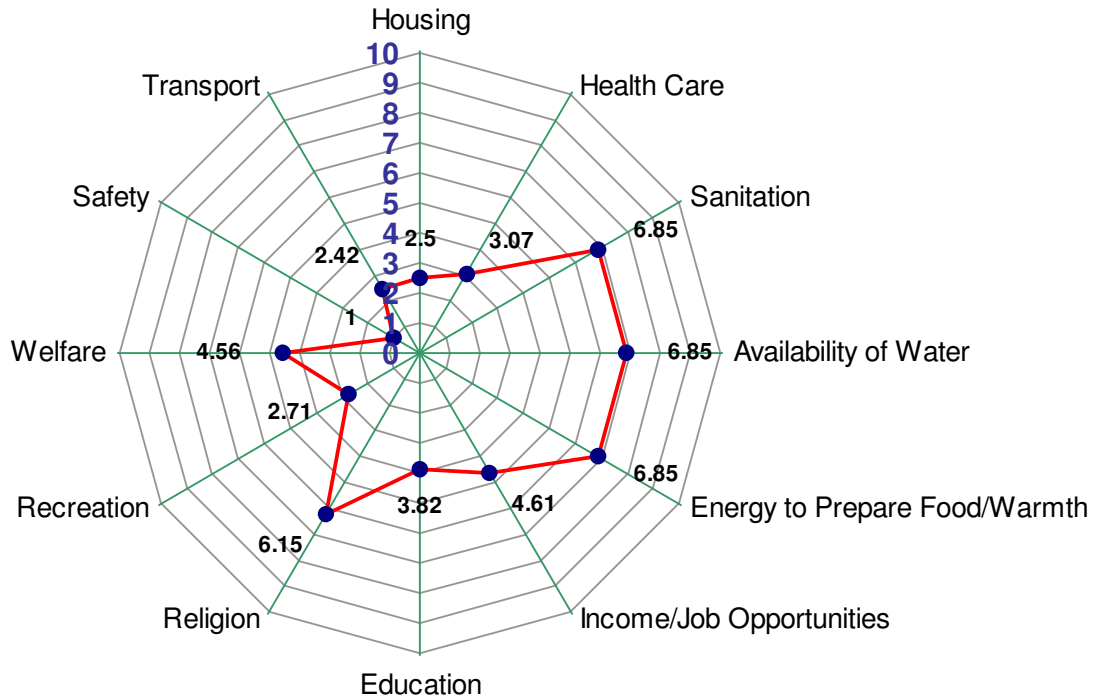
1. van Wyk, R., *I Too am a Person: The Restoration of Dignity and Self-Respect in a Post-Apartheid South Africa*, in *Missions and Intercultural Studies*. 1995, UMI Company: Michigan.
2. Statistics South Africa, *General Household Survey 2007*, Statistics South Africa, Editor. 2008.
3. Statistics South Africa, *Community Survey 2007: Statistical Release Basic Results Municipalities* S.S. Africa, Editor. 2007, Statistics South Africa: Pretoria.
4. Statistics South Africa, *Census 2001*. 2001, Statistics South Africa: Pretoria.
5. Human Sciences Research Council, *HSRC Fact Sheet 1: Poverty in South Africa*, HSRC, Editor. 2004, Human Sciences Research Council: Pretoria.
6. Human Sciences Research Council, *HSRC Fact Sheet 1: Poverty in South Africa*, HSRC, Editor. 2004, Human Sciences Research Council: Pretoria.
7. Zuber-Skerrit, O., *The Concept of Action Learning*. The Learning Organisation, 2002. **09**(03): p. 114-124.
8. *Wikipedia: Atteridgeville*. Atteridgeville [Internet] 2008 [cited 2008 July]; Available from: <http://en.wikipedia.org/wiki/Atteridgeville>.
9. Bar-On, D.R. *A Broad Definition of Emotional-Social Intelligence According to the Bar-On Model*. [Internet] 18 April 2007 [cited 2008 July]; Available from: <http://www.reuvenbaron.org/bar-on-model/essay.php?i=2>.
10. *Wikipedia: Action Research*. Action Research [Internet] 2008 14 May 2008 [cited 2008 July]; Available from: http://en.wikipedia.org/wiki/Action_research.
11. Steinman, S. *ASEN/ILO e-conference*. 2009 [cited 1st September 2009]; Available from: <http://asenetwork.net/liveblog/>.
12. Herrington, M., J. Kew, and P. Kew, *GEM South African Report 2008*. 2008, The University of Cape Town Graduate School of Business. p. 55.
13. *Donor Committee on Enterprise Development*. [cited; Available from: www.enterprise-development.org].
14. Google. *Google Earth Plus*. Google Earth 2008 [cited 2008 September].
15. Schutte, D.W., *People First - determining priorities for community development*. 2000, Parow East: Ebony Books.
16. Peet, K., and Peet, J., *Poverties and Satisfiers: A Systems Look at Human Needs*, in *Poverty, Prosperity, Progress - Devnet Conference*. 2000: Wellington.
17. Leggett, T., *No One To Trust*. SA Crime Quarterly, 2004. **No 9**: p. 6.
18. Igglesden, V., *Notes on Focus Group Mitchell's Plain, 15 September 2009*, R. van Wyk, Editor. 2009: Cape Town.
19. Igglesden, V., *Notes on Focus Group in Manenberg, 21 September 2009*, R. van Wyk, Editor. 2009: Cape Town.
20. Igglesden, V., *Notes on Focus Group Khayelitsha, 2 September 2009*, R. van Wyk, Editor. 2009: Cape Town.
21. Krause, M.S., D; Giles, C, *Business Survey Report VPUU*, in *Unpublished*, M. Krause, Editor. 2007, VPUU - Violence Prevention through Urban Upgrade.
22. Cichello, P.L., *Hindrances to self-employment activity: evidence from the 2000 Khayelitsha/Mitchell's Plain survey* 2005, University of Cape Town Centre for Social Science Research: Cape Town. p. 58.
23. Cichello, P., et al., *Perceived Barriers to Entry into Self-Employment in Khayelitsha, South Africa: Crime, Risk and Start-up Capital Dominate Profit Concerns*, in *Accelerated and Shared Growth in South Africa: Determinants, Constraints and Opportunities*. 2006: The Birchwood Hotel and Conference Centre, Johannesburg, South Africa. p. 35.
24. Leggett, T. (2004) *Still Marginal: Crime in the Coloured Community*. SA Crime Quarterly **Volume**,

25. De Swardt, C.P., Thandi; Chopra, Mickey; Du Toit, Andries, *Urban Poverty In Cape Town*. Environment and Urbanization 2005. **17**(2).
26. Evans, B., *Relevance of Social Entrepreneurship as a Field of Study to Target Societal Challenges*, in *Graduate School of Business* 2008, University of Cape Town: Cape Town. p. 115.
27. Voice, S. *SETA's Called on to Support Youth Development*. 2009 October 2009 [cited 2009 October 1st]; Available from: <http://www.skillsportal.co.za/skills-development/>.

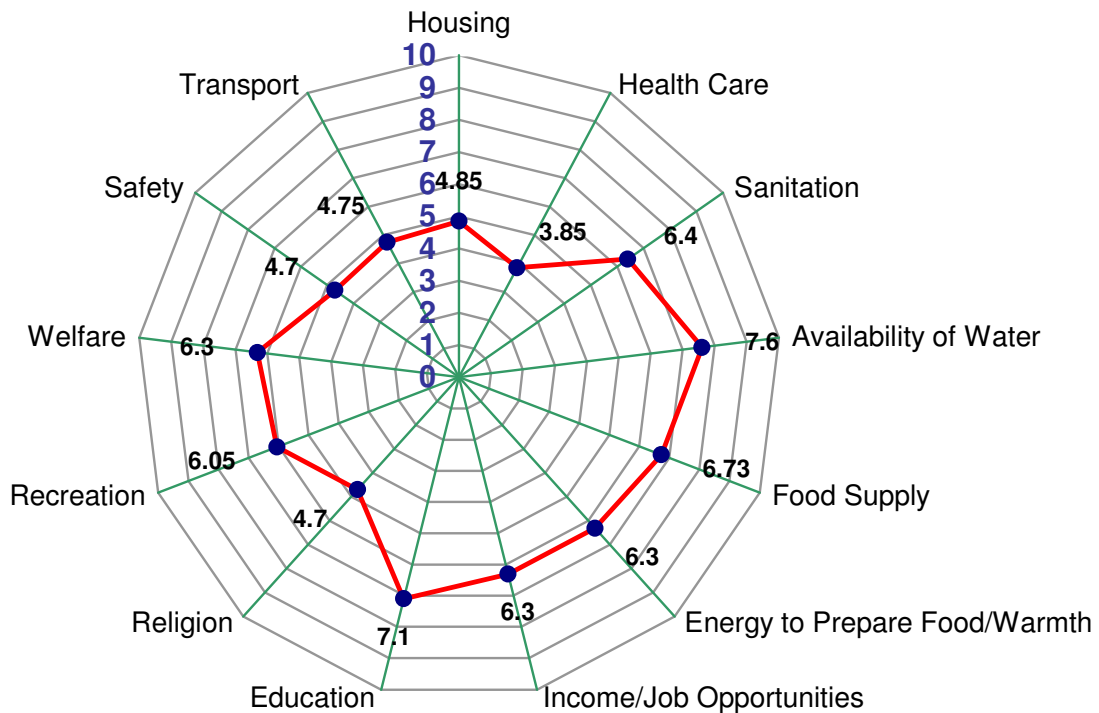
ANNEXURE A

COMMUNITY INDEX CHARTS AND RESOURCES AND NEEDS CHARTS

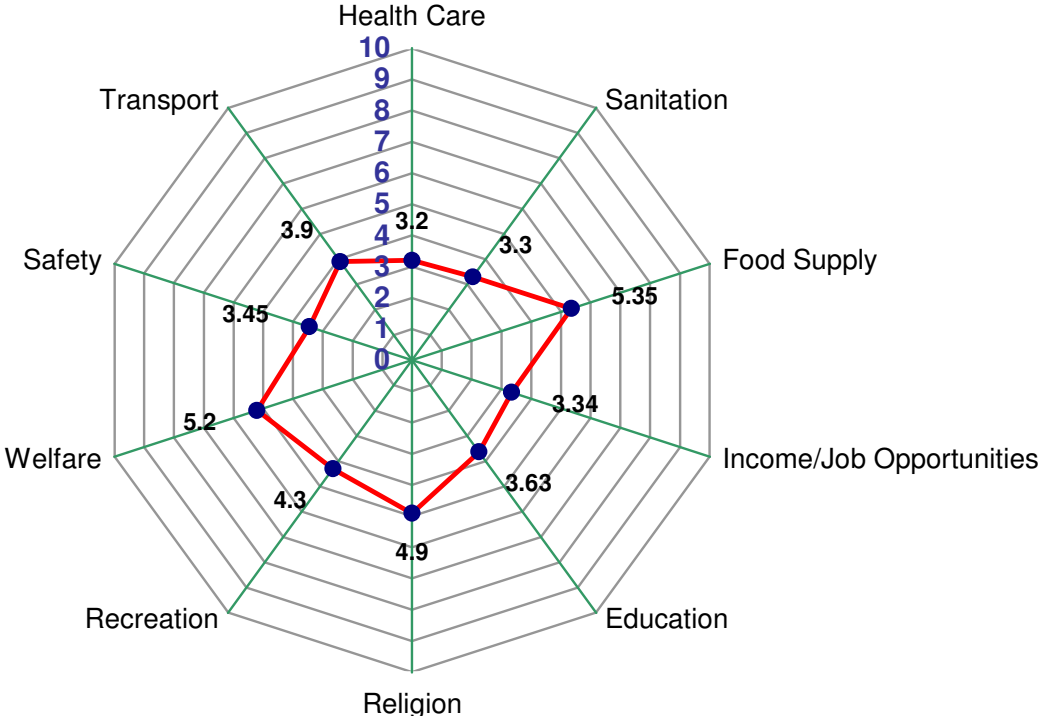
Community Index Wheel - Khayelitsha



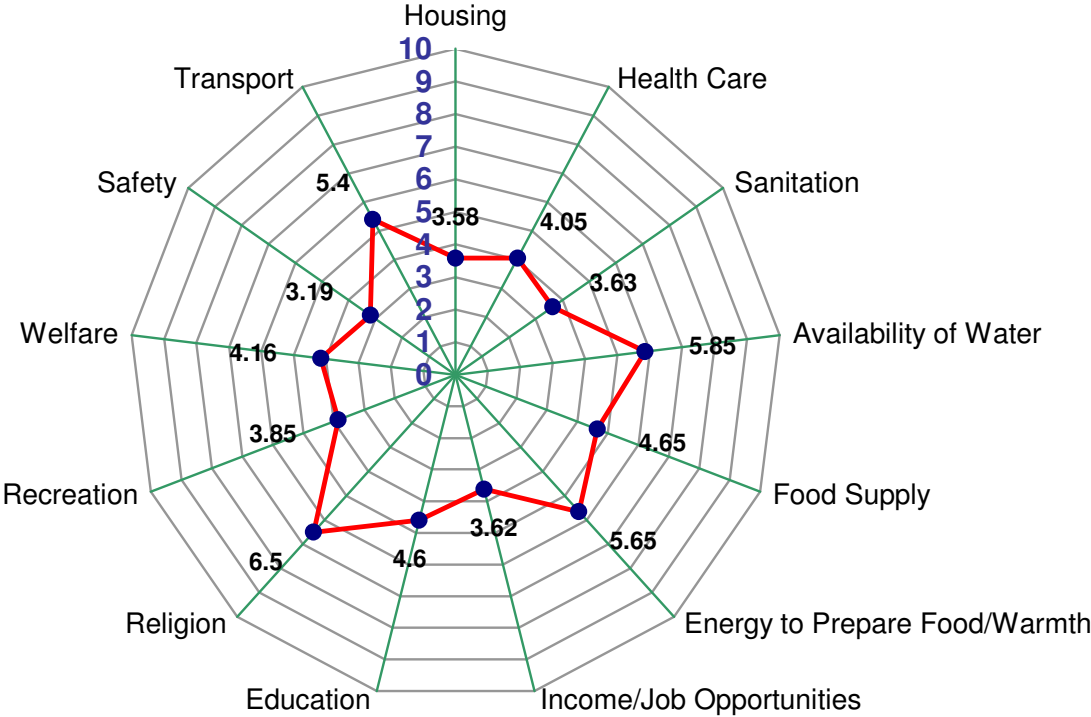
Community Index Wheel - Philippi



Community Index Wheel - Mitchells Plain

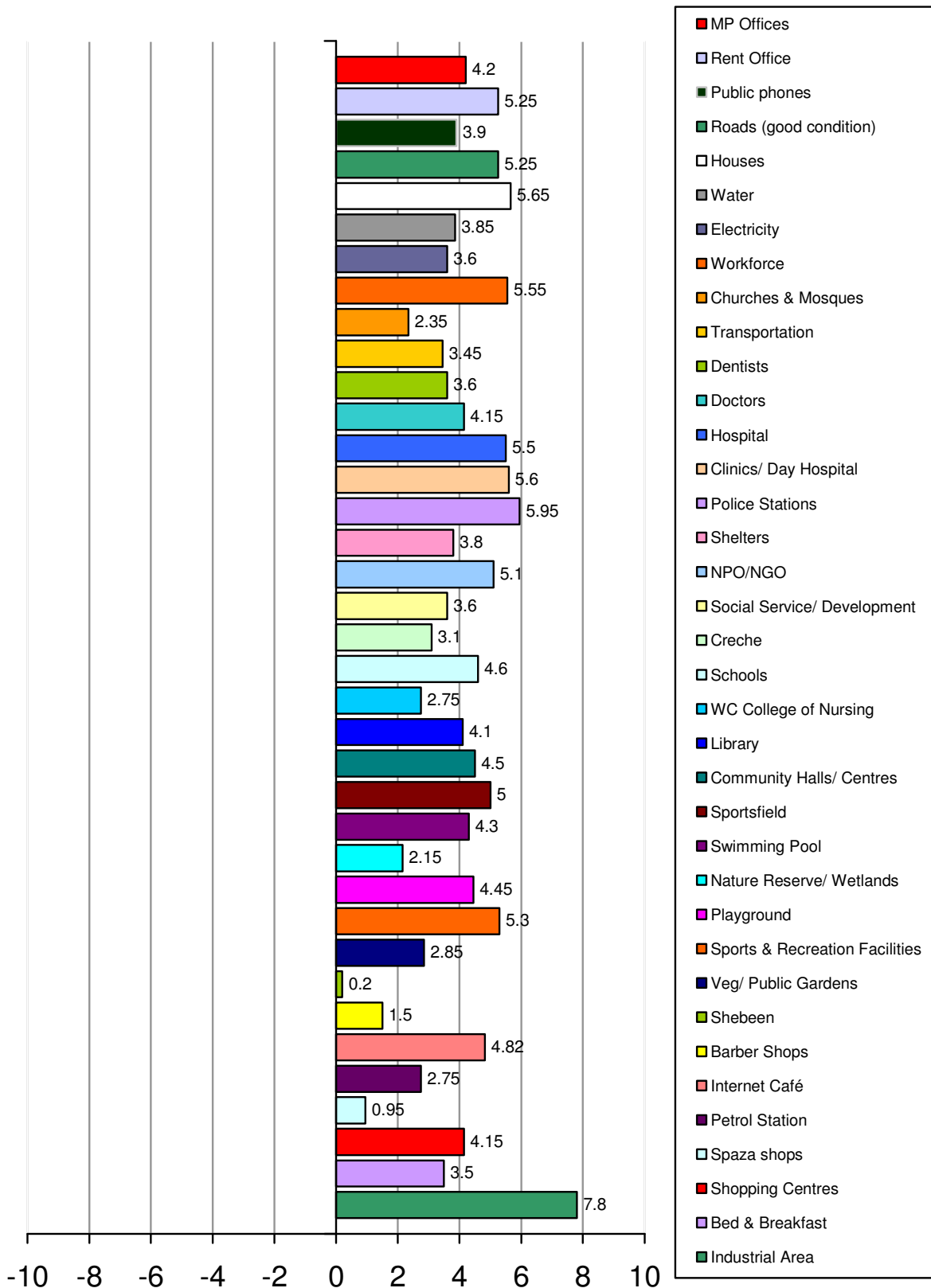


Community Index Wheel - Manenberg



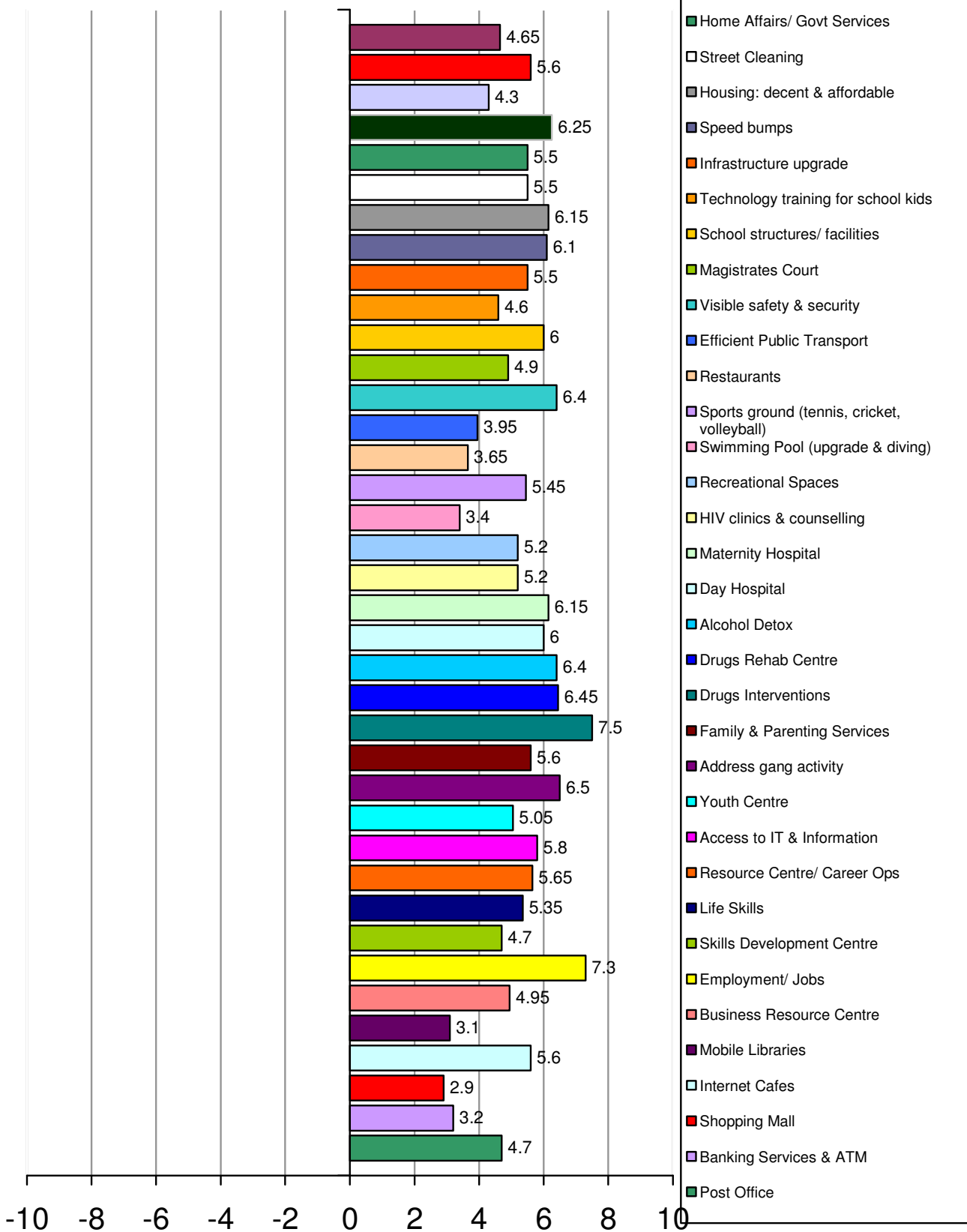
Resources - Manenberg

Note: the lower the P-index, the more adequate, or 'better' the resource



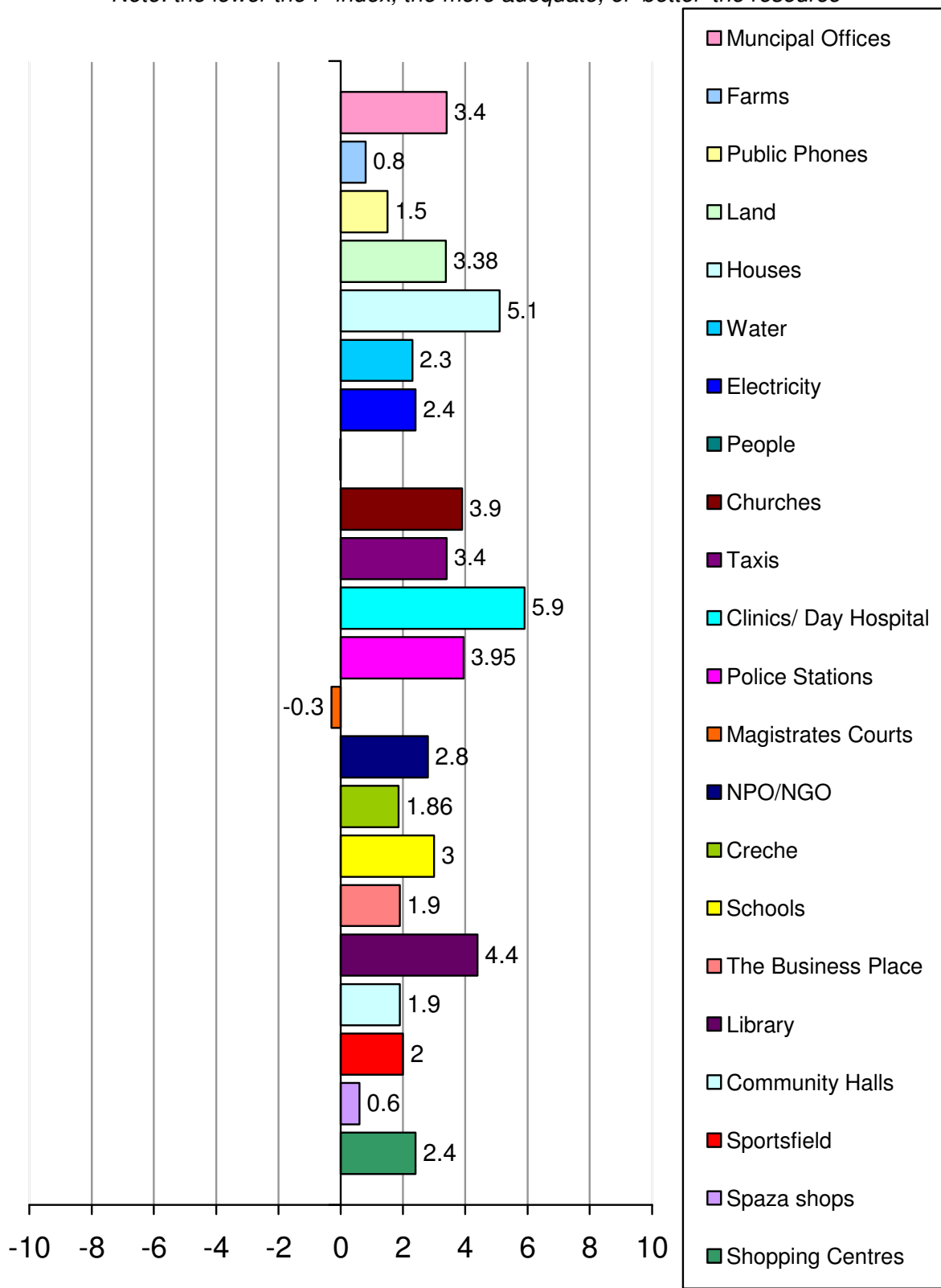
Needs - Manenberg

(Note: the higher the P-index, the more urgent the need)



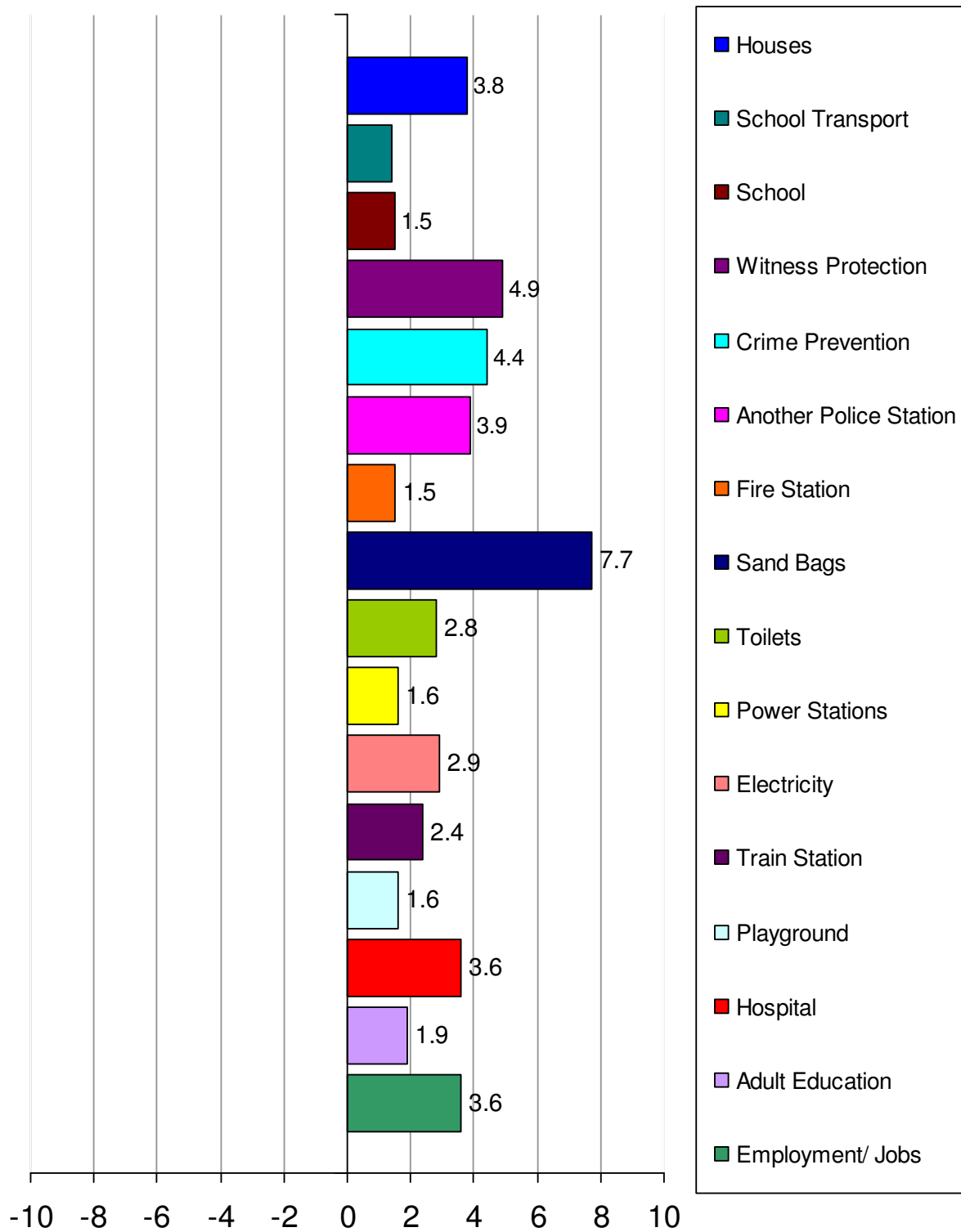
Resources - Philippi

Note: the lower the P-index, the more adequate, or 'better' the resource



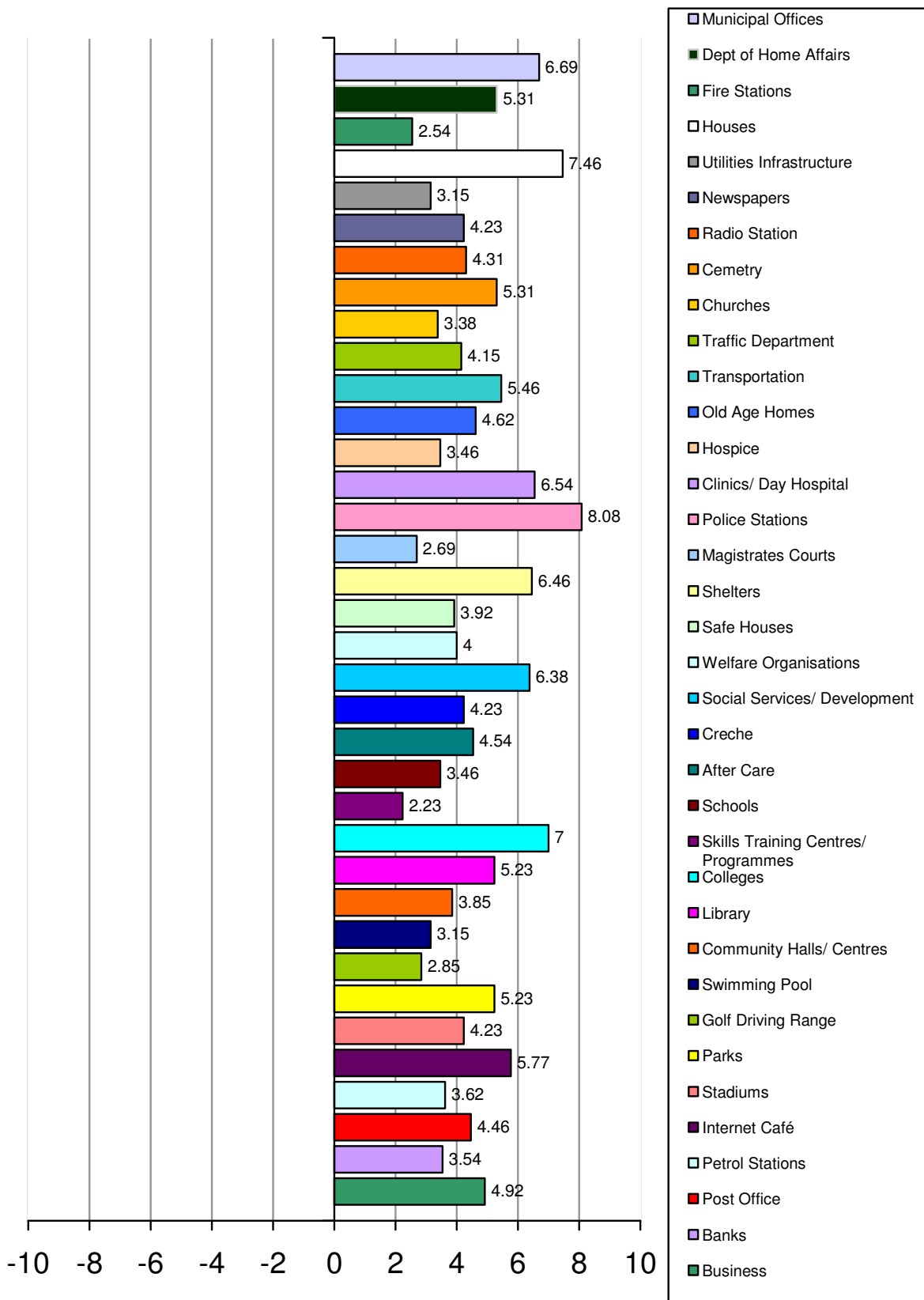
Needs - Philippi

(Note: the higher the P-index, the more urgent the need)



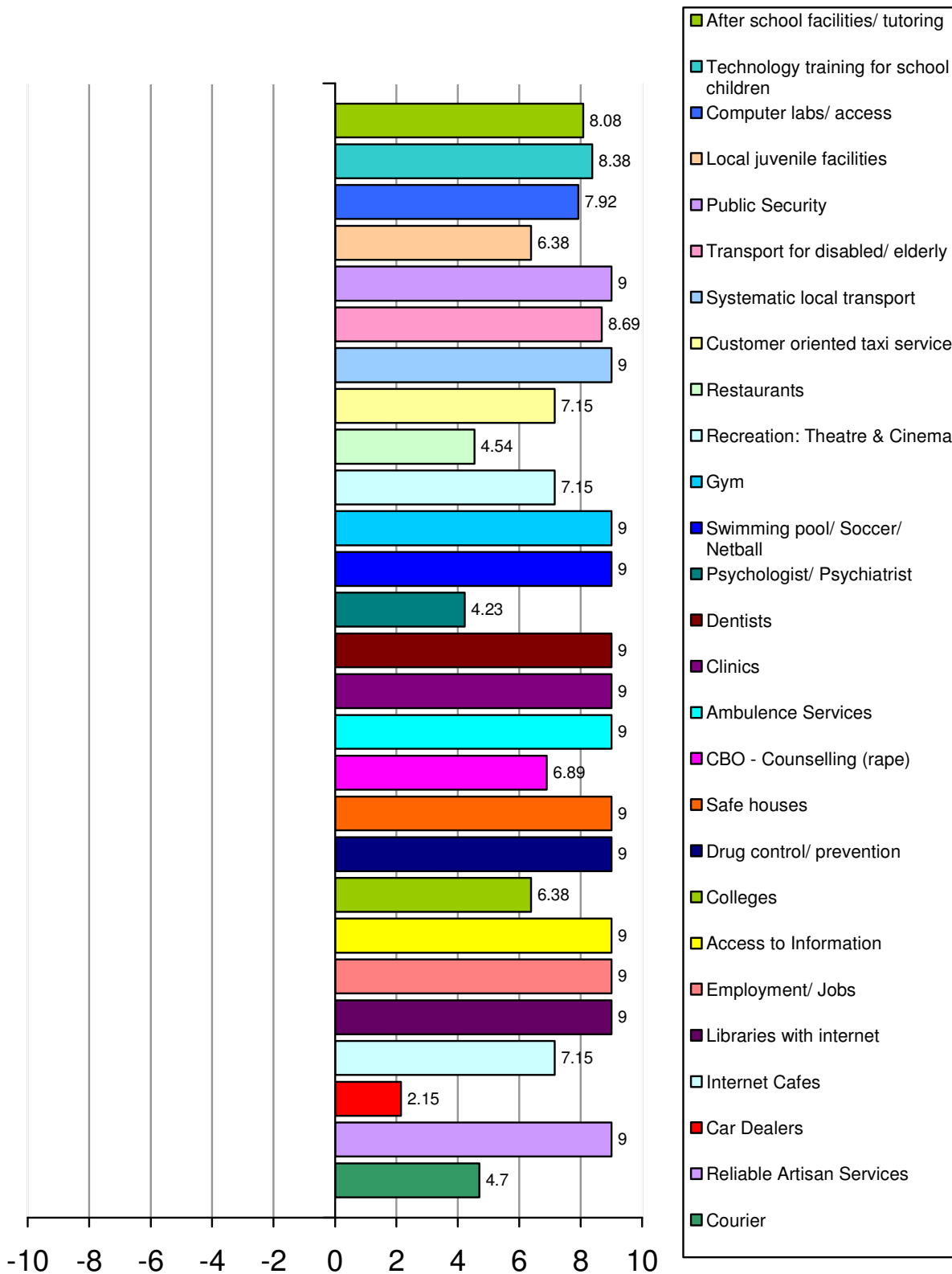
Resources - Khayelitsha

Note: the lower the P-index, the more adequate, or 'better' the resource



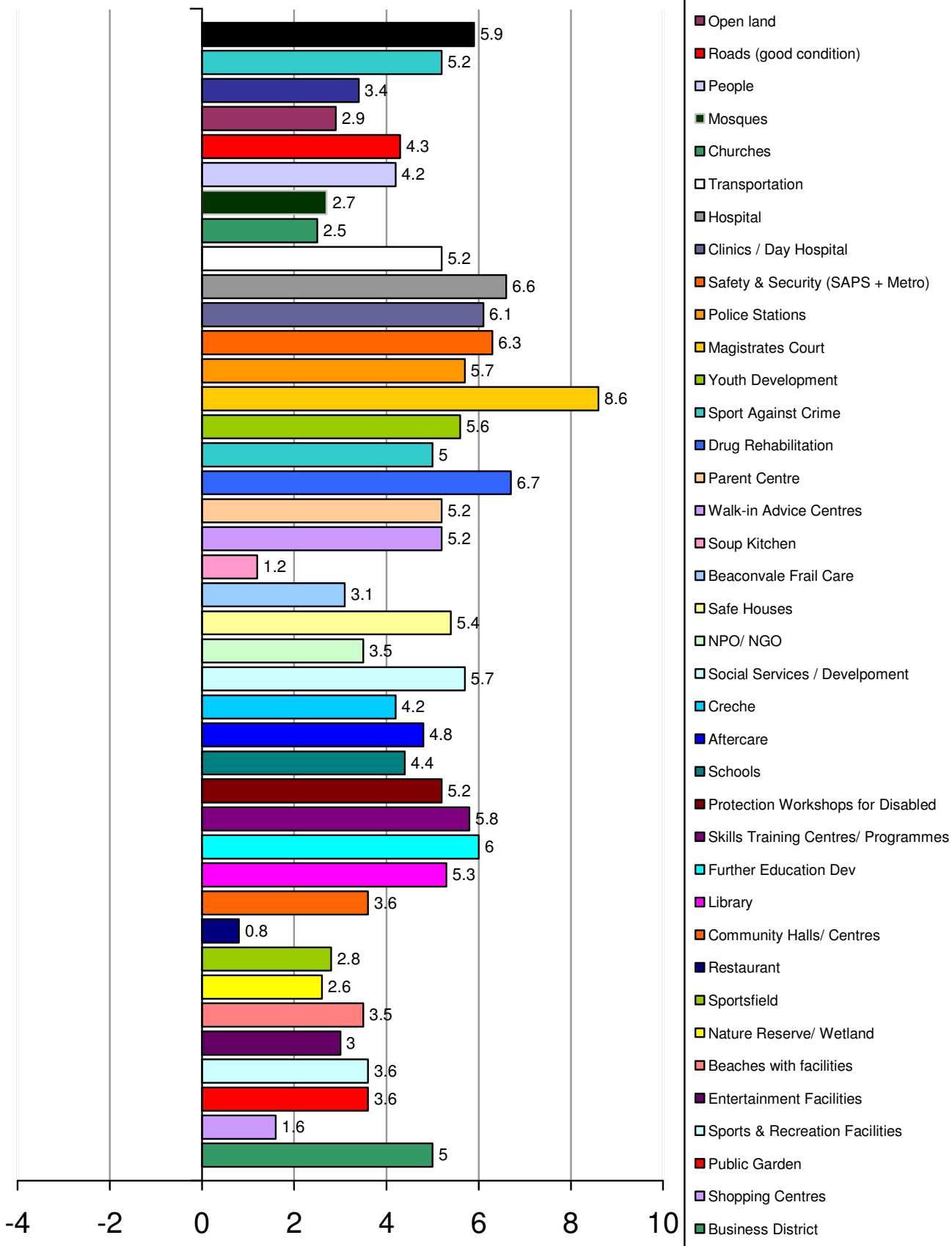
Needs - Khayelitsha

(Note: the higher the P-index, the more urgent the need)



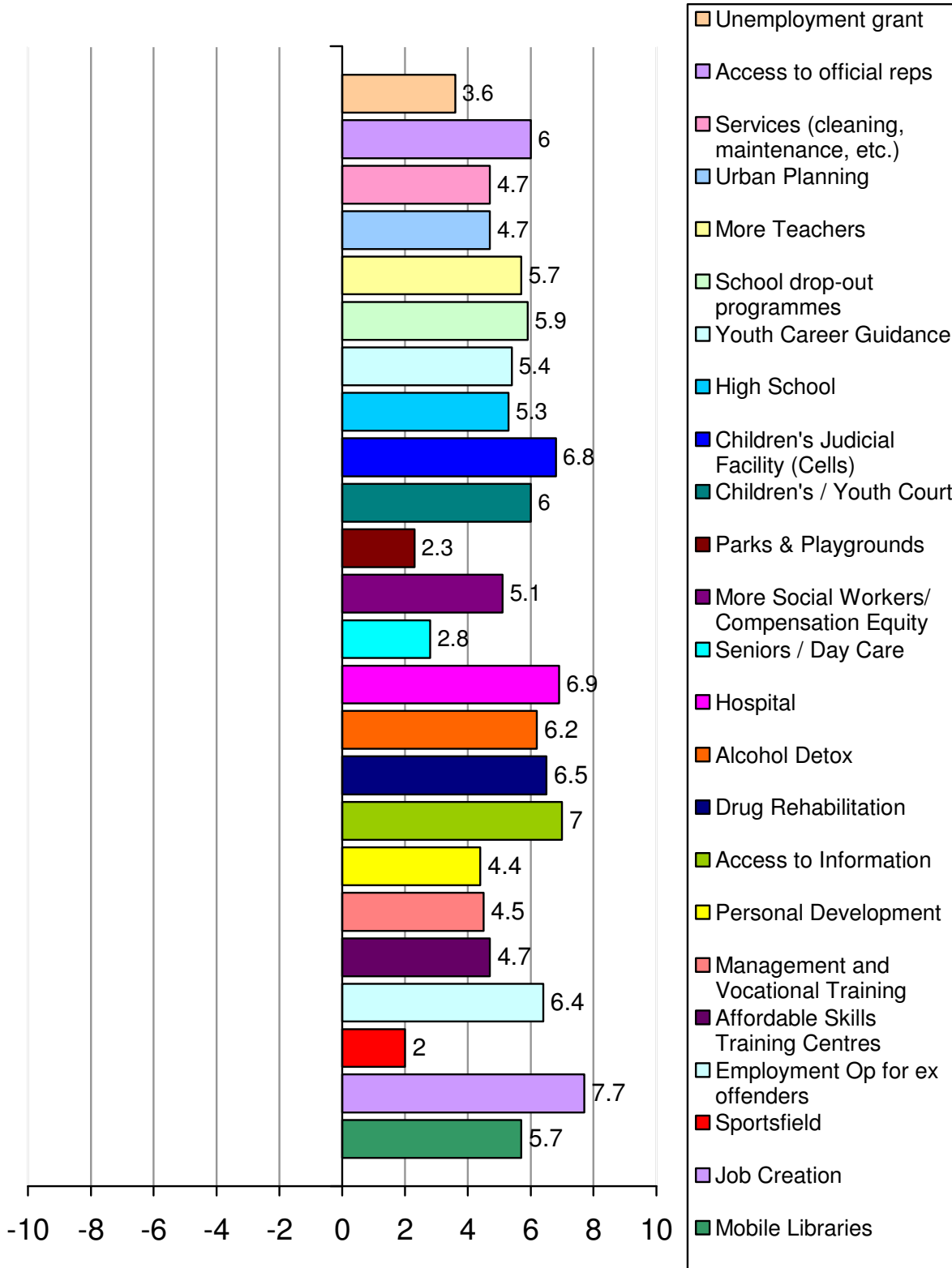
Resources - Mitchells Plain

Note: the lower the P-index, the more adequate, or 'better' the resource



Needs - Mitchells Plain

(Note: the higher the P-index, the more urgent the need)



ANNEXURE B

**BUSINESS / ORGANISATIONAL
QUESTIONNAIRE
and
ORGANISATIONS INTERVIEWED**



A hand up not a hand out



Name of Organisation: _____

Organisation Status (e.g. NPO, PBO): _____

Name of respondent: _____

Respondent's Position in Organisation: _____

Contact Numbers: _____

Address:

Name of Interviewer:	_____
Date of Interview:	_____
Time Start :	_____
Time End:	_____

I _____, the undersigned, hereby
acknowledge consent to the above interview.

BUSINESS / ORGANISATIONAL QUESTIONNAIRE

A. WHAT IS THE VISION OF THE ORGANISATION

.....
.....
.....
.....

B. WHAT IS THE MISSION OF THE ORGANISATION

.....
.....
.....
.....

C. WHAT OUTCOMES (INPUT + OUTPUT) ARE YOU ACHIEVING AND WHAT DO YOU AIM TO ACHIEVE (objects)

.....
.....
.....
.....

3.1 Are your outcomes related to your Vision and Mission?.....

.....
.....

D. WHAT SOCIAL ISSUE/ CONCERN/ OPPORTUNITY ARE YOU LOOKING TO ADDRESS

.....
.....
.....
.....

4.1 Who is your target group?.....

.....
.....

E. WHAT PRODUCT/ ACTIVITY/ SERVICE ARE YOU RENDERING TO ADDRESS A RECOGNISED SOCIAL ISSUE

.....
.....
.....
.....

F. HOW DOES THE ORGANISATION SUSTAIN ITSELF

.....
.....
.....
.....

6.1 What is your business plan/ source of revenue?

.....
.....
.....

G. PLEASE NAME THE THREE MOST IMPORTANT SERVICES YOUR ORGANISATION RELIES ON

.....
.....
.....
.....

H. WHAT CONSTRAINTS DOES THE ORGANISATION FACE

.....
.....
.....
.....

8.1 What services are lacking that stand in the way of progress?

.....
.....

I. IN YOUR OPINION, WHAT SERVICES/ PRODUCTS ARE PARTICULARLY IN DEMAND IN YOUR AREA

.....
.....
.....
.....

J. WHAT IS YOUR UNDERSTANDING OF A SOCIAL ENTREPRENEUR

.....
.....
.....
.....

INTRODUCE OUR DEFINITION

‘A social enterprise’s primary objective is to address a particular social need or opportunity through a financially sustainable business model, and whose profits or surpluses (if any) are principally reinvested for that purpose in the business or in the community’

K. WHAT IS YOUR RESPONSE TO THIS DEFINITION

.....
.....
.....
.....

L. WHAT SOCIAL ENTREPRENEURIAL OPPORTUNITY OR ISSUE EXISTS IN THE COMMUNITY, THAT NEEDS ADDRESSING

.....
.....
.....

M. WHAT SOCIAL ENTREPRENEURIAL ACTIVITY ARE YOU AWARE OF IN THE COMMUNITY

.....
.....
.....
.....

13.1 Is it successful?

13.2 Why do you think it's successful/ unsuccessful?

.....
.....
.....

13.3 What barriers exist that prevent social entrepreneurial enterprises from starting?

.....
.....
.....

N. WHAT PROJECTS FOR YOUTH ARE AVAILABLE IN YOUR COMMUNITY

.....
.....
.....
.....

THANK YOU FOR YOUR SUPPORT AND PARTICIPATION IN THIS SURVEY

ORGANISATION	NATURE OF PURPOSE	IMPACT AREA	BASED	INTERVIEWED	DESIGNATION	INTERVIEWER
African Farmers Association	Development of small scale farmers	Avontuur	Avontuur	Monezi Geilishe	Chairman	Mica La Vita
Umtha	Make jewellery and employment creation	Cape Town	Observatory	Dave Milligan	Managing director	Vicki Igglesden
Gugulethu Paralegal Advice office	Legal service for the poor	Gugulethu	Gugulethu	Matthew Tshofuti	Legal / consumer advisor	Alexa Burgess
Ikamva Labantu	Community development: health, education, food security and enterprise development, community infrastructure	Gugulethu	Woodstock	Karl Voysey	Project Manager	Vicki Igglesden
Baphumele Daycare Centre and orphanage	Day care centre and orphanage	Khayelitsha	Khayelitsha	Bkosi Mpalweni	HR Manager	Alexa Burgess
Children's Youth	Care for neglected and HIV infected children	Khayelitsha	Khayelitsha	Mildred Tshufkuse	Manager and registered social worker	Alexa Burgess
Monwabisi Tours & Elshodia Catering	Entrepreneur	Khayelitsha	Khayelitsha	Monwabisi Maqogi	Manager / tour guide	self-completion
Nande Beading Project	Skills development	Khayelitsha	Khayelitsha	Bongiwe Sithonga	Volunteer co-ordinator	Vicki Igglesden
Partners for Impact	Capacity building in NPO/NGO and consulting with donors	Khayelitsha	Rosebank	Don Shay	Founding partner	Mica La Vita
Phambili	Skills development for visually impaired	Khayelitsha	Khayelitsha	John Kutu	Co-ordinator	Vicki Igglesden
Philani Nutrition	Nutritional focus	Khayelitsha	Khayelitsha	Mphati Gocini	Production Manager	Vicki Igglesden
Zenzele	Skills development and job creation programmes	Khayelitsha	Khayelitsha	Young Qwase	General manager	Taru Jaroszonski
Lentegeur Hospital	Government mental health facility	Lentegeur	Lentegeur	Linette Meyer	Social worker manager / Deputy director	Alexa Burgess
Proudly Manenberg	Community development	Manenberg	Manenberg	Eugene Campson	Youth Coordinator & Faith Sector	Taru Jaroszonski
Saartjie Bartman	Safe place for women and children	Manenberg	Manenberg	Thembeke Ncanywa	Business / Life skills trainer, co-ordinator	Taru Jaroszonski
Self-Help Manenberg	Community development	Manenberg	Manenberg	William Williams	Manager / Director	Taru Jaroszonski
Niall Mellon Township Trust	Building houses in disadvantaged communities and community development	Mfuleni, Khayelitsha,	Blackheath	Crystal West	Head of development	Taru Jaroszonski

		Wallacedene etc				
Beaconvale Community Frail Care Centre	Provide care and residence for elderly and frail	Mitchells Plain	Mitchells Plain	Fawzia Cader	Operations Manager	Mica La Vita
Beautiful Gate Aids Care Centre	Family services, child protection/ development	National	Philippi	Tinotenda Tadokera	Team leader	Mica La Vita
FAMSA	Services families and deals with familial issues	National	Khayelitsha	Gcabisa Ngalo	Social worker	Mica La Vita
Habitat for Humanity	Building houses in disadvantaged communities	National	Newlands	Thembi	Mfuleni / WC co-ordinator	Taru Jaroszonski
Olive Leaf Foundation	Development and caring for vulnerable children	National	Khayelitsha	Jessica Geoffrey	OVC programme manager	Taru Jaroszonski
Premier Foods Bake for Profit	Skills development and job creation programme	National	Khayelitsha	Yolanda Fransman	Co-ordinator, WC	Alexa Burgess
Red Door	Small and Medium Enterprise development	National	Khayelitsha	Nomantombi Dumani	Office Manager	Taru Jaroszonski
South African Intitute for Entrepreneurship	Train teachers to develop entrepreneurship in scholars	National	Observatory	Rob Stead	CEO	Alexa Burgess
Tag Rugby Association	Youth rugby development programme with anti-drugs & anti-crime message	National	Mowbray	Stuart McConnell	Executive Director	Mica La Vita
The Business Place	Entrepreneurial development	National	Philippi	Vuyokazi Ngaye / Egbert Wessels	Navigator	Mica La Vita
Cape Craft & Design Institute	Skills and enterprise development	Western Cape	Cape Town	Sarah Polansky		Vicki Igglesden
Silulo Ulutho Technologies	Internet services and ICT training	Western Cape	Khayelitsha	Lonwabo Rani	Managing member / Marketing director	Mica La Vita
UCT Graduate School of Business (GEM)	Global entrepreneurship monitoring	Western Cape	Greenpoint	Penny Kew	GEM Project co-ordinator / researcher	Alexa Burgess

Organisations not available to be interviewed

ORGANISATION	NATURE OF PURPOSE	AREA OF OPERATION	CONTACT PERSON	CONTACT	COMMENT
NACWC – FOFA Project (FOF)	Entrepreneurial Development	Gugulethu	Phumeza Qepe	021 689-0420	Organisation seems to no longer exist
National Youth Development Agency		National	Gugu Mjadu	011 651-7112	Did not respond to telephone messages or e-mails requesting interview
Isango Portobello Theatre Company	Development through theatre	National	Georgina	021 696-2656	Did not respond to telephone messages or e-mails requesting interview
Thanduluntu After School Care	After care for children	Gugulethu	N.P. Peter	083 201-1227	Organisation seems to no longer exist
Vuka Gugulethu Unemployed Residence Association		Gugulethu	Nandi	021 633-5885	Did not respond to telephone messages requesting interview
British High Commission	Global Change Makers	International	Zorica Lazic	011 718-4302	Unable to speak to appropriate person before report deadline
Soccer League	Soccer club for youth	Khayelitsha	Chris	082 050 7769	Did not respond to telephone messages requesting interview
Masimbambane	Veg Garden / income generation	Khayelitsha	Mrs Makhana	021 361 5374	Unable to reach them by telephone
Ikwezi Lomo Youth Development Project		Khayelitsha	Shakes M Dwangu	021 361 2233	Organisation seems to no longer exist
Lost City Civics & Development Forum	Food gardening / employment		Mrs. H Samlo	021 397 9775	Organisation seems to no longer exist
MP Youth Development Programme	Socio-economic Development	Mitchells Plain	Mr. Racha Job		Unable to reach them by telephone

ANNEXURE C

SCHUTTE SCALE

(Needs Assessment)

NEEDS ASSESSMENT USING THE SCHUTTE SCALE:

P-INDEX:

ESTABLISHING RESOURCES:

1. What resources or skills do the people in the neighbourhood have to offer? *(Seeking)*
2. Why have you listed the item in question 01? *(Qualifying)*
3. What resources do you as individuals have to offer in your community?
4. Why do you feel this way?
5. What are the constraints preventing you from offering these resources, or putting these skills to use?

MEASURING IMPORTANCE:

6. How important or unimportant is the item in question for the people of the target community?

MEASURING SATISFACTION:

7. How satisfied or dissatisfied are you / the people with the situation regarding resources in the community as it is at the moment?

(The greater the importance/ satisfaction, the further the indicator is moved to the right of the scale, i.e. into the green spots ; the less importance / satisfaction, the further the indicator is moved to the left of the scale, i.e. into the white spots.)

C-INDEX:

(To calculate C-Index, use question 4 above – only satisfaction is important here; not importance ratings.)

BONDING:

8. To what extent do you consider this community to be your home? *(Pride to belong to)*
9. How close do you feel to your friends in the community? *(Friendship circle)*
10. To what extent can you rely on the rest of the community to come to your aid if you would have a problem? *(Social support system)*

NEEDS ASSESSMENT USING THE SCHUTTE SCALE:

P-INDEX:

ESTABLISHING NEEDS:

11. What services or facilities do the people in the neighbourhood need? (*Seeking*)
12. Why have you listed the item in question 01? (*Qualifying*)
13. What do you as individuals need?
14. Why do you feel this way?
15. What are the constraints preventing you from satisfying this need?

MEASURING IMPORTANCE:

16. How important or unimportant is the item in question for the people of the target community?

MEASURING SATISFACTION:

17. How satisfied or dissatisfied are you / the people with the situation regarding (X) in the community as it is at the moment?

(The greater the importance/ satisfaction, the further the indicator is moved to the right of the scale, i.e. into the green spots ; the less importance / satisfaction, the further the indicator is moved to the left of the scale, i.e. into the white spots.)

C-INDEX:

(To calculate C-Index, use question 4 above – only satisfaction is important here; not importance ratings.)

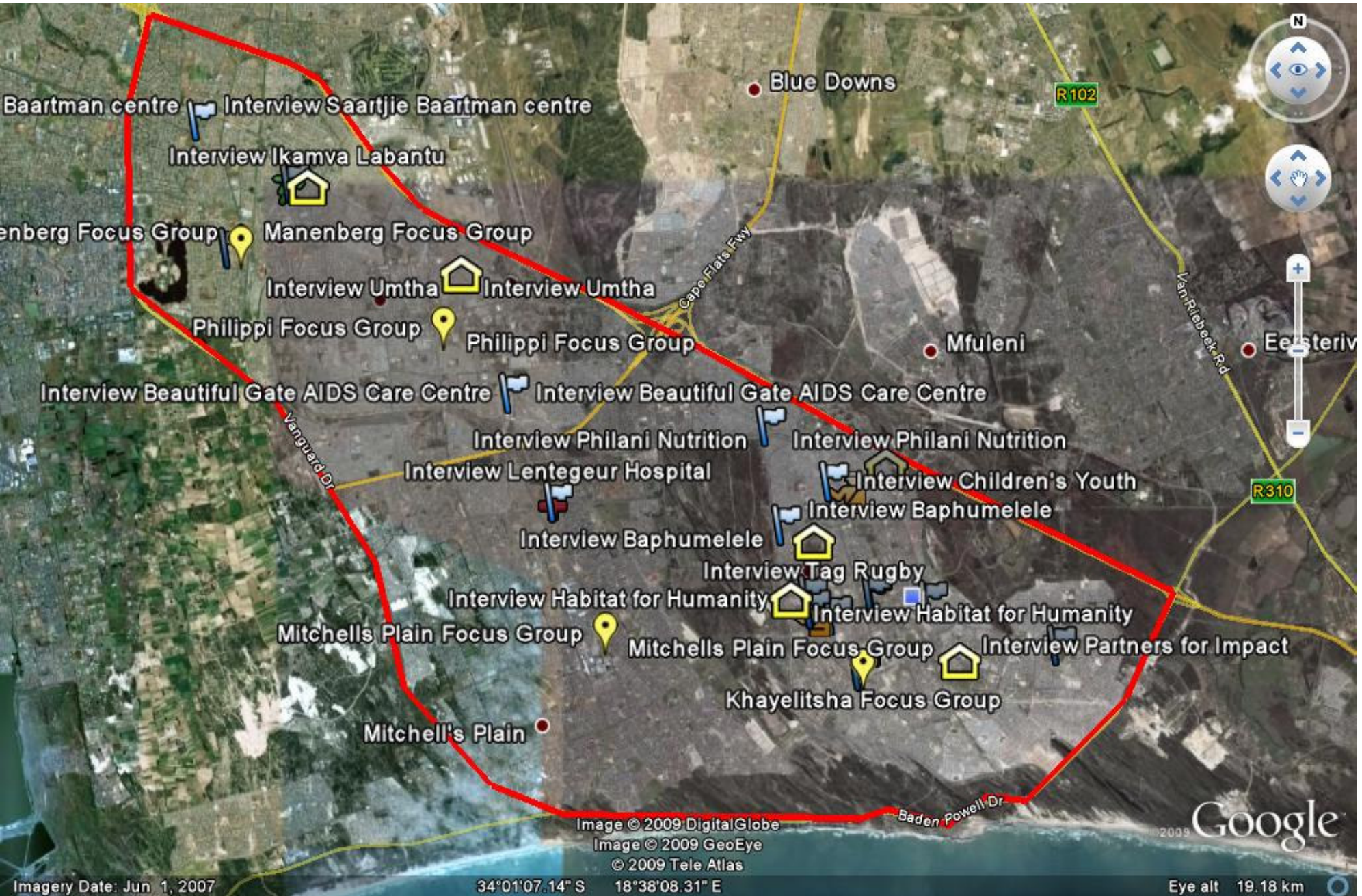
BONDING:

18. To what extent do you consider this community to be your home? (*Pride to belong to*)
19. How close do you feel to your friends in the community? (*Friendship circle*)
20. To what extent can you rely on the rest of the community to come to your aid if you would have a problem? (*Social support system*)[15]

ANNEXURE D

AREA COVERED IN STUDY





ANNEXURE E

RESEARCH PARTICIPANTS:

FOCUS GROUP DISCUSSION PARTICIPANTS

Focus Group 1 Khayelitsha 2nd September 2009

Venue: Learn to Earn, 30 Sixwayikati Street, Ilitha Park, Khayelitsha. Tel: 021 361-5972

Proximity to public transport: Minibus taxis drive along Ntsikizi and Ntlazane Roads approximately 100m away. Khayelitsha train station approximately 200m away.

<u>Name & Surname</u>	<u>Contact No.</u>	<u>Organisation /Area</u>	<u>Signatures</u>	<u>Paid</u>
Kholeka Booï	083 222 5159	Rape Crisis		R20.00
Gcobisa Ngalo	021 3619098	FAMSA		R20.00
Lonwabo Rani	073 750 5876	Silulo Ulutho Technologies		R20.00
Mthetho Tunzi	082 560 7738	Community resident		R20.00
Lungile Kolweni	083 550 0083	Community resident		R20.00
Nceba Yaliwe	083 886 1830	Community resident		R20.00
Mlondolozì Kulatì	083 886 1830	Community resident		R20.00
Fraser Siteti	074 927 0756	Community resident		R20.00
Lumka Phillip	072 387 0445	Community resident		R20.00
Nombulelo	072 387 0445	Community resident		R20.00
Zukisa Malgas	078 820 0459	Community resident		R20.00
Thelma Nkone	083 249 2120	GAPA		R20.00
Memory Sishaba	073 235 4229	GAPA		R20.00
Bukelwa Mfundi	083 541 2525	Community resident		R20.00
Nosandla Zathu	073 955 3765	Community resident		R20.00

Nombuso Luwaca	078 501 4864	Community resident		R20.00
Babalwe Madikane	021 361 5972	Learn to Earn		R20.00
Babalwa Madikane	021 361 5972	Learn to Earn		R20.00
<u>Name & Surname</u>	<u>Contact No.</u>	<u>Organisation /Area</u>	<u>Signatures</u>	<u>Paid</u>
Vuyiswa Velebay	021 637 9731	Community Khayelitsha		R20.00
Nondumiso Manoti	021 363 0412	Lizo Noband Day Care		R20.00
George Nomxhego	021 361 9228	Rape Crisis		R20.00
Gertrude	084 352 4589	Community resident		R20.00
Alexa Burgess		UCT		
Taru Jaroszynski		UCT		
Roché van Wyk	021 685 0540	Learn to Earn		
Mica La Vita	021 685 0540	Learn to Earn		
Vicki Igglesden		UCT		

Focus Group 2 Philippi 14th September 2009

Venue: The Business Place, 1 Cwango Crescent, Corner of Lansdowne and New Eisleben Roads, Philippi. Telephone: 021 371 3350

Proximity to public transport: Minibus taxis and buses stop within 500m. Philippi and Stock Road Train stations within 1km of TBP

<u>Name & Surname</u>	<u>Contact No.</u>	<u>Organisation /Area</u>	<u>Signatures</u>	<u>Paid</u>
Nomfundo Gigi Shamko	082 621 5483	Blackoffie Construction & Projects		R20.00
Boleka Gwabe	084 626 1641	Tsoga Food Garden, Samora Machell		R20.00
Miriam Kalipha	078 339 6315	Masakhane Health Club		R20.00
Anna Maci	073 936 8096	Masakhane Health Club		R20.00
Tim Khuboni	084 850 3143	Masakhane		R20.00
Nozuko Fulani	078 406 1364	Masakhane		R20.00
Nosipha Kese	078 510 9764	Philippi resident		R20.00
Zintle Nguqu	083 491 3002	Samora Machell		R20.00
B. Mohanga		Samora Machell		R20.00
Roché van Wyk	021 685 0540	Learn to Earn		
Taru Jaroszynski		UCT		
Mica La Vita	021 685 0540	Learn to Earn		

Focus Group 3 Mitchells Plain 15th September 2009

Venue: Beaconvale Frail Care Centre, Corner Rambler and Pontiac Streets, Beacon Valley, Mitchells Plain

Proximity to public transport: Kapteins Klip station is less 1km away. Buses and minibus taxis travel along AZ Berman Road which is less than 100m away.

<u>Name & Surname</u>	<u>Contact No.</u>	<u>Organisation /Area</u>	<u>Signatures</u>	<u>Paid</u>
Barbie Trout	021 397-2637	Eastridge Community Centre		R20.00
Zubaida (Zenda) Daniels	021 397-2637	Eastridge Community Centre		R20.00
Shahida Dudley	021 376-3741	The Volunteer Centre		R20.00
Lizelle Kleinhans	021 397-6060	Nicro		R20.00
Roger Samuels	072 016 0256	Lentegeur West Island Youth		R20.00
Leslie Petersen	021 371 7323	Hope Again Recovery Home		R20.00
Savatori Southgate	076 744 2481	Hope Again Recovery Home		R20.00
Wayne October	021 372 1727	Mitchells plain website		R20.00
Mary Taka	021 397 2177	Elohim Shelter		R20.00
Selena Johnson	073 959 3469	Elohim Shelter		R20.00
Roché van Wyk	021 685 0540	Learn to Earn		
Mica La Vita	021 685 0540	Learn to Earn		
Vicki Igglesden		UCT		
Alexa Burgess		UCT		

Focus Group 4 Manenberg 21st September 2009

Venue: Selfhelp Manenberg, 9A Scheldt Road, Manenberg. Telephone: 021 691-5925

Proximity to public transport: Manenberg Train station less than 100m away (opposite the road). Buses and taxis travel along Manenberg Avenue which is approximately 500m away

<u>Name & Surname</u>	<u>Contact No.</u>	<u>Organisation /Area</u>	<u>Signatures</u>	<u>Paid</u>
Caroline Rainers	021 691 8177	112A Thames Avenue, Man.		R20.00
Fouzia Abrahams	078 550 2562	19D Seine Road, Man		R20.00
Adeline Stolly	082 482 1278	Self Help Manenberg		R20.00
Alverina Allies	021 691 4931	112C Thames Avenue, Man		R20.00
Christine van Heerden	021 633 5548	Catholic Church, Manenberg		R20.00
Vincent C. Lindt	083 687 4410	MACC		R20.00
Ashraf Erskine	073 958 2797	Team 5 Reach 4 Life		R20.00
Khaya Cona	078 200 7356	Team 5 Reach 4 Life		R20.00
Marian Kinnes	021 691 5924	Selfhelp Manenberg		R20.00
Suleiman Henry	021 691 5925	Selfhelp Manenberg		R20.00
Theresa Kenny	072 696 7666	Saartjie Baartman Centre		R20.00
Katrina van Wyk	078 090 7321	Saartjie Baartman Centre		R20.00
Natasha Kriel		Saartjie Baartman Centre		R20.00
Charlene Miller		Saartjie Baartman Centre		R20.00
Amanda Davids		Saartjie Baartman Centre		R20.00
Thembeke Ncanywa		Saartjie Baartman Centre		R20.00

Bradley Waterloo	021 691 8151	5 Olga Court		R20.00
<u>Name & Surname</u>	<u>Contact No.</u>	<u>Organisation /Area</u>	<u>Signatures</u>	<u>Paid</u>
Moeneer O'Neil		27D Red River		R20.00
Pastor A.C. May	084 963 3751	Safe Cities Manenberg		R20.00
Randall Martin	084 082 3668	Safe Cities Manenberg		R20.00
Taru Jaroszynski		UCT		
Roché van Wyk	021 685 0540	Learn to Earn		
Mica La Vita	021 685 0540	Learn to Earn		
Vicki Igglesden		UCT		

ANNEXURE F

PHASE TWO:

**BUSINESS AND ORGANISATIONAL CONTACT
DETAILS IN RESEARCH AREA**

Community Based Organisations

KHAYELITSHA

ORGANISATION	DESCRIPTION	TELEPHONE	ADDRESS
Abaphumeleli	Orphanage	021 361 1555	34 Nkenjane Street, Nobuhle Pase II, Ilitha
Abigail Woman's Movement	Services for older people	021 387 4627	33 Galaxy Crescent Ikwezi Park
Abounding Grace Ministries	Church-based: soup kitchen & food parcels	214395754	Shop 7 Khayelitsha Village One
Alfa and Omega Sewing Project	Sewing skills training	763309511	R268 Yoyo Street Site B
AMABELE: UBUBELE: UKWABELANA	Public health promotion & health education	7222544078	D2185 Site C
Applied Education Reserach Organisation - Equal Education	School/education improvement	828502111	Town 1 Property,Sulani Drive Site B
Arthur Educare	Educare	213875736	C 7518 Kiyane Cresent Site C
Aunty's Pre-School	Pre School	021-3612525	No 3 Mphevana Crescent Llitha park
Bambanane Gardens	Vegetables and Nurseries	021 367 2416	Thandi Modise Crescent, Town 2 Village 4, Mandela Park
Baphumelele	Day Care Centre & Orphanage teaches woodwork	021 361 8631	Z1 18 Dabula Street, Z Section
Bathandwa Day & Night Care Centre for Children with Disabilities	Centre for children with disabilities	213673209	22861 V. Mini Street Makhaya
Beyond Evangelism Youth Development and Peace Mission	Youth development	021361 4736	103,1ST Floor Salam Centre,Sulani Drive
Black Moses Youth Club	Youth development	079 803 9045	V 11 Mene Cresent,Site B
Bulumko	Public High School	021 361 0257	Mongezi st, Khayelitsha
Caring Network	Training and supervised home based care programme	021 361 4343	Z 76 Maxama Rd Z Section
Catholic Welfare & Development	Dealing with disasters..shelter/food...	021 361 2684	E505 Scotts Rd
Child Welfare	Children 0-12years, all social problems	021 3870163	D Section, Site C, Bancedeni Centre
Childrens Youth	Focus on nutrition/ soup kitchen	021 361 1504	98 Bonga Drive Site B
Chris Hani	Public High School	021 367 1838	Cnr Cekela and Lansdowne Road
Christina Jita & the Ilitha Family Learning Centre	Education for children	082715 1168	Monwabisi Park, Khayelitsha
Chuma Primary	Public Primary School	021 361 0129	Governer Mbeki St
Chumisa Primary	Public Primary School	021 361 5371	Bonga Dr, Site B
Citizens' Advice Bureau	Human rights	213611455	Z69 Jama Crescent- N O A H Senior Centre
City of Cape Town Housing	Dealing with housing	021 360 1242	Cnr Ntlakohlaza & Ntlazane St, Stocks Building
Community Bible Society	Soup kitchen, beadwork, garden project, training & education	021 3618791	P 641 Ngacu Crescent Site B
Crystal Educare Centre	Educare	073 955 3765	38 Section Harare Township
Department of Social Services	Family counselling, grants, social pensions	021 3602100	Julius Sitsolo Street
Eagle's Wings Christian School	School	021 364 8297	E529 Cnr Of Gili & Silumke Street,
Ekanana Educare Centre	Private Primary School	021 362 6898	Baninzi St, Macassar
Ekanana Educare Centre	Educare	021 7281468	No 40-088 Baninzi Street, Macassar
Elukhuselweni Educare Centre	Educare	083 8677573	K503 Site B
Eluxolweni Primary	Public Primary School	021 361 4088	Mongezi and Pama Rd
Embizweni Voluntary Association	Family service (education/shelter...)	021 3616558	E505 Scott Street
Emithini Primary	Public Primary School	021 361 1991	Msuthwana St, H Block
Empilweni	Family service (education/shelter...)	214066568	Metropolitan Building Cnr Spine and Ntlazane Rd
Emthonjeni After School Care	Afterschool care for children	213484825	Khayalitsha No 1 Makhabeni Road
Emvelwano Daycare Centre	Education at primary, elementary and secondary level	021-3610171	39-154 Harare
Encotheni Primary	Public Primary School	021 387 3272	Primrose St Section A
Esam Esakho Isitiya	School vergetable garden project	078 1313622	43 Section Kwahlaza Street Impendulo P P School Makhaza
Esangweni	Public High School	021 363 1368	Ntenetya Rd, Kuyasa
Esihle Educare Centre	Educare	021 3871808	17 Comet Drive, Ikwezi Park,
Esiqithini Educare Centre	Educare	021 362 8689	43819 Phala Cresnt Maccasar Township
Faith Educare (ECD Centre)	Educare	021 3641164	B-533 Church Square
FAMSA Family & Marriage Society	AIDS awareness, soup kitchen, life skills education...	021 361 9098	E.505 Scott Street Town 1, Msiphulisane Centre
Fellowship Union Apostolic Church of RSA	Religious Congregation	072 6252125	44659 Ncwadi Street Macassar
Fikelela Childrens Centre	Victim support, food, shelter, couselling..	021 465 1557	20064 Christmas Tinto Street, Mandela Park
Founder Educare Centre	Educare	084 944 6326	44890 Gqugula Street Makhaza
Free Bethesda Zion Faith Apostolic Church	Religious Congregation	021 3612331	F-501 Mankayi Crescent
Free Bethisida Zion Faith Apostolic Church	Religious Congregation	083 9989169	M623 Site B
GAPA Grandmothers against poverty & AIDS	Educational workshops and support groups, income gen..	021 364 3138	J415 Qubaka Crescent Eyethu
Graceland Educare Centre	Educare	078 263 4094	36 Natchez Crescent, Graceland
Harry Gwala	Public High School	021 362 7500	Hlehla St, Macassar

Community Based Organisations

Health City of Cape Town	Reproductive health focus programme	021 360 1210	Lwandle Road
HIV & I	Health Clinic	073 166 9326	26 Jama Crescent
Homba Primary	Public Primary School	021 361 2879	Dyani Crescent D Section
Hope Community Project	Home based care for orphans & vulnerable children	021 387 4409	Harare
Hope World Wide	Childcare, home based care, counseling	021 361 8158	5th Floor, Metropolitan Life Building, Cnr Spine & Ntlanzane Roads
Hopolang Primary	Public Primary School	021 361 9335	Governer Mbeki St Town
HIV & I	HIV/AIDS awareness, support and care	021 367 1433	80 Ruth First Crescent, Mandela Park
Ikaya Le Themba	Home based care	021 5531979	472 Sigkoti St, L Section, Site B
Ikhaya Labantwana Educare Centre	Educare	021 3632185	38504 Posisa Street, Harare
Ikhusi Primary	Public Primary School	021 361 3290	Ntandazo Drive, U Section, Site B
Ikhwezi Housing and Development Association	Housing Association	021 363 5812	35-364 Nandi Str Harare Village
Ikhwezi Lomso Senior Citizen Club	Activities for the elderly	213614624	No 11 Fato Street, Ekuphumleni
Ikhwezi Youth Theatre Development	Using theatre for confidence/cultural interaction	021- 3643113	P 260 Qomiliso Crescent, Site B
Ikrele Community Gardening	Skills development and income generation	834761935	Sulani Road, P 921A Site B, Doratamana Pre-School
Ikukhanya Integrated Resource Management Institute	Advisory	021 361 9308	No 7 Vukuthu Street Ilitha Park
Ikwezi Youth	Youth entertainment, arts and drama	021 3614736	P260 Qomiliso Crescent Site B
Ilisa Lomzi	Workshops& support groups for people with HIV/AIDS	021 361 5246	34562 Ncumo Road Harare
Iisolomzi Aids Action Grop	AIDS support/ prevention/ care	021 361 5246	No 34734 Qhula Street, Harare
Ilitha Educare Centre	Educare	021 387 4556	A443A Site C
Ilitha Labantu	Counselling for women who are victims of violence	021361 7931	A500 Makhabeni Road
Iliwa LaPhakade Women Empowerment Project	Sewing, bead skills for HIV/AIDS patients	021 361 2248	E719 Makhabeni Road
Iliwala Phakade	Sewing, bead skills for HIV/AIDS patients	021 361 2248	E7 19 Makhabeni Street Esection
Ilitha Educare Centre	Private Primary School	021 387 4556	Site C
Imbasa Educare Centre	Educare	083 2489479	44314 Hluta Crescent, Macassar
Imizama Yethu	Sewing, bead skills for HIV/AIDS patients	021 363 1990	Cnr Phumana & Khamela Street
Immanuel Christian Church	Religious Congregation	021 387 4588	1280B Thatyambo Street Site C
Inkwenkwezi Educare	Educare	021 361 6080	W365 Site B Landzela Street
Inkwenkwezi Educare Centre	Private Primary School	021 361 6080	W365 Site B Landzela Street
International Ministers` Association	Religious Congregation	021 361 1066	E590 Silumko Street
Inthlanganiso	Public High School	021 387 5143	Njongo St Site C
Intshayelelo Primary	Public Primary School	021 361 0182	Singolamthi St Ilitha Park
Intyatyambo Community Project	Care cente for kids	021 361 9196	R600, Kota Crescent Site B
Inzame Zethu Educare Centre	Educare	021 363 043	40-659 Chasa Close Harare
Inzondelelo HIV Awareness & Soup Kitchen	HIV/AIDS awareness, support & care and soup kitchen	083 364 9271	Q224 Kula Crescent Site B
Iqhayiya	Public High School	021 361 5563	Mateta St, I section
Iqhude Theatre Production	Cultural interaction through theatre	078 1941 426	44 - 538 Gximfiza Street Mokhaza
Iselwa Lesizwe Theatre Company	Cultural interaction through theatre	021 364 5489	P 260 Site B Qomiliso Crescent
Isikhokelo Primary	Public Primary School	021 387 3255	Idada St site C
Isiphiwo Pre-Primary	Pre-primary school	021 531 8831	38502 Ncumo Road Harari
Isiphiwo Primary	Public Primary School	021 361 5992	Hlula St, Harare
Its My Right Emergency Accommodation	Emergency accomdoation for abused women/children	021 461 7348	23-988 Mandela Park
Izwi Labembola	Traditional healers, HIV/AIDS care and support	073 192 8825	B333 Site C Next to taxi rank
Joe Slovo	Public High School	021 361 3352	Rusasa Road
Jongimpilo Old Age Club	Activities for the elderly	076 596 2124	M470 Site B Gqadu Crescent
Joy for Life	Parental & youth Support Group	021 361 3320	Molteno Rd. Oranjezicht
Kahuthando	Youth development through arts/sport	073 084 8984	H529 Nokwazi Square, Zolani Park
Khanyisa	Shelter for HIV/AIDS children, orphans, abused children	021 367 0089	23069 Christmas Tinto Street
Khanyisa Educare Centre	Educare	078 315 7085	G283 Kakaza Crescent
Khaya Compu Centre	Computer training	021 706 8799	E2 Monza Street E Section
Khayelitsha Arts and Film Development Organisation	Film-making workshop; films to schools/communities	073 321 4851	A148 Thulani Street
Khayelitsha Craft Market	Craft market for Khayelitsha crafters	021 361 5246	Ncumo Rd, Harare
Khayelitsha Education Resource & Info Centre	Computer training, food gardening & environmental	021 361 1668	
Khayelitsha Golf Driving Range	Driving Range	021 425 0094	Cnr Spine Road & Mew Way
Khayelitsha Greening and Community Home-Based Care Project	Community home-based care & food provision	083 6869 846	Number 44 Ilitha Park
Khayelitsha Millennium Cycling Club	Cycling Club	021 361 2574	H 199 Msuthwana Street
Khayelitsha No 1 SNR	Public High School	021 365 0601	Tutu Ave, Maraza
Khaysia	Support groups for people living with HIV/AIDS	083 997 0384	
Khula Ngolwazi Educare	Educare	073 900 0671	4119 Enkanini Township, Macassar

Community Based Organisations

Khumbulani day care and youth support	Day care, support groups	021 361 1921	1 Section 225 Nanana Street
Khumbulani Orphanage Centre	Orphanage	021 361-1921	I 225 Nanana Street
Khutis Homecare Development	Nutrition for HIV/AIDS patients and TB patients	082 7261806	A 69 Zodiac Street
Kolping Crescent	Traditional healers, HIV/AIDS care and support	083 755 1903	Roman Catholic Church Opp Mew Way, Site C
Kolping Garden Group	Skills development and job creation	078 360 7258	C598 Site C
Kukhanyile Childrens Development Organisation	Children, youth development support	083 639 9946	40066 Baninzi Street Makhaza Khayelitsha
Kukhanyile Primary	Public Primary School	021 361 5120	Cnr Pama & Nkululeko Drive
Kusile Bahlali Community Development	Community development	021-3621079	20215 Joe Slove Crescent Mandela Park
Kuyasa Clinic	Health Clinic	021 363 0271	Ntlazana Street
Kuyasa Primary	Public Primary School	021 363 4313	Oscar Mpetha Road
Kwa Nothemba Workshop	Teaches life skills & sewing/woodwork etc..	021 361 1560	Phakamanani Hostel Street E Section
Kwa-Phumlani Gospel Singers	Choir	073 794 0514	No 44 Msobomvu Drive, Ilitha Park
Learn To Earn	Skills development and job creation	021 361 5972	30 Sixwayikati St Ilitha Park
Lerato Educare	Educare	073 754 9287	H.372.Langa Street
Lifeline/Childline	Counselling, training & education	021 361 9197	E505 Scotts Rd
Light House Early Learning Centre	Educare	213529	E110 Jordaan Circle
Lindeka Childrens Home	Childrens home	078 206 9579	40-298 Gqobhoka Crescent
Lisa Soup Kitchen	Soup Kitchen	079 297 1338	41-342 Thetha Street Macassar
Little Flower Pre-School	Pre-School	021 367 4578	21959 Emakhaya Villagae
Little Stare Pre-School	Pre-School	083 362 1862	No 168 Ntlazane Road, Ilitha Park
Lizo Nobanda Day Care Centre	Childcare with HIV, hospice, orphanage	021 363 0412	3746 Mbotyi Street, Harare
Lonceba	Training: domestic work, care giving, cleaning, gardening	021 361 1936	1 Kwebula St Ilitha Park
Lorna Mpofana	Support groups for people living with HIV/AIDS	072 496 3005	BT744 Site C
Lovelife	Motivation talks, bodywise, debate & condom distribution	021 361 0121	Youth Clinic, Lwandle Road Site B
Luhlaza	Public High School	021 361 3424	Makabeni Road
Lukhanyiso Christian Church in Zion of Southern Africa	Religious Congregation	073 835 4546	SST 436 Town Two
Lukhanyo Educare Centre	Educare	021 387 4233	C1130A Site C
Luleka Primary	Public Primary School	021 361 0164	Ncumo Road, Harari Ext
Luthando Educare	Educare	021 3645077	F F 115 Gaqa Street, Town Two
Luvuyo Clinic	Comprehensive Health Care to the public	021 367 1104	Hlela Road, Makaza
Lwandle Afterschool Care	Afterschool care for children	021 361 5101	J Section, Lawula Road
Lwandle Primary	Public Primary School	021 361 5101	Lawula Rd J Section
Medecins Sans Frontires	Health Clinic	(021) 364-5490	Sulami Drive, Site B
Mabhaza	Old age home	021 367 4188	23 Tinto St Makhaza
Makukhanye	Support groups for people living with HIV/AIDS	021 3871	
Makukhanye Health Promotion Project	Healthy living promotion	021 387 1648	3 Cherry Close Thembani Village
Malibongwe Senior Club	Activities for the elderly	021 361 8420	B 562 Mbolwa Crescent,
Mandela Park Community Church	Day care centre	021 362 5879	
Marang a Letsatsi	Childrens care/support network	021 367 2714	33-722 Dr Maruwu Cresent Mandela Park St. Francis Anglican Church
Masande Educare Centre	Educare	021 362 6879	42574 Khalima Street, Macassar
Masibambane	Nutrition and food gardens for HIV sufferers & other illnesses	021 364 1483	841 Gqathu Street Site B
Masibambane Community Gardening Project	Income generation / skills development	021 361 5374	M841 Gqadu Screcent Site B
Masibambane Senior Club	Activities for the elderly	021 461 8338	Resource Centre c/o Kulani Club
Masibambaneni Brickmaking Project	Brickmaking skills development	073 214 1363	35-878 Ncumo Road Harare
Masibulele S. S. Club	Social club	072 674 4544	A 505 B, Site C
Masijongane Project HIV/AIDS	Support groups, food parcels and soup kitchens for children.	021 361 3738	Great Comissin Baptist Church FF107 Hlontlo Street Town 2
Masikhanye Food Gardening	Income generation and skills development	021 363 3284	33477 Hlula Street Harare
Masikhuke Makhosokazi	Sewing training	083 513 2626	Cnr Lwandle & Spine Roads
Masimanyane	Old age home	073 411 5982	32394 Makhulu Crescent
Masimanyane - Sacla Day Care Centre	Day care for disabled children	021 364 5500	G. 173 Sihlopho Cresent
Masinedance Town 2	Support groups for people living with HIV/AIDS	021 361 3738	
Masinedane Childminding Project	Childminding	021 361 2977	Block I 88, Noludwe Street
Masiphakamisane Educare Centre	Educare	021 362 0438	20-177 Peter Mokaba St Mandela Park
Masiphathisane Home Improvement Project	Income generation for women	021 363 4212	35587 Gophe Crescent Harare
Masiphile Peace Garden	Gardening, vegetables and nurseries	073 363 4765	A 321 Makwelo Street Opp. Luhlaza High
Masiphile Peace Project	Gardening, vegetables and nurseries	073 363 4765	E Section.Solumko Road

Community Based Organisations

Masiphucuke Development Project	Working with ex-offenders, arts/job creation	021 3610043	E 607 Venus Street
Masiphumelele Primary	Public Primary School	021 365 0333	Hlehla Street Section 39
Masiqhame Trading	Skills development and job creation		44/379 Hlutha Street, Makhaza
Masithandane Senior Club	Activities for the elderly	021 461 8338	South African Red Cross Society Community Hall
Masithembane Educare	Educare	021 365 3573	No 37022 Macassar
Masivuke	AIDS care and support	073 538 7808	1231 Khayelitsha 7784
Masivuke Community Garden	Income generation gardening skills	021 361 2337	Section I 231, Nanana Street
Masiyile SNR	Public High School	021 361 3351	Bongo Rd and Pama Rd G Section
Masizakhe Community Food Project	Feeding scheme	073 609 7096	A208 Primary School
Masizame Creche	Creche	021 361-0606	53 Nkenjane Street Nobubhe, Iiitha Park
Masizame Educare Centre	Educare	021 361 0606	Masizame Educare Center No. 53 Nkenjane Street Phase II Iiitha Park
Masonwabe Educare Centre	Educare	021 361 2282	L 312 Sikroti Crescent Site B
Maternity Obstetrics Unit	Maternity and obstetrics assistanc	021 361 3480	Lwandle Road
Matthew Goniwe Clinic	Health Clinic	021 362 6100	Kwahlaza Road, Makaza
Matthew Goniwe Memorial	Public High School	021 361 3359	Nyathi St Site B
Mayenzeke Clinic	Health Clinic	021 367 1112	Fundana Road, Makaza
Mdzananda Animal Clinic	Vet	083 5488 277	Oupa Moenareng & Roy Mc Bride Street, Mandela Park
Medicines San Frontiers	Treatment for people with HIV/AIDS	021 364 590	Town 1 Properties Zolani Drive Site B
Men on Men	counselling, corrections programs	021 361 5246	Ncumo St, Harare
Messengers of God in Christ Ministries	Religious Congregation	021 361 9994	Q 63 Site B, Tsotsa Crescent
Michael Mapongwana M2M	HIV/AIDS Support	021 363 0144	
Michael Mapongwana Maternity Unit	Maternity health Care	021 361 3353	Steve Biko Road Harare
Missionaries of Charity	Accomodation, distribution of food etc..	021 361 3365	E504 Silumko Street
Missionary Sisters of Charity	Caring for the poor, hospice, homeless..	021 361 3365	
Mkikhanye Health Promotion	Home based care/ HIV/AIDS workshops	084 330 2063	3 Church Close Tembani
Mnayano	Public High School	021 361 1110	Msobomvu Drive, Iiitha
Monwabisi Educare Centre	Educare	021 361 0172	D14 Monde Street
Mpilisweni M2M	HIV/AIDS Support	073 294 2418	
Mpumelelo Educare Centre	Educare	021 365 2226	37070 Lulamile Crescent Makhaza
Mthawelanga Educare Centre	Educare	072 948 5732	39409 Phumla Crescent, Makhza
Mveliso After School Care Project	Afterschool care for children	021 361 5109	Sobambisa PP School T 616, Site B
Mzamomhle Educare	Private Primary School	021 365 3650	Hempe St, Macassar
Mzamomhle Educare Centre	Educare	021 365 3650	No 36 150, Macassar
Nande Beading, Painting and Refreshment Project	Community craft project	021 364 2936	A385 Zakhele Str
Nat' Snakho Western Province Womens Association	Enterprise development for women	021 361 5835	
Nazareth House	Day care, caring for AIDS orphans, hospice	021 3630412	37726 Mbotyi Street Harare
Nceduluntu Educare Centre	Educare	021 367 1273	23207 Mandela Park
Ndzananda	Vet		Cnr Pride St & Reggie Sept St Town 2 Village 4
New Millennium Educare	Educare	021 362 6926	44276 Hlutha Crescent- Macassar
New Teenagers Gospel Group	Choir	021 361 7274	V54 Site B
Nicro	Support for ex-offenders	021 361 4183	E 505 Scott Road
Nkazimlo Primary	Public Primary School	021 367 5302	Fukutha St Town 3 Village 3
NOAH (Neighbourhood Old Age Homes)	Homes for the elderly	021 361 3320	Z75 Maxamo Road Site B
Nobulungisa Senoir Citizen Club	Activities for the elderly	079 199 0615	60-475 Nobhanda Street, Kuyasa
Nocawe Mankayi & the Nonceba Family Counselling Centre	Support for victims of rape & violence	021 364 0135	
Nokhanyo Educare Project	Educare	021 362 6548	41823 Makhaza
Nokhaya Senior Club	Activities for the elderly	021 461 8338	Recreation Hall Site C
Nokwakha Educare	Educare	021 361 1592	24 Nkulumo street Ekhuphumleni
Nolubabalo Pre School	Pre-School	021 3871315	C 469A Site C
Nolukholo Senior Club	Activities for the elderly	021 461 8338	Nosiseko Community Centre Site B
Nolungile After School Care Project	Afterschool care for children	021 387 5506	Nolungile Primary School Site C.
Nolungile Primary	Public Primary School	021 387 1136	Jongo Ave Site C
Nolungile Youth Centre	Health Clinic	021 3871107	Solomon Tsuku Road, Site C
Noluthando Day Care Centre	Day care for children	021 361 5568	J 474 Mcewula Road
Noluthando Educare Centre	Educare	021 361 4572	CC 135 Town Two Londoloza Street
Noluthando Pre-School	Pre-School	021 361 2771	E 426 Wela Close
Noluthando Sewing Group	Job creation for the deaf	021 387 2209	B388A Mahobe Street, Site C

Community Based Organisations

Nomhle Educare Centre	Private Primary School	021 387 5776	Bhere St B977B Site C
Nomhle Educare Centre	Educare	(021) 387-3895	B977B Site C Tukai Crescent
Nomonde 2 Educare Centre	Educare	021 365 1599	39571 Hlehla Street Makhala
Nomonde Educare Centre	Educare	021 365 3575	39758 Hasana Street Makhaza
Nomsa Mapongwana Primary	Public Primary School	021 367 1460	
Nomthunzi Educare Centre	Educare	072 418 5913	37443 Nkanye str Harare
Nomzamo Creche	Creche	073 136 6791	M 307 Site B
Noncedo Educare Centre	Educare	(021) 3615002	N37 Site B Thango Jabavu Str
Noncedo HIV/AIDS Centre	HIV prevention/care and support	083 373 5678	44394 Qebengwana Street Makhaza Township
Nonkqubela Educare Centre	Educare	083 531 7899	D352 Dyanoi Crescent
Nonthuthuzelo Gardening Project	Gardening skills development	021 3875303	B596A Site C
Nontobeko Pre-School	Pre-school	021-3610915	W 116 Site B
Nosakhele Gardening Project	Gardening skills development	083 544 1743	A24B, Site C Gubayo Str
Nosapho Educare Centre	Educare	021 361 3730	F170 Taleni Squire
Nosisa Educare Centre	Educare	021 364-0577	M 503 Site B
Nosiseko Educare Centre	Educare	021 361 2974	X 532 Lali Street, Site B
Nosizwe Educare Centre	Educare	021 364 1143	No J416 Qabaka Crescent
Nothemba Educare Centre	Educare	073 378 0040	K Section Site B, No 21 Mngquma Street
Ntsebenziswano Childrens Home	Childrens home	073 583 4664	42266 Qhela Crescent, Macassar
Ntwasahlobo Primary	Public Primary School	021 361 5104	Bangiso St Y Section
Oliver Leaf Foundation	HIV prevention/care and support	021 361 8158	Spine Road
Palesa National Road Safety Project	Health & safety	021 3611668	C188 Velani Crescent
PGWC	HIV/AIDS support and care	021 361 347	Site B Day Hospital
Phambili Visual Impaired People Bangane	Crafts by visually impaired	021 361 0960	Cnr Spine Road and Lwandle
Phanduluazi Pre-Primary	Private Primary School	021 387 2712	Galazy Crescent, Ikwezi Park
Phandulwazi Educare Centre	Educare	021 387 2712	1A Galaxy Crescent, Ekwezi Park
Phaphamani Pre-School	Pre-school	021-3627932	43259, Thanda Street, Twon 3, Village 2, Makaza
Philani Project	Nutrition and childcare /income generation	021 387 5124	
Philisanani Community Health Club	Developing a culture of health	021 364 5988	39 Msobomvu Drive Ilitha Park
Pinkise Educare Centre	Educare	021 361 7497	N21 Nggika Street, Site B
Police Station	Police	021 3613330	Bongo Drive
Police Station	Police	021 361 1784	Makabeni Road
Police Station	Police	021 363 9014	Steve Biko Road
Positive Muslims	HIV/AIDS support, education & awareness	021 448 7642	
PPASA	Reproductive health focus programme	021 365 0880	36527 Hlala St Makasar
Qamani Training Centre	Sewing and design	073 125 9190	Lwandle Road
Qondisa Education and Training	Childhood development training	021 387 1927	18 Capital Drive Tembani
RAPCAN	Child abuse awareness, working with children	021 360 1471	Nonqubela Street
Rape Crisis	Rape survivors support	021 447 1467	89 Msobovy Drive Ilitha Park
Red Cross	HIV/AIDS Support	021 3630850	
Red Door Advice centre	New business support	021 362 6621	Winkle 9, Makhaza Shoprite Spectrum
Sakhe Educare Centre	Educare	072 755 0969	DT S6 SITEC
Sakumlandela Primary	Public Primary School	021 361 3404	
Samila Gender Counselling and Support Services	Counselling & support for adults	021 361 2423	A453 Velile St.
SANCA	Drug counselling & support	021 364 5510	#E505 Scott Street
SANCO	Civic organisation, advocact, HIV/AIDS	076 880556	K19 Site B
Sibongile Day and Night Care Centre	Home for disabled children	021 361 3411	D Section Site c Phakamisa
Sikusile Bahlali	Community advocacy, early development, HIV/AIDS	021 367 5696	20215 Joe Slovo Cres Town 2 Village 4
Simameleni	Child abuse awareness, working with children	021 361 5246	34562 Mcumo Rd Harare
Simanyene	Support groups for people living with HIV/AIDS	021 361 0121	
Simelela Rape Survivors Clinic	Rape counselling, contraception, STDs etc..	021 361 4384	Site B Day Hospital
Sinesipho Educare	Educare	021 361 9196	M651 Site B
Sinethemba Community Project	Feeding and uplifting the community	021 363 1822	33604 Diya Street, Harare
Sinoxolo Gospel Choir	Choir	021 361 5008	P389 Site B
Siphamandla Educare	Educare	073 272 5162	35774 Jingi Street,Harare
Siphamandla Senoir Citizen Club	Care for the elderly	082 613 7261	Manyanani Peace Park A. Section
Siphulemelele	Sewing	021 363 5682	34837 Kofu Street
Sisonke	Support groups for people living with HIV/AIDS	021 3871200	

Community Based Organisations

Site B ARVs	Support groups for people living with HIV/AIDS	021 364 9836	
Site B M2M2B	Support groups for people living with HIV/AIDS	076 150 9554	
Site B Youth Centre	Health Clinic	021 364 8133	Lwandle Road, Site B
Site C ARVs	HIV/AIDS Support groups	021 387 1038	
Siyakha Educare	Educare	(021) 3870858	C503 A Site C Dodwana Crescent
Siyamkele	HIV/AIDS Support groups	021 387 1200	
Siyanda Educare Centre	Educare	021 363 4575	33958 Harare
Siyangoba Theatre Project	Arts & drama	021 361 2674	G 196 Siseko
Siyaphambili Community Care Centre	Children & Youth Empowerment & Counselling	078 073 5447	23-909,Mandela Park
Siyazama Disabled Self-Help Association	Support for disabled people	084 302 1018	56-926 Mnga Crescent Thubelitsha, Maccassar
Siyazenzela Lesbian, Gay, Bisexual, Transgender, Intersexed	Sexual orientation support/ counselling	021 323 7673	43-814 Phala Crescent Makhaza
Sizabantu Educare Centre	Educare	078 522 3620	36164 Hempe Street,Makhaza
Sizamile Youth Development Project	Community youth support organisation	083 510 6924	A261 Nqawe Street
Sizimisele	Public High School	021 364 0078	Steve Tshwte Rd, Mandela Park
Sizisa Ukhanyo Educare Centre	Educare	021 363 2065	555-38 Mpofu Street Kuyasa
Sobambisana Primary	Public Primary School	021 361 5109	T616 Site B Bangiso Drive
Solomon Mhalangu Educare Centre	Educare	082 489 2155	M759 Site B
Sompondo Soup Kitchen	Soup Kitchen	021 364 9717	58 Mpangele Road Lita park
Songoba	Soup kitchen and food packs	021 361 4410	830 Bida Street Mustadafin
Sonwabile After School Care Project	After school care	021 387 1655	Vuzamanzi Primary School
Sonwabile Safety Home	Safe house for children	083 368 0271	35728 Phanda Crescent Harare
Sophumelela Educare	Educare	021 361 7356	R304 Site B
Sophumelela Pre-School	Pre-school	021 361 5246	34562 Nkomo Road Harare
Sosembenza Primary	Public Primary School	021 361 6218	Nkululeko St Site B
SA National Council for Alcoholism & Drug Dependence	Prevention education, learners assistance etc...	021 364 5510	E505 Scotts Street
Soyisile Primary	Public Primary School	021 361 5070	Nkululeko St Site B
St Francis Anglican Church	Support groups, home care visits, food parcels etc...	021 367 3833	
St Lukes Hospice	Support groups for people living with HIV/AIDS	021 3630016	
St Michaels Anglican Church	AIDS support group, counselling, food parcels etc...	021 361 5246	
St. Michaels Anglican Church	Pre-school/ centre for abused children	021 534 2963	
Step by Step pre-primary	Private Primary School	021 387 4999	50555 Mpangele St
Step By Step Pre-School	Pre-school	021 3874999	Plot no 50555, Mpangela Street
TAC	Education on treatment for HIV/AIDS	021 364 5489	Town 1 Properties Sulani Drive Site B
Tankiso Skill Development Project	Arts & skills development	083 432 3820	44 Chris Hani Crescent Mandela Park
Thand'Abantwana Day Care	Childrens daycare	021-4096180	S 57 Site B
Thandolwethu Early Childhood Development	Child day care	021 361 9196	19416 Mandeza Park Site B
Thandulwazi Educare Centre	Private Primary School	021 361 0090	Benyo Crescent
The 'P' Section Association for Children and Youth	Soup kitchens and food (children & adults). Computer classes	021 361 1504	P98 Bongo Drive P Section, Site B
The Caring Network	Home-based care, health education	021 361 4343	CN Centre:Luvuyo Crescent Eyethu
The Christ Zion Church in South Africa	Religious Congregation	021 593 3318	J36 Nothobile Square
The Gospel Church of Power of R.S.A.	Religious Congregation	021 361 3086	A8 Zodiac Street Kulani Park
The Nonceba Centre Trust	Family counselling	021 3640135	Tanga Street,Eyethu(Town !, Village 2)
The Salvation Power of God Church in Zion	Religious Congregation	021-3614461	AA107 Khakisa Street Griffiths Mxengge Town Two
Themba Care	Care for people with AIDS	021 365 0850	Hlala St Makaza
Thembani Preschool	Educare	021 361 3198	2113 Jama Crescent
Thembeka Educare Centre	Pre-school/ centre for abused children	021 387 3566	B 693 A Site C
Thembela Educare Centre	Educare	021 361 1993	A195 Tulani Street
Thembelihle	Public High School	021 364 2144	Govern Mkbeki Rd Town 2
Thembelihle Educare Centre	Educare	021 3874525	B1046B Site C
Thethela Community Health Project	Health Clinic	021 3871 639	C 25 Site C
Thokozani Brothers	Empowering youth through music	021 361 8158	T36 Site B
Thozama Pre-School	Pre-school/ centre for abused children	021 364 6835	14 Sicukujeje Cres Pakamisa Park
Town Two Clinic	Health Clinic	021 361 8596	Zibonele & Manyano St, Town 2
Traditional Health Practitioners	Counselling bereaved & HIV/AIDS patients	021 3627419	
Ubuntu Health Project	Health Clinic	021 361 6012	No 106 Mthawelanga Street, Litha Park
Ukwanda Pre-School	Pre-school/ centre for abused children	084 830 0992	42-351 Malume Crescent,Macassar
Ulwazi Youth Cultural Organisation	youth development through music	083 587 4720	93 Zodiac Street, Kulani Park

Community Based Organisations

Umananyo Lomama Support Group	Job creation for women - food gardening & chicken farming	021 361 0129	
Umananyo Educare Centre	Educare	021 367 4334	72 Chris Hani Crescent Mandela Park
Ummangaliso Primary	Public Primary School	021 361 3641	Bangiso Drive T617 Site B
Umtha (Ray of Light)	Trains women in jewelry making	021 697 0871	
Umtha Welanga	Support groups for people living with HIV/AIDS	021 361 7863	7 Masiphulisane Scott Str
Umthawelanga Primary	Public Primary School	021 361 8763	Thokozi Road, Ekuphumleni
Umthombo Woluntu Development Excellence (UWDE)	Social transformation	082 785 2733	V55 Site B
Umzomhle Educare	Educare	083-9533668	TR 1420 Site B
Umzomhle Food Garden	Food Gardening	083 9533668	TR 1420 C, Site B
Uncedo Lwethu Soup Kitchen	Soup Kitchen	021 367 1664	Steve Biko Road, Harare
Uniting Nations International Ministries	Religious Congregation	021 372 3378	30 Saturn Crescent Khwezi Park
Unqulo Lwase Afrika	Cultural/traditional (initiation-related)	021 387 1200	42-212 Xelela Street Macassar
Uphuhlo Educare Centre	Educare	073 284 4165	A 761A Site C
Usasazo	Public High School	021 364 1695	Bangiso Drive, Y Section, Site B
Uvuselelo Loluntu	Alcohol/drug abuse awareness (adults/youth)	083 240 3239	57033 Simanye Street ,Siyahlala
Uxolo	Public High School	021 367 3706	Bathandwa Ndodo Rd., 20 Section
Uzuko Lwakhe (His Glory)	Counsells HIV/AIDS patients & unplanned pregnancies	021 362 1389	
Vukucinqe Educare Centre	Private Primary School	021 387 1814	Site C, Nsongo St
Vukuzenzele Matthew Goniwe Project	Food Gardening	073 853 0078	Nyati Street, Matthew Goniwe High School,
Vuselela Primary	Public Primary School	021 387 1134	A Section Site C
Vusisizwe Children's Project	Food parcels, day-care centre and support for orphans, vulnerable children and people affected and infected with HIV and AIDS.	213653776	31527 Hlika Street;Makhaza
Vuzamanzi Primary	Public Primary School	021 387 1655	Road A Site C
Way Of Life Church Cape Town	Religious Congregation	021 364 5632	Resource Centre A Section
Wezokuhle Day Care	Private Primary School	021 387 3028	18 Galaxy Crescent Ikwezi Park
Xauka Women Empowerment Programme	Life coaching and support for women	021 362 9209	43406 Paul Avenue Makhaza
Xhasanani Project for Disabled People	Support for people with disabilities		R478 Site B
Yibanathi Educare Centre	Educare	073 093 0425	Bohwabisi Park Site C Section
Yomelela Primary	Public Primary School	021 361 3404	Benya Street L Section Site B
Yonelani Educare	Educare	072 308 8890	32-776 Lwesine Street Macassar
Young Men Christian Association Khayelitsha	Building a healthy spirit, mind and body for all	021 3612864	FF 142 Phangela Creascent, Town Two
Youth Champions	Promotion of sports in community	021 361 7471	
Youth Development Forum	Home based care, HIV/AIDS training	083 6164245	472 Siggoti St, L Section, Site B
Youth for Change	Taking young people off the streets	084 263 1533	Q136 Site-B
Zakhele Clinic	Health Clinic	021 361 1113	Zakehele Road
Zamani Educare Centre	Educare	021 6372294	11 Sabatha Dalindybo Crescent Mandela Park
Zanokhanyo Youth Development Club	Reach out to troubled youth/ crime prevention	021 367 2459	22 Section Anton Community Center Mandela Park
Zanokhyano	Home management, training & placement for unemployed women	021 363 1782	
Zanoxolo Educare Centre and Community Development	Educare	021 361 6245	25 Nzanxadi St Ilitha Park
Zenzele Training and Development	Skills training	021 361 1840	Corner Spine Road & Lwandle Road
Zero To Hero Community Development	Aims to reach youth at risk	021 439 4721	E149A Mpangele Street, Chris - Hani Site C
Zibonele M2M	Support groups for people living with HIV/AIDS	072 952 4173	DD Block Manyanani Town 2
Zimele Educare Centre	Educare	021 365 0055	31348 Futha Street
Zingisani Educare Centre	Educare	021 361 1722	I-252 Nanana Street
Zisulwazi Community Network	Skills devlopment/finance/technology for poverty alliviation	021 384 7366	Moses Mabhidla Library,Tungwane Street,Site C
Micro-MBA	Empower existing and aspirant business people with skills. The Business Place trainers are trained by Micro MBA	021 461-1321	Based in Oranjezicht - private company, service whole of SA
Mfesane	Managerial guidance, advice, admin and financial support to NPO's	021 945-3992/5	Based in Bellville. Service Crossroads, Khayelitsha
National Emerging Organic Growers	Train community members in agriculture and business	083 316 2797	Khayelitsha

Community Based Organisations

CROSSROADS

ORGANISATION	DESCRIPTION	TELEPHONE	ADDRESS
Beautiful gates AIDS care centre	Home for HIV/AIDS infected children	021 371 7107	5 Klipfontein Road
Crossroads 1 Clinic	Health Clinic	021 374 1144	Old Klipfontein Road
Crossroads 2 Clinic	Health Clinic	021 374 1113	Lansdowne Road
Joyce Ndinisa Educare	Educare	021 3850 964	No 2 Cnr Situlo Road and Joyce Ndinisa
Mzamomhle Clinic	Health Clinic	021 374 1173	Sagwityi Rd, Browns Farm
Phulami Clinic	Curative health care by doctors	021 447 2404	
Themba Tutorials	Help for high school students on Saturdays	021 447 2404	

Philippi

Organisation	Description	Telephone	Address
Cape Town Job Creation Centre	Busines advice & counselling	021 371 6100	
Get Ahead Foundation	Small business management training	021 371 0621	
Ikamva Labantu (Future of our People)	Skills training for self employment	021 461 8338	
Nolithema Etwel Bolisi & Noncedo Educare	School/creche	021 371 7567	
Philippi Clinic	Health Clinic	021 692 1161	Lansdowne Road
Phumlani Clinic	Health Clinic	021 371 7170	3719 Stock Road
Samsons School of Welding	Welding coueses	021 340 004	
The Business Place	Walk-In Centre for entrepreneurs (focus on youth)	021 371 3350	1 Cwango Crescent

Nyanga

ORGANISATION	DESCRIPTION	TELEPHONE
Uzuko Womens Organisation	Identifies and initiates income generating projects.	021 385 0190
Western Cape Black Builders Association	Association for black builders	021 385 1203

Manenberg

Organisation	Description	Telephone	Address
Saartjie Baartman Centre for Women & Children	Centre for women & children who experience domestic/sexual violence	021 6335287	Klipfontain Rd Manenberg
Selfhelp Manenberg		021 691 5925	9A Scheldt Road
Proudly Manenberg			Scheldt Road

Mitchells Plain

ORGANISATION	DESCRIPTION	TELEPHONE	ADDRESS
Bonke Crafts	Projects teaching people crafts e.g. beadwork, sewing..	072 250 8202	
Bright Ideas	Design and sewing		
Child Protection Unit	South African Police Services to abused children	021 361 3328	
Eastridge Clinic	Health Clinic	021 392 7125	1st Avenue
Ethels Place	Street childrens centre	021 691 9574	
Lentegeur Clinic	Health Clinic	021 371 2126	Merrydale Street
Lost City Civics and Development Forum	Food gardening projects to counter unemployment	021 3979775	
MP Advice Office	Community based business advice centre	021 392 2887	
MP Business Initaitive	Business advice and access to finance	021 3761345	
MP Community Development Corporation	Dev community integrated food iniatives for establishment of SMME's	021 392 3152	
MP Garment Manufacturers Association	Assists CMT's in Mitchells Plain.	021 376 7820	
MP Youth Development Programme	Socio-economic development for youth	021 326 101	
NICRO	Small business assistance & training	021 474 000	
Red Door Advice Centre	New Business Advice	021 3762377	
Rocklands Clinic	Health Clinic	021 3925121	Park Avenue
Route Six Taxi Association	Taxi association	021 374 8660	

Community Based Organisations

Satellite Mandalay	Health Clinic	021 374 1144	Ryan Way, Mandalay
South African Democratic Nurses Union	Workers rights etc..	021 370 1111	
St. Luke's Church	Support Group for the physically challenged	021 683 6197	
Tafelsig Clinic	Health Clinic	021 3978195	Kilamanjaro Road
Umzi Kantu	Sewing and beads	084 776 8561	
Weltevreden Vallye Clinic	Health Clinic	021 3724430	Oliver Tambo Drive
Westridge Clinic	Health Clinic	021 3924124	Westpoort Road
Jireh Centre		021 371 2178	Portlands

Gugulethu

ORGANISATION	DESCRIPTION	TELEPHONE	ADDRESS
Africa Unite	Support/education/lifes skills for youth	217615556	Ny Nr 41
African Farmers Association of SA	Small black famers assoication	021 421 2027	
Al-Jihaad SA Islamic Organisation	Religious congregation	021 692 1532	Nuruclein Centre Ny 4
Alpha Educare	Educare	021 633 6428	c/o Pentecostal Protestant Church NY 112 Plot No. 34
Ebuhlanti Men Against Domestic Violence	Aims to change mindset of males	216379427	NY 22 No. 24A Masizakhe Centre
Food & Allied Workers Union	Union for food and allied industries	021 637 9040	Corner of NY 1 & Ny 110 Vuyisile Mimi
Gugulethu Community Centre	Youth & Women running domestic violence workshops	021 637 4420	
Gugulethu United Youth Project	Youth development programme	021 699 1379	22A NY 78, Section Four
Gugulethu Parlegal Advice Office	Legal advice for community	021 637 9596	Masizakhe Centre Catholic Welfare Development Ny 22 Office nO 09 Section I
Helping Hand Support HIV/AIDS Project	HIV/AIDS awareness/prevention/care	021 386 0319	10 Siwa Street, K T C
Helping Hands Educare Centre	Educare	021 385 1225	10 A. Siwa ST.K.T.C
Ikhwezi Community Service Project/ Nasisebenzisane	Educare	021 385 0190	1734 African Apostolic Faith Mission Church J Nontulo Street, New Cross Road(Ndidid Str New Cross Road)
Ilinge Lokuphila Health Care Services	Health clinic	021 6333 458	C/o Masizakhe Centre C.W.D Ny 22 No 24 A
Ilitha Labantu	Councelling and support for women who are victims of violence	021 633 2383	Ny 22 26A Gugulethu
JL Zwane Centre for Training	Skills training for self-employment	021 638 2688	Presbytarian Church
Khanyisa Community Church	Job creation, counselling, food etc...	021 762 6989	
Kuyasa After School Care Project	After school care for children	072 213 7143	Siyazingisa Primary School Ny 132 Box 66
Kwa-Nontuthuzelo Workshop for the Disabled	Activities for the disabled	021 638-7174	Uluntu Centre NY 108
Lagunya Business Association	Black Business Owners (Group of shops)	082 974 2391	NY/ 99/62
Lehlohonolo Pre-Primary School	Pre-primary school	083 512 6912	NY 137
Library	Library	021 633 2521	NY 144 Gugulethu
Manata Educare Centre	Educare	021 637 8625	NY11-No 115
Masikhule Fostering Home Care	Foster home	021 385 0938	315 Makholwa Street New Crossroads
Masiphile Bafazi Partnership Against Aids	HIV/AIDS awareness/prevention/care	021- 633 9933	2 Khanyeni Close Sakhumzi Villas
Masithembane Development Foundation Association	No response	021-6337765	NY 102 No 37
Mbalentle Educare Centre	Educare	021 637 2770	N Y 1 No 201
Mizpah Educare	Educare	082 739 7066	D-95 Monwood Phillip
NACWC - FOFA Project (FOF)	Entrepreneurial development	021 6890420	
New Siseko Educare Centre	Educare	021-6333705	NY 43
New Wine Foundation	Mentorship & Motivation for men	021 637 8957	8 Khayaletu Street,Malunga Park
Nombasa Senior Club	Activities for the elderly	021-6379625	Gugulethu Sport Centre NY1
Nompumelelo Educare Centre	Educare	082 517 9707	Ny 130 No 91
Nomzamo Educare Centre	Educare	021 638 4612	Cnr of NY 135 & 136
Nondzame Educare Centre	Educare	021 638 6349	NY5 no38-40
Nonkqubela Day Care	Day are	021 638 5771	Cnr Ny 50/53
Nonkululeko Educare Centre & Parents Association	Educare	021 637 3404	cnr NY 117 & NY 144
Noxolo Educare Centre	Educare	021 638 2147	NY 7 No 16,
Phumlani for the Aged	Old age facilities	021 637 6256	Ekuphumulemni Centre Ny 1
Self-Employed Womens Union (SEWU)	Capactiy building, business skills training, networking	021 637 0328	
Sisonke Association	Entrepreneurial association	021 633 5215	NY 123 No. 2 Gugulethu
Sisonke Project	Clothing mnaufacturing/community empowerment	021 637 4402	
Sivuyile Technincal College	Various courses at tertiary level	021 637 0606	Cnr NY 1 & NY 4 Gugulethu

Community Based Organisations

Siyizamile Pre-School	Pre-school	021 633 2435	Cnr NY3A & NY78
Sonia Mzondwase Moyo Memorial Trust	Socio-economic facilities to uplift community	021 633 2276	Ny 50-37
St.Mary Magdelene HIV/AIDS Task Team	HIV/AIDS awareness/prevention/care	021 633 6585	C/o Ny 2& Ny 3
Sunrise Farmers Association	Micro-Farmers Association (Pre School)	021 633 6067	Mrs Sameuls Fredendal Str Athlone
Tembalabantwana (The Star Fish foundation)	HIV/AIDS support & job creation	082 493 7622	
Thanduluntu After School Care	After school care for children	083 0201227	Intshinga Primary School,NY 138
The Christian Centre Church International	Religious congregation	021 6990597	Corner OF NY5 And NY6
Uluntu Pre-School	Pre-school	021 631 2418	Ny 108
Umtha (Ray of Light)	Trains women in jewellery making	021 697 0871	Mowbray
Vegatable Gardening Foundation for Western Cape	Skills development for gardening	021 638 7521	Ny 114 No. 34
Volcano Arts Project	Arts techinf and lifes skills for youth	083 663 7262	No 43, Ny 148
Vukani Black Arts	Art workshops	021 694 6611	40 Tambo Street Luyoloville
Vukuhaube Self Help Association for the Disabled	Skills development, job creation for disabled adults	021 633 4499	
Vuyolwethu Senior Club	Activities for elderly	021 6385144	Ekuphemleni Old Age Home NY1 Gugulethu
Western Cape AIDS Support Organization	AIDS support and care	021 637 8681	No 14 Uluntu Drive Malunga Park

All Areas			
ORGANISATION	DESCRIPTION	TELEPHONE	ADDRESS
Abafundi Multi-purpose Centre	Children's centre	021 699-1463	
Adullam Community Services		083 503 1107	
Astra Centre	Job creation for adults with intellectual disabilities or psychiatric illnesses	021 465-4200	
Black Umbrellas	support and mentorship to emerging black businesses	021 447-1414	Cape Metropol
SACCOL	SACCOL members offer financial and business development services to their clients		Serve all areas
Great Commission United	Crime prevention. Assisting youths to establish their own businesses	021 633-6876	Heideveld
Hearts of Men	Mentoring, educational support and social guidance to young people at risk	021 845-5325	
Inkubeko Community Arts Development and Sustainability	Train children & young adults in African music		
Jungle Theatre Company	Theatrical events to address environmental and social issues	021 788-5641	
Khulasizwe Institute of Development	Assist high school students to have access to tertiary facilities. Also do skills development - Youth Focus	021 487-2036	
Kenfac Meals on Wheels	Provide meals and support to elderly, frail and disabled in poor communities	021 593-2170	
Khaynet	Internet Café	021 361-4736	
Learning Through Fun	Learning Programmes for children and youth	083 680 1040	
Londolozani Orchids - Women in Business	Business-skills development for women in horticultural industry	082 465 4687	
Men on the side of the road	Training for men to be more skilled in manual labour	021 448-9000	
Menngos	Network of independent service providers that service small & micro entrepreneurs	021 761-2373	
Mosaic Training	Skills development for abused women	021 761-7585	
Mothers Unite	Food project, library project, arts & craft project for children and youths	021 712-1359	Lavender Hill
MyLife Project	Create opportunities for marginalised youth	021 434-5072	
New African Theatre Association	Theatre training to disadvantaged young performers and theatre productions focussing on social issues	021 696-2392	
Nadezhda Job Centre	Skills dev for unemployed people and find work	021 982-0079	
Ncedululuntu Sanctuary Trust	Community-based residential and day-care for HIV+ children and AIDS orphans	021 851-3589	
Nokuthembeka Home Base Care Response		021 386-1764	
New Day Organisational Development Services	Support NGO's and churches to strengthen their services	021 761-7807	
OIL Reach Out	Youth Development through peer education	021 782-0700	Based in Fish Hoek
The Parent Centre	Support for parents to teach them healthy parenting skills	021 762-0116	
Philippi Trust South Africa	Counselling and training at an affordable cost	021 852-7659	
Place of Hope	Emergency assistance to abused women as well as skills development and job creation initiatives	021 697-2019	
Rainbow Educare	Educare with feeding scheme	021 701-0065	
South African Institute for Entrepreneurship	Dev entrepreneurial culture amongst educators and youth	021 447-2023	Observatory. Service nationally

Community Based Organisations

SA Riding for the Disabled	Therapeutic riding lessons for disabled children	021 794-4393	Constantia
National Youth Development Agency	promotes entrepreneurship, job creation, skills development and skills transfer among South Africans between the ages of 18 and	(021)415 2040	31 Heerengraccet, Cape Town
Thembalitsa Foundation	AIDS Hospice for babies and toddlers	021 637 8337	Bridgetown

ORGANISATION	DESCRIPTION	TELEPHONE	ADDRESS
Afrikaanse Christelike Vroue Vereeniging	Welfare organisation.	021 461 7437	61 Caledon St, Zonnebloem
Beautiful Gate AIDS Care Centre	Residential care for HIV-positive children	021 370 2500	73 Stock Rd, Lower Crossroads
BADISA Head Office	Poverty alleviation and the social consequences of the HIV epidemic	021 957 7130	Marturia Centre, 11 Pastorie St, Bellville
Black Sash	free paralegal advice and assistance in obtaining social grants.	021 425 3417	3rd Floor Matador Centre, 62 Strand St
Cape Flats YMCA	Lifeskills and education - youth and adults	021 391 1096	7 Pisa Close Portlands, Mitchells Plain
Cell-Life	improve the lives of people infected and affected by HIV in South Africa through appropriate use of technology	021 469 1111	80 Roeland St, 80 Roeland St, Cape Town
Empilweni	Mental health counseling to children and youth who have been exposed to stresses such as violence and abuse	021 361 7063	Metropolitan Building, Cnr Spire and Ntlazane Streets, Khayelitsha
FoodBank South Africa	Providing food support to organisations working to alleviate poverty and support families affected by HIV and AIDS	021 371 7094	Philippi Fresh Produce Market, 1 Market St, Philippi East

SETYSA

Social entrepreneurship development targeting unemployed youth in South Africa

Project summary



SETYSA is a project facilitated by the International Labour Organization (ILO), a specialized agency of the United Nations, in collaboration with various South African institutions. The project seeks to support the ILO's constituents and partners in their efforts to promote social enterprise development in South Africa, supporting progress towards a conducive enabling environment and the development of appropriate business development service products for potential social entrepreneurs, with a particular but not exclusive focus on youth entrepreneurs.

What we do



Encouraging informed debate on the enabling environment for social enterprise development in South Africa:

The project is supporting a comprehensive programme of research and policy dialogue intended to strengthen the capacity of South African policy level stakeholders to conceptualise social enterprise development, and to make informed decisions regarding possible policy options in South Africa.

Developing appropriate business development service products for potential social entrepreneurs:

In collaboration with the African Social Entrepreneurs Network and local business development service (BDS) facilitators and suppliers, the project is developing and piloting a toolbox of tailored training materials, adapted to the reality of social enterprises. The project is also working with BDS facilitators and providers to develop tailored social BDS products drawing on the toolbox content, and aims to promote access to these products through existing institutions and delivery mechanisms. The toolbox and other outputs of the project are hosted at www.asenetwork.org.

Stimulating awareness of social enterprise and demand among potential social entrepreneurs for social enterprise training and advisory services:

The project is working with business development service providers at local level in pilot communities to run social business plan competitions which seek to raise awareness, identify potential social entrepreneurs and to create demand for social business development services.



Contacts

International Labour Organization - Pretoria Office

Crestway Block C
3 Hotel Street, Persequor Park, Pretoria
PO Box 11694, Hatfield 0028, South Africa

Tel: +27 (0)12 818 8000
Fax: +27 (0)12 818 8090

The SETYSA project is funded by the Ministry for Foreign Policy of the Flemish Region of Belgium