



Annual Report 2015



Vision: No-one should have to live on our streets.

Mission: To help the homeless back to a home, family and community.

Method: To make available temporary shelter, rehabilitation opportunities, social welfare services, family reunification services, physical care and support to adults living on the streets.



Agenda

The Haven Annual General Meeting is one of the most important events in The Haven's calendar. We share some memorable moments and reflect on our work. During the AGM we agree on the membership of the Board of Management to take us forward into the future.

The agenda for the AGM 2015 is as follows:

1. Opening prayer
2. Welcome
3. Attendance and apologies
4. Adoption of minutes of the AGM of 27th September 2014
5. Presentation of the Annual Reports 2015 for approval
 - 5.1 Chairman's report: Mr. Terence de Jongh
 - 5.2 CEO's report: Mr. Hassan Khan
 - 5.3 Treasurer's report: Mrs. Brenda Coetzee
 - 5.4 Adoption of the Annual Reports
 - 5.5 Appointment of the auditors
6. Testimonies
7. Election of 6 directly elected members to the Board of Management as per section 9.1.1.(a) of The Haven Constitution.
8. Announcement of the names of the Shelter Elected Board Members as per section 9.1.1.(b) of The Haven Constitution.
9. Vote of thanks



THE HAVEN NIGHT SHELTER
Public Benefit Organisation
18/11/13/2172 NPO 002-831

Our vision: "No one should have to live on our streets".

Our mission: "To help the homeless back to a home, family and community".

This year more than

3650

People assisted

Invitation to 37th Annual General Meeting

You are cordially invited to attend the AGM of The Haven Night Shelter W.O.

Saturday 5 September 2015

Time: 10:00am till 12 noon
Venue: The Haven Retreat
10th Avenue, Retreat
Please RSVP to info@haven.org.za

Client Statistics Financial Year 2015

<p>Male 75%</p>  <p>Female 25%</p>	<p>Average</p>  <p>46 years</p>	<p>57% no income</p>  <p>43% some income</p>
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Find us on

www.haven.org.za

Or give us a call:

021 425 4700

BANK FNB 500 500 100 04 | The Haven Night Shelter | Branch: 201409

The Haven published this ad to welcome new members and other people who are interested in our organisation. Cape Times | Cape Argus |



Minutes AGM 2014

36th ANNUAL GENERAL MEETING *of the*

THE HAVEN NIGHT SHELTER WELFARE ORGANISATION

held from 10h00 on Saturday 27th September 2014

At The Haven Night Shelter, 10th Ave, RETREAT

1. **Opening Prayer:** Rev. Slingers read a passage of scripture from John 14 and led us in prayer.
2. **Welcome:** Mr T de Jongh welcomed everyone present especially Rev. Knoble from Mossel Bay.
3. **Apologies** were recorded for Dr. Zenobia Carolus, Felicity Purchase, Michael O' Connor, JD van Wyk and Cathy Solomons.
4. **Adoption of Minutes** of the AGM held on 31 August 2013
Proposal for adoption: P Bam | Seconded: Mr Copperfield
5. **The Annual Reports** were presented for approval
 - 5.1 Chairman's report - Mr. Terence de Jongh
 - 5.2 CEO's report - Mr. Hassan Khan
 - 5.3 Treasurer's report - Mrs. Brenda Coetzee
Adoption of the Annual Reports
Proposal for adoption: Marcelle Williams | Seconded: Patricia Francke
 - 5.4 HLB Marx Gore was appointed as the auditor.
Proposal for appointment: Mrs. Brenda Coetzee | Seconded: Mr. Terence de Jongh
- 6.1 **The Haven Presentations:** Rev. Robert Noble of Haven Mossel Bay presented the background on how Mossel Bay shelter was started in 2007. The Municipal manager took up the challenge. A building was found and community support was obtained. Committee was started as of 2009. The building was in a state of disrepair and renovations were done. Petro SA, Mossel Bay Municipality and The Haven each gave R1mil. Staff were appointed and work well together. The Haven Organisation was thanked and especially the CEO and his team for their guidance and support.
- 6.2 **Client Testimonies:** A resident from Swartland Mr. Wilfrid Holmes gave testimony of his journey.
7. **Election of members** to the Board of Management. The CEO acted as electoral officer. The following people were nominated: Terence de Jongh, Phillip Bam, Michael O'Connor, Kristina Davidson, Brenda Coetzee and Colleen Bailey. All are elected unopposed.
8. **Shelter Elected Board Members** except for Mossel Bay were announced by the CEO.
9. **Vote of thanks** – The Chairperson thanked everyone for attending and making the AGM such a success. He thanked The Haven Retreat Committee, Carmen Hermanus and her staff for the use of The Haven Retreat.



The Haven Night Shelters



Head Office	2 Napier Str. Greenpoint	021 425 4700
Bellville	2 South Str. Bellville	021 949 1939
Ceres	1 Owen Str. Ceres	023 312 1578
Claremont	5 Fir Str. Claremont	021 671 4209
District 6	20 Selkirk Str. District Six	021 465 1310
Haven Old Age Homes	24 Dublin Str. Woodstock	021 447 7422
Kalk Bay	139 Main Road Kalk Bay	021 788 5820
Kensington	13th Ave. Kensington	021 593 0276

Kraaifontein	20 Van der Ross Kraaifontein	021 987 1967
Moira Henderson	107 Chapel Str. Woodstock	021 461 2533
Mossel Bay	3 Matfield Str. Mossel Bay	044 691 0189
Napier Str.	2 Napier Str. Greenpoint	021 421 6219
Paarl	5 Ambagsvallei Paarl	021 862 1812
Swartland	1 Varing Str. Malmesbury	022 486 5191
Retreat	10th Ave. Retreat	021 715 0817
Wynberg	16a Piers Rd. Wynberg	021 762 8243



What we do

The Haven Night Shelter Welfare Organisation works for a better future for our clients. What we do, what we aim for and how we do our work is set out in our vision, mission and method.

Our vision is that **“No one should have to live on the streets”**. We believe that people should live in harmony with their family, within the community or at least have a place to call home. Therefore our mission is **“To help the homeless back to a home, family and community”**.

How do we achieve our vision and mission? The Haven currently employs 111 staff members and with the help of approximately 100 volunteers we:

- **Make available temporary shelter**, rehabilitation opportunities, social welfare services, family reunification services, physical care and support to adults living on the streets.
- **Partner and cooperate** with religious institutions, welfare bodies, service providers, businesses, government departments, local authorities and individuals concerned with getting the homeless back home.
- **Promote community awareness** and reduce the opportunities for people to continue to live on the streets.

Client Statistics Financial Year 2015 / More than 3650 people are assisted



Gender

2 766 males (75%)
900 females (25%)



Reunited with family

467 clients



Age

Average: 46 years
Oldest: 91 years



Demographic details

1 971 Coloured persons	(54%)
643 Black African persons	(18%)
901 White persons	(24%)
37 Indian persons	(1%)
114 Foreign persons	(3%)



Income status of clients

2 170 unemployed people	(59%)
658 employed people	(18%)
838 grantees/pensioners	(23%)



Partner NGO's

Street Peoples Forum

NGO's working together in the adult street peoples sector. 021 461 5508

Straat Werk

Creates work opportunities for poor persons working in a cooperative space.

The Ark

5 Old National Rd
Cape Town
072 292 4384



The Carpenter Shop

14a Roeland Street
Cape Town
021 461 5508



Pride Shelter

1 Molteno Rd
Oranjezicht
021 423 2871



Happy Valley

Off Palace Hill Rd
Simons Town
021 786 5087



Loaves and Fishes

Chatham Road
Observatory
021 448 5900



Oasis

Schaapskaal RD
Phillipi
021 704 6815



Dust - to - Dawn

127 Christian St.
Ravensmead
021 931 3622



Owl shelter

9 Polaris Road
Lansdowne
021 761 0944



Nuwe Begin

Skuiling

Brook Street
Worcester
023 342 7920



Stellenbosch

Night Shelter

3 Tennant Street
Stellenbosch
021 886 5490



Cravenby

Care Centre

12 Cravenby Street
Cravensby Estate
021 933 3477



Youth Solutions

Africa

Cnr Russel & Chapel
District 6
082 803 5820



Elim

Night Shelter

47 Third Avenue
Elsies River
021 591 2824



Somerset West

Night Shelter

71 Church Street
Somerset West
021 851 4984



George

Night Shelter

123 Memorium St.
George
044 873 2787



**Become a
partner NGO**

**Call:
021 425 4700**

♀♂ = (fe)male 18+ ♀ = LGBT M = families M = mother - child



Partnerships

Collaborative partnerships are making the reintegration of homeless more cost effective by enabling information led interventions and better co-ordination of services.

Sharing information

The Haven and our partners, realising the value of good quality information, are using latest available information to identify what programs and support is needed to address homelessness. We are now able to share information that is de-identified, thus protecting the personal information of individuals. The quality of services available and our impact in vulnerable communities is under continuous review enabling adjustments as and when necessary.



Referral of homeless people

Fieldworkers are able to prepare homeless people for their journey back home before entering the Haven shelters. The partnership with others has greatly improved on the referral service between the partners. The exchange of useful information at referral makes the experience of entering a shelter less traumatic for the client and increases the possibility of successful reintegration in the shortest possible period of time.

Social work

Better screening processes allows our social workers to engage in a comprehensive assessment of our clients and conclude PDP's (personal development plans) which are realistic and achievable.

With improved record keeping, monitoring the progress made in the agreed Personal Development

Plan activities allows The Haven to develop exit plans with our clients earlier which we believe will increase the number of verifiably reintegrated homeless persons.

We have come a long way and our impact can only increase the more functional our collaborative partnerships become.

We are increasing the assessment capacity at shelters. Most Haven shelters are already providing the assessment, follow up, PDPs and exit plans including referrals. At present the need for emergency overnight facilities remains as a gap in the service.

The sector is proposing that consideration be given to create safe emergency overnight waiting rooms as and where appropriate.

Corporate Social Investment

Over the last financial year The Haven has successfully partnered with corporate organisations as part of their own Corporate Social Investment initiatives. Partnering with The Haven gives corporates an opportunity to give back to the community in which they work. The Haven clients derive direct benefits out of CSI partnerships as it enables us to assist adult homeless persons. Aim is to give support with dignified temporary shelter, hospitality services and social work services to help him or her to get back to a home, family and or community.

Its not only about money though.

When local supermarkets provide perishable foods on the sell by date or a hotel donates left over shampoos or used bed sheets it helps us so we don't have to buy these necessary items. Goods in kind collections at your place of work saves The Haven and is of direct benefit to a clients way back home.



Chairman's report



Terence de Jongh
Chairman

It gives me great pleasure to present an overview of the work done by The Haven Organisation during the year with regards to our vision that “nobody should have to live on the streets”.

In partnership with the Department of Social Development, the City of Cape Town, other NGO's and many municipalities we strive to help the homeless to get back to a home, family and community. If you have a look at the CEO's report it shows that we can be proud of the services that we have delivered to our local communities. The statistics show that we continue to extend and improve our services. During the past year we focused on expanding and strengthening our structures and optimising resources to achieve this goal.

We are extremely blessed to have people who voluntarily make themselves available to make a difference in the lives of their fellow citizens.

As a team the Board of Management continues to ensure good governance of the organisation by holding staff accountable for adherence to policies, structures and practices. Thank you to all committee members for your valued contribution. The dedication of our shelter committees and the help of other volunteers are vital to the successes we have at each shelter.

Our shelter staff under the CEO's leadership and with the support of the Head Office staff ensure that all shelters are running smoothly and successfully and offer services in line with our vision and mission. Focus is on monitoring, development and empowerment of our staff.

As can be noted from the Treasurer's report our financial situation is healthy and a sustainability fund was created during the year, with the purpose of sustaining the organisation and providing continuity of services. The appointment of a financial manager has had a positive effect on our financial administration.

A big thank you to Mr. Hassan Khan and all the Haven staff for your passion and hard work.

“We are determined to help each and every person who wants to help themselves”

As the nature of the demands which street people place on society changes, we as an organisation need to adapt to be an effective agent for serving the needs of our clients and communities. In a recent survey conducted by the City of Cape Town, they reported that more than 4 862 people live on the streets in Cape Town alone. More than 3500 living on the pavement. This number excludes the more than 2 000 persons in shelters. 50% of the people surveyed are adults aged between of 18 and 35. The Haven and our partner NGO's has to take hands with the City and others to help the willing to get back to a home, family and community. We owe them a second chance to be reunited.



A fast and easy way to help homeless people get back to a home, family and community via the Haven.

SNAPSCAN !!!

If you have a smartphone, are registered with Snapscan you can pay for goods and services and donate via your phone.



Chairman's report

It's a big challenge responding to increasing homelessness. I want to echo mayoral committee member Suzette Little: "We still have a long road ahead, but I am pleased with our progress thus far. We are determined to help each and every person who wants to help themselves" .

Our Head Office must have the capacity to respond to the demands for the next 30 years. We are currently in the preliminary stages of the process of constructing a Head Office building for this purpose. Our networking with other stakeholders within the welfare sphere and widening of service is of the utmost importance in ensuring that we deliver a better service to the communities in which our shelters are situated.

On behalf of The Haven I want to take this opportunity to thank all our donors and sponsors for your contributions throughout the year. A special word of thanks to the Department of Social Development (our biggest financial contributor) for the support provided.

Also we are grateful for the partnerships with the City of Cape Town and various local municipalities. Your contribution continues to assist us in achieving our vision and mission. We highly appreciate your monitoring and advice which helps us to improve our services.

A BIG THANK YOU to my fellow Office Bearers. As a team we have functioned well and it was a great pleasure working with you over the past three years. To the incoming Office Bearers, as well as the newly elected Chairpersons of the shelters, congratulations! To each of you I wish you the very best. I am confident that you will make the Haven an even stronger pillar within the welfare sphere. This will benefit our clients and community.

With warm regards,

Terence de Jongh

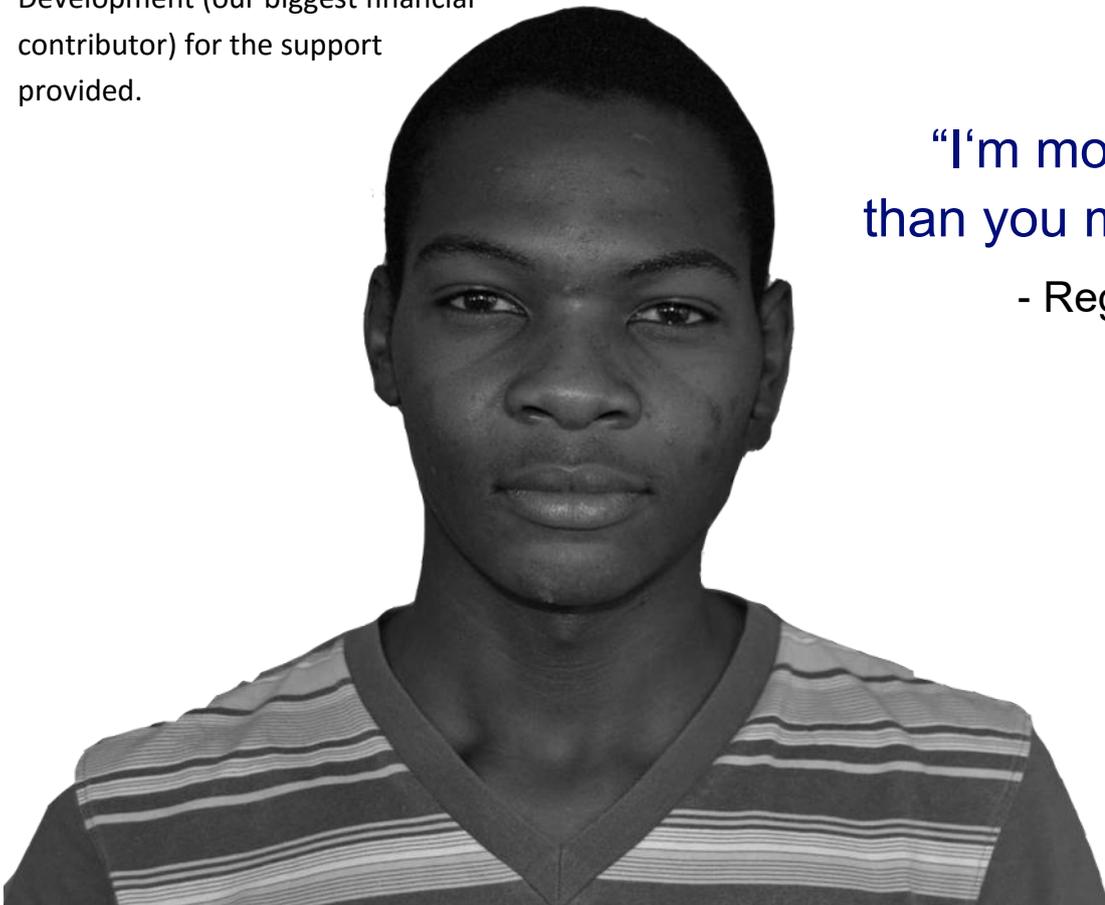
**"I'm more capable
than you might think"**

- Reginald Nkomo

Graphic Design

Bartending

Waiter



A client of The Haven



How to get involved

Volunteer

Give some of your time, laughter, and energy back to the community! Get actively involved with the services provided to our clients at shelter level.

Our clients need to be reminded that we care for them and that they have a place in society. While donations help keep the doors open it is the personal touch of our volunteers that breathe new energy and life into our shelters.



Become a committee member

The Haven prides itself on good governance and relies on members of the local shelter committees to ensure governance remains at the highest levels. All our committee members are volunteers. You could make a real difference ensuring that the Haven delivers on our mission of helping adult homeless persons back to a home and family.

Cash Donations

Money given directly to homeless persons merely maintain them on the streets. Real help gets them home. Rather join the **Heart of The Haven** club by supporting The Haven.

Yes, you can assist The Haven and our partners in getting the homeless back to a home and family through cash donations. The Haven is an 18A Public Benefit Organisation therefore cash donations are tax

deductible by you. Its easy to donate via EFT or Debit Order or snapscan.

Donations in kind

Your used clothes, shoes, blankets, towels, bedding, crockery, cutlery, furniture etc. could help a homeless or poor person in our community. Please use The Haven to pass it on to a homeless person in need. The Haven passes on donations in excess of our clients needs to others in need.

Buy a bed



One homeless person can sleep in a bed for 5 days.

R60
only



Buy a bed

We started the "Buy a bed" campaign to make The Haven Shelters more accessible for people living on the streets. Most homeless people know that they have to pay shelter fees starting from R12 per night. Sometimes homeless people use that as an excuse not to come to the shelter. With the "Buy a bed" campaign we encourage the community to cover their shelter fees for the first 5 nights and help us to be a sustainable organisation. The campaign is especially for a homeless person with no income. Give a Haven Passport; if s/he chooses to change, s/he can make use of your donated passport to get home! We have more than 2500 new clients per year. So your help is highly appreciated.



Contact us!

Bequest in your will

It is always a sensitive topic, to choose what we do with our belongings in the afterlife. Helping The homeless is worthy option. Leave a lasting legacy by helping the homeless people on their journey to reunite, to be a valued member of a family and community. To live a dignified life. Make a bequest to The Haven Night Shelter W.O.

Sponsor a client

You can directly sponsor a homeless person by paying their shelter fees of R12 per day or purchase a Haven Passport for just R10 each. The Haven passport entitles a homeless person to: food, a shower, clothing, a bed if available, social work services and assistance in finding a way back to a home, family and community.

Corporate Social Investment (CSI)

We welcome corporates wanting to nominate The Haven as a beneficiary to their CSI programmes. Should your company wish to get involved with The Haven please contact us. We will gladly present our organisation's vision, mission and method and discuss ways of working together. You could consider goods in kind collected by staff and partners. Sponsoring Identity Documents, shelter, training or transport of a homeless person in his way home. Or use the teambuilding money to improve the quality of life of homeless persons in shelters through upgrades of bathrooms, kitchens etc. It's the small things in life that makes a world of difference to a person in need. Imagine the difference a toothbrush and soap makes. Or socks and underwear... Call us, we will ensure that you make a meaningful difference.

Sustainability fund

The Haven has recently set up a Sustainability Fund consisting of all known bequests received in prior years and going forward. These bequests are invested to maximise return within acceptable risk levels. The purpose of the fund is to sustain the organisation in the event of cash flow shortages in order to provide continuity of services. No shelter will be allowed to go under.



The Haven contact details

To find out more about our volunteer policy, donating or how we work: feel free to contact us on 021 425 4700 or info@haven.org.za

www.haven.org.za

The Haven Night Shelter Banking details:
FNB Adderly Street
Branch Code: 201 409
Account Number: 500 500 100 04



Ceo's report

Our core business is the reunification of homeless persons with their family and alternatively to reintegrate our clients into the community.

To fulfil this task we know that we can't do it alone and we are forging functional partnerships within the sector. With the new client registration system (CRS), the City of Cape Town street peoples survey and the DSD collated information we are able to analyse trends and direct our activities to achieve better results.

We are improving on client screening, assessment, personal development plans (PDP), hospitality and earliest reintegration of clients. I am pleased to be able to report that The Haven members, staff, volunteers, partners and friends assisted more than 3 650 clients within our shelters for the year to 31 March 2015. In addition we shared excess food and donations in kind with other shelters, partner NGO's, community soup kitchens and families in need.

“The Haven is truly blessed”

The Haven is truly blessed with the people who work together at different levels in the organisation with the common objective of helping our destitute brothers and sisters to get back home. We are grateful and honoured to be working alongside Mr. Terence de Jongh, our Chairman, The Haven Office Bearers, Board of Management, committee members, staff, volunteers, interns and supporters. Together we offer hope and opportunity to destitute individuals who may feel hopeless and helpless. We are a wonderful team!



Hassan Khan
CEO

The Haven social workers are reviewing current practice, program availability, program content, and access to identified programs for clients. This will improve on the quality of reunification as well as the numbers of persons verifiably reunited with family.

We did not fill the Operations Manager post; opting instead to run a test with the distribution of some of the tasks to managers. We will review the outcomes in January 2016.

Improvement in the hospitality aspect of The Haven with respect to the quality of the environment and the experience of our clients, staff and volunteers within Haven facilities is receiving on-going attention.

Financial management is very well covered with Rosanne Van Reenen who provides us all with real time financial information and monthly reports including a dashboard to managers and the local shelter committee showing what is working well and what to look out for.

 <p>Public Benefit Organisation 18161530172 NPO 360 491</p> <p>"No One should have to Live on the Streets"</p> <p>This Haven Passport entitles a homeless person to: Food, a shower, clothing and bed if available, social work services and assistance in finding a way back to a home, family and community.</p> <p>Haven Head Office 021 425 4700 www.haven.org.za The Haven Night Shelter FNB Acc. 500 500 100 04 Branch Adderley Street Branch No. 201 409</p>	<p>0000000</p> <p>You can buy vouchers at any of The Haven shelters or via the Head Office.</p> <p>Call 021 425 4700 or email info@haven.org.za</p>
Vouchers at R10 each in booklets of 5	



Ceo's report

Staffing at shelter level is still at near minimum with a manager, social worker and 4 supervisors. Ideally we should also be employing an administrator and a fieldworker at each shelter where we are able to afford such posts.

Volunteers and interns contribute significantly to increased efficiency and reduce staff stress levels. Where possible we use trainees of LOFOB, volunteers and interns to assist, thus setting our staff free to deal with walk in clients.

The Haven is compliant with Provincial Norms and Standards and local authority Fire Safety regulations. We do not exceed the permitted numbers in Haven shelters. When full we refer homeless people in need to the police stations and hospitals.

The Haven governance is of the highest order. We however need to ensure at least 7 local committee members at each The Haven Shelter.

We have to actively reach out and recruit skilled local community leaders to serve on The Haven committees.

In my opinion local knowledge about The Haven increases the value of our organisation within the community. As we always say in Cape Town: "Local is lekker!" Local knowledge increases our impact in the community and make The Haven more relevant. Please consider joining The Haven and either serve on our local shelter committees or work alongside our staff. Together we do more.

Hassan Khan

There comes a stage in the downward path of certain human beings at which point, they literally can no longer help themselves. At that point someone has to step in and give them a lift; that is what The Haven tries to do.



Client journeys!

'Someone once said: The only way you may correct the bad things in your past is to add better things to your future'

I felt like a frightened little girl when I departed from Kimberly, at the end of March. Leaving everyone I love behind. All that was familiar to me was to start an unclear future in an uncertain city which I was not familiar with.

While travelling in a train, I went onto the internet to do some research of shelters in Cape Town and The Haven Night Shelter popped up at the first search.

I had been on the street for only an hour, a dirty and not a very sober angel brought me to the Haven. I paid the manager my last R10 with a smile on my face.

The journey so far is one of many barriers that I still needed to overcome. I'm getting to know myself much better as well as learning to cope with every situation that life has in store for me.

I would like to send my sincere gratitude to the staff of the Haven Night Shelter in Napier Street for helping me to grow during my stay at the Haven. I honestly thought there was no way out for me but you brought out the best in me with ongoing love, support, guidance and motivation to reach my dreams.

I will be leaving the Haven Night Shelter at the end of September 2015. I am on my way to lead a successful, normal life filled with new emotions and opportunities, all because of you.

Thank You

Client of the Napier Shelter



Upgrading building



"Our client left everything behind 15 years ago after the passing of his wife. He lost contact with all his family including his son. Amor, our social worker, helped him reconnect with his family. he is currently staying with his son."

*Chantel Leng, manager,
TheHaven Swartland*

Reunification is the goal

“Amor and I walked a path with one client who would be attend to rehab again for the 5th time. We hoped and prayed it would work. I’m so happy he finally accepted the fact that he was a drunk and that he had to sober up for himself and not for others. He is still sober today”.

Chantel Leng, manager,
The Haven Swartland



Back to Grahamstown

A 76 year old client was reunited after 6 years in our shelter. The client was originally from Grahamstown and The Haven staff made contact with the client’s niece. He offered to take care of him. Due to poor health of our client he was unfit to travel by public transport.

The manager of The Haven Bellville offered to take him home. The Voortrekker Road Central Improvement District sponsored a tank of petrol and that helped getting the client back to his home

Sadly the client passed away in July 2015. We are grateful that we could help to make his last moments with family possible.

The Haven Bellville





Treasurer's report

Income

Our major funder for the year was once again the Department of Social Development, with a grant of R8.9m (2014: R8.0m), a partnership for which we are very grateful. However, there was a decrease of 6% in income overall across The Haven due to there being no further funding from the National Lottery Distribution Trust Fund. The next biggest contribution of R3.6m was from shelter fees (2014: R3.5m), which remains fairly stable. Our shelter fees remain part of the strategies employed to keep the Haven sustainable, and underpin our philosophy of “a hand-up not a handout”.

Our ongoing gratitude is to individual donors, some of whom faithfully contribute small amounts every month, and to those who leave a legacy in their wills.

Expenditure

Our biggest three costs remain as in prior years salaries, utilities and food all of which have remained fairly stable for the organisation as a whole.

New sustainability fund

As previously announced, the Board of Management approved the creation of a new fund, consisting of all known bequests received in prior years and going forward. These bequests were invested to

maximise return within acceptable risk levels. Annuity income generated by the fund's underlying investments is used to supplement income generated to fund ongoing operations while any other generated income and increases in market value grows the fund. The purpose of the fund is to sustain the organisation in the event of cash flow shortages, providing continuity of services. Cash invested of R9.5m grew to R10.1m by year-end, as well as providing R207k of annuity income.



Brenda Coetzee CA (SA) is a chartered accountant at CMDS where she assists NGO clients with all respects of financial management and training.



Haven key financial indicators

Income | - 6%

2015: R18.7m



2014: R19.8m

Expenditures | + 2%

2015: R20.2m



2014: R19.9m

Average cost per available bed per night | + 4%



2015: R49

2014: R47

Major funder DSD | 50% of total income



2015: R8.9m

2014: R8.0m



Treasurer's report

Improved financial management and governance

After the appointment of our new finance manager, Rosanne van Reenen CA(SA) CIMA, the following developments took place:

Improvements financial management Haven Head Office



More accessible information

- Most of the bookkeeping functions brought in-house to HO.
- Financial data more quickly available for monitoring and related support by HO.
- Enhanced security of financial data.



Development of shelter financial dashboards

- As a tool for communicating key financial information.



Enhanced financial management and governance support

- More efficient (and less stressful) budgeting process.
- Managers are engaging with the finance manager to better understand financial reports.
- Treasurers are engaging with the finance manager to better understand the key financial issues facing their shelters.



Enhanced control assurance

- Supportive monitoring of internal controls at shelter level.



Better and cheaper payment processes at Head Office

- Implementation of internet banking at Head Office, leading to decreased banking and fuel/travel costs, and reduced staff time related to driving around to obtain signatures on cheques.

As the above benefits attest, I believe that the enhanced finance function led by the finance manager has achieved exactly what we intended, and will be the springboard for on-going improvements in financial management and governance. We must never lose sight of our duty of accountability to our stakeholders.

External audit opinions

HLB Marx Gore has completed the audit for the year and issued its audit opinions, which are attached to the various annual financial statements for all the shelters, head office and utility company. No opinions are qualified beyond the usual standard qualification in relation to the difficulty of verifying completeness of income for each shelter, given that the shelters receive much donor funding.

Brenda Coetzee CA(SA)

Treasurer

Working together to make The Haven an inspiring place for everyone!



Dying wish fulfilled.

Our client's dying wish was to see her son one last time. He was also staying on the streets and we had great difficulty locating him. We went looking for the son on the streets in Cape Town. We found him and brought him to his mother.

Her other son was adopted and all we had to go on was the name of the children's home where he stayed at as a child. We found the adopted son a few days later, because the children's home closed down, but luckily someone remembered the woman who had adopted him.

Both sons had time to say farewell to their mother. She passed away peacefully the following morning.
Chantel Leng, manager, The Haven Swartland



Reunited after 22 years

A lady, who lived under a bridge in Durbanville, was referred to The Haven by a fieldworker from The City of Cape Town. The lady told us that she had a brother in Stellenbosch and a sister who lives in Lamberts Bay. However she didn't have any contact details.

We went with our client to her brother's home in Stellenbosch, Sadly her brother had passed on four years ago.

The manager of the shelter drove with her to Lamberts Bay to help finding her sister. They found her on a farm in the Sandberg area. After 22 years of not seeing each other they had a lot of catching up to do. A wonderful family reunion!





Governance

Introduction

In order to build a relevant, strong and resilient organisation we invite people from the local community to join The Haven and help us deliver on our mission to help adult homeless persons to get back to a home, family and community.

The **Haven Board of Management** as the highest decision making body in the Haven sets policy and is custodian of The Haven Vision and Mission. Local Haven Shelter committees are accredited by the Board of Management as subcommittees of the Haven Board of Management and Govern local shelters. Chairpersons of the local Haven committees serve on The Haven Board of Management.

The Board of Management annually elects the Office Bearers of the Haven viz. a Chairperson, Vice Chairperson, Secretary, Treasurer and three more Board members. No one may serve for more than three consecutive years in the same position. The Board may co-opt up to 3 more members to the Board.

Frequency of Meetings and Quorum

Meetings are held monthly at Shelter and Board level. Quorum at Haven meetings is 50% +1 of members In between meetings the Haven Office Bearers assumes the powers and functions of the Board of Management to attend to matters of exigency, which cannot be delayed in the best interest of the Haven.

Shelter level elected members (Sec 6.1.1 members) to the Haven Board of Management

Shelter	Board member
Bellville	* Philip M Bam (Deployed)
Ceres	To be advised
Claremont	Nigel Christie
District Six	Lea Schaefer
Haven Homes	Spiro Mitchell
Kalk Bay	Felicity Purchase
Kensington	Karen Adriaanse
Kraaifontein	Sybil de Koker
Moirra Henderson House	* Brenda Coetzee (deployed)
Mossel Bay	Tina Ambler-Smith
Napier Street	Karel Diedericks
Paarl	Nicky le Roux
Retreat	Marcelle Williams
Swartland	Catherine Solomons
Wynberg	Pat Connelly
CEO ex officio	Hassan Khan

Nominees for direct election to the Haven Board of Management

Haven Sec 6.1.2 member

Terence de Jongh
 Philip M. Bam*
 Michael O'Connor
 Kristina Davidson
 Colleen Bailey
 Brenda Coetzee*

Life members

Sec 7.1 members

Member

Graeme Laithwaite
 John Cupido



Operations

Operations

The CEO is accountable to the Board of Management for operations. Shelter managers report to the CEO and account to the shelter committee on local operations.

Each one of The Haven staff and volunteers are committed to helping adult homeless persons to get back to a home, family and community. We regard a client as a precious gift to the organisation and promise that s/he will be treated with compassion and empathy and be treated with due regard to his dignity, frailties and ability during his temporary stay in the Haven.

The role of the CEO

The CEO is a full time employee of The Haven and serves in an ex-officio capacity on The Haven Board of Management. He is entitled to attend Haven shelter committee meetings. He is responsible to the Chairman of the Haven and accountable to the Board of Management. He provides leadership in operations and is the public face of The Haven. Haven Managers report to the CEO.

Haven Head Office

Head Office staff comprising of the CEO, Finance Manager and support staff provides support to shelter level operations and is the custodian of Haven policies, procedures and method.

Haven Shelter Operations

Paid staff and volunteers working alongside our staff are responsible for operations in The Haven. Staff members and volunteers are accountable to the local managers who in turns reports to the CEO . Each shelter has a local committee of between 5 and 10 persons who are involved in Governance only. The committee ensures That the Haven performs optimally and holds the manager accountable.

The Haven Night Shelter is looking for you!

The community in your area can derive maximum benefit from the presence of The Haven with your participation. **You can choose to assist in Governance by serving on a Haven committee.** We require just 4 hours of your time per month. Your job is to hold the manager accountable for The Haven operations and guide us to increase impact locally. The Haven has clear policies and procedures and the manager will have the support of their colleagues in The Haven. The local knowledge that you bring will enable better partnerships and greater local level operations. As a committee member you will not get involved in operations. Staff and other volunteers will do the driving, you do the steering and cheering! You are the referee, the job is to ensure that the game is played with The Haven rules!

Or you can choose to work alongside The Haven staff under the local manager. We will provide you with meaningful work, a job description and a workspace. As a volunteer you wont be paid; that is the only difference between you and any other staff member.



How we work

We believe in our mission

We try to get homeless people back to their home, family and community. With our hospitality we give people love, safety and we take care of all their basic needs.

Team

Each shelter has a manager, 4 supervisors and almost every shelter has a social workers.

Homeless persons entering the Haven

When a homeless person comes in the host of the day (supervisor) will welcome the person and explain what The Haven does and allow the homeless person/guest time to make up his mind whether The Haven is a partner for him on his way home or not. Once the guest indicates that s/he wishes to access the help from The Haven we begin a process of screening and begin the client registration process. The client completes a registration form and gets something to eat. That's where the Haven really begins to help. No fees for up to 5 days.

Social work

We are only able to help a homeless person on his journey if s/he wants to work on getting to a home. The Haven employs social workers to undertake an in depth assesment and help the homeless person construct a personal development plan (PDP). The PDP requirements will indicate that needs to be done and for how long the temporary shelter is necessary in order for the client to succesfully complete the requirements in the PDP. From this moment the guest is regarded as a client of The Haven. Progress is measured regularly and the PDP adjusted if necessary. The shelter manager is responsible for administration, hospitality, good order and arrangements with respect to work opportunities and the clients exit from The Haven.

Shelter fees

Part of taking responsibility is that clients have to pay R12 per day for services if unemeployed or R750 per month if income exceeds R1400.00 pm. Clients can earn R10 p/hr for working in the shelter.

Give responsibly

Even small change keeps homeless people on the streets. Rather donate to those organisations who deal with homeless people every day. One of them is
The Haven.

Donate to a solution to homelessness;

Haven Night Shelter , FNB cheque 500 500 100 04 Branch 201 409



Thank you

The Haven Night Shelter Welfare Organisation is very blessed with numerous individuals, organisations and institutions interested in and involved in our work. Our network is growing rapidly as homelessness affects more families and becomes more visible. In the City of Cape Town alone 4 862 individuals were found living on the street in May 2015. More than 3 500 homeless persons were actually sleeping on the pavements and the remainder in carparks and other public spaces.

The Haven shelters are resources to the local communities and part of local networks. The goods in kind in excess of The Haven requirements provided by our donors are shared with local NGO's and families in distress.

We are grateful for your support and wish to record a special word of thanks to the individuals, organisations and institutions whom we depend on. Without you it would be so much more difficult to fulfil our core business of helping the homeless back to a home, family and community.

Thank you from the bottom of our Haven Heart!
The Haven clients, members, volunteers and staff

Thank you!





Public Benefit Organisation
18/11/13/2172 NPO 002-831

We help the homeless back to a home, family and community.

