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3 May 2020

## PROGRESS REPORT ON HEVA SUPPORT FOR THE CRISIS INTERVENTION DURING THE COVID-19 LOCKDOWN PERIOD

South Africa introduce national lockdown for five weeks effective from 26 March to 16 April 2020 to curb the spread of Corona virus.

Tateni requested HEVA for support to enable it to respond to this crisis by fielding a standby team that could provide food and social support to families in need. HEVA responded immediately and pledged EUR5000-00 which was received on 6 April 2020.

These funds enabled Tateni to do the following:

1. Purchase the required Personal Protective Equipment (handwash, face masks and gloves) for the 13-member standby team.
2. Purchase sufficient airtime to enable the team members to communicate with Tateni clients by phone. This proved to be invaluable under the lockdown conditions. Vulnerable families are called twice per week and emotional support was provided through these calls. Most of Tateni's clients are frustrated and scared; many of the children we support have parents or guardians who were earning little income as part time domestic workers and gardeners who have lost the income they used to depend on. Calling the families also helped the standby team to know their circumstances and to prioritize where to take the food donated every Monday and Fridays by Woolworths stores and Pick and Pay on Tuesdays. Although these donations were not much, mostly bread and rolls, they do make a difference to the most needy.
3. Purchase fuel for Tateni's vehicles to transport food donations, parcels and carers to visit needy families. This proved to be essential because of the limited taxi service and overcrowded transport in Mamelodi. One vehicle was in constant use and other vehicles were also mobilised to help out.
4. Paying the carers and other frontline staff an additional stipend of about R1000 for the month of April. Doing so provided them with recognition and reward them for delivering an essential service under difficult and risky circumstances. As it turns out, the lockdown has delayed the renewal of our annual contract with the Department for Social Development for the delivery of childcare services, which should have come into effect from the beginning of April. Because of this most members of staff at Tateni still have not been paid.

5. Purchase and deliver nutritional food parcels to 33 most needy families. The food was enough to last the families for at least two weeks. Some families are big consisting of more than 8 members and received bigger quantities.

Because of the support system that Tateni had in place, it was also contacted by a large wholesale food supplier, Food Forward Fast South Africa, for the supply of 10 tons of food for the delivery of 457 food parcels in Mamelodi. Tateni contact the various schools which normally host Tateni drop-in-centre to identify additional needy families impacted by the lockdown. Members of the School Governing Bodies (SGB's) assisted in identifying these families. Tateni received the food delivery on Saturday 25<sup>th</sup> April, prepared the food parcels and delivered these parcels over two days to small groups of families. This was done to void the gathering in big groups which has caused pushing and fighting for food where the process was not well managed. All families that receive food parcels have to sign for them and the Tateni maintains a system of trackability and accountability of all deliveries.

Tateni has been approached by several fraudsters who present themselves as acting on behalf of government or international donor organisations in securing food donations. They “fish” for information so that they can impersonate Tateni in obtaining support. We have been extremely careful in checking credentials and not to respond to personal approaches.

About half the funds that have been received from HEVA has been spent to date. The remaining funds will be exhausted by the end of May, which will include an allowance payment to the standby team on 15<sup>th</sup> May. This will be essential if we have not by then received the funding promised by the Department of Social Development.

It is worth noting that the Government has to date not assisted Tateni in any way in dealing with the COVID-19 challenge.

Under the current circumstances It is difficult to predict when the lockdown will end or what would be needed after May 2020.



