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Department of
Social Development

OLDER PERSONS POLICY

Prepared by:

Social Development Integrated Policy, Planning and Research (IPPR) Unit.

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It is hereby confirmed that this is the Persons Policy with effect from2024 (Resolution attached)

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THIS DOCUMENT IS NOT A POLICY INSTRUMENT OF THE CITY OF JOHANNESBURG METROPOLITAN MUNICIPALITY UNTIL A COUNCIL RESOLUTION ON ITS APPROVAL IS PASSED

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PREAMBLE

The Republic of South Africa is partisan to various international paradigms and discourses that seek to address poverty and inequality by seeking to fulfil the Sustainable Development Goals (SDGs). The country also played a critical role in the development of Agenda 2063 (The Africa We Want) in the context of the African continent.

Whereas the Constitution of the Republic of South Africa's Sections 7 – 39 of Chapter 2 outlines the human rights which will be protected within the Republic's jurisdiction.

Whereas Section 153 of the Constitution stipulates that local government is obliged to ensure that sustainable services are provided to communities.

Whereas Section 151(3) of the Constitution stipulates that a municipality has the right to govern the local government affairs of the community, subject to and in terms of national and provincial legislation.

Whereas the Municipal Systems Act 4 (1) stipulates that the Council of a municipality has the right to govern on its initiative the local government affairs of the local community.

Whereas the City of Johannesburg is a category A Municipality according to the criteria applicable by Section 2 of the Municipal Structures Act; read with Section 155 (1) of the Constitution.

Therefore, the City of Johannesburg Department of Social Development, henceforth referred to as DSD, and all its units adopt the Older Persons Policy as set out in this document.

1. ACRONYMS AND ABBREVIATIONS

In this Policy, unless the context indicates otherwise, the English text prevails in the event of a conflict in meaning with other texts.

CBO	Community-based Organisation
COGTA	Department of Corporative Governance and Traditional Affairs
CoJ	City of Johannesburg
DSD	City of Johannesburg Department of Social Development
ESP	Expanded Social Package
HDS	Human Development Strategy
ICOPE	Integrated care for older people
IDP	Integrated Development Plan
IPPR	Integrated Policy, Planning and Research
KPI	Key Performance Indicator
ME/MEs	Municipal Entity/Municipal Entities
NDP	National Development Plan
NGOs	Non-Governmental Organisations
NGP	National Growth Path
NPC	National Planning Commission
SAHRC	South African Human Rights Commission
SDBIP	Service Delivery Budget Implementation Plan
SDG's	Sustainable Development Goals
SAPS	South African Police Service
SASSA	South African Social Security Agency
SDG	Sustainable Development Goal
SDGs	United Nations Sustainable Development Goals
UHC	Universal Health Coverage
UN	United Nations
WHO	World Health Organization

2. GLOSSARY OF TERMINOLOGY

Concept	Definition
Abuse	Any conduct or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress or is likely to cause harm or distress to an older person and includes- (a). (b). (c). (d). 5
Accounting Officer	This means the City of Johannesburg Metropolitan Municipality's Municipal Manager, also known as "City Manager".
City	The City of Johannesburg Metropolitan Municipality as established by Provincial Notice 479 of 2000 in terms of section 12 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) and includes an employee or person authorised to perform any function in connection with this policy;
Counselling	Specialized preventative and therapeutic programs aimed at rehabilitating people with specific personal barriers to self-sufficiency, including dependency on substances, and dysfunctional relationships with family members.
Economic abuse	<ul style="list-style-type: none"> i. the deprivation of economic and financial resources to which an older person is entitled under any law; ii. the unreasonable deprivation of economic and financial resources an older person requires out of necessity or iii. the disposal of household effects or other property that belongs to the older person without their consent.
Empowerment	The process of endeavouring to make an individual conscious of building critical analytical skills for him/her to gain self-confidence to take control of his/her life.
Field Work	The work of providing contact, relationship building, monitoring, and advocacy to people on the streets, including the important function of disseminating information on available programs and processes to provide solutions and services.
Frail older person	An older person in need of 24-hour care due to a physical or mental condition that renders them incapable of caring for themselves

Concept	Definition
Interdisciplinary and intersectoral	An approach that recognises all participants, not just the multi-disciplinary team. This extends to formal and informal service providers.
Older Person	Any person who is 60 years old and above.
Older person in need of care and protection	An older person is contemplated in section 25(5) of the Older Persons Act (Act No13 of 2006).
Physical abuse	Any act or threat of physical violence toward an older person
Policy	A Policy translates the government's political vision into programmes and actions to deliver outcomes, i.e., desired changes in the real world. It outlines the government's decision regarding a particular course of action that will be undertaken or an issue that needs to be addressed and provides a broad framework for decision-making and implementation.
Psychological abuse	Any patterns of degrading or humiliating conduct towards an older person, including:- <ul style="list-style-type: none"> i. Repeated insults, ridicule, or name-calling. ii. Repeated threats to cause emotional pain, and iii. repeated invasion of an older person's privacy, liberty, integrity, or security
Sexual abuse	Any conduct that violates the sexual integrity of an older person
Stakeholder	Refers to any individual or group with vested interest who may add value, contributes towards the development of, or benefit from interventions in the sector.
Social care assessment	The assessment was carried out by a qualified social worker in the employ of the City.
Vulnerable persons	Refers to older individuals who are at a higher risk of experiencing harm, discrimination, or marginalization due to factors such as age-related health issues, limited mobility, or social isolation. These individuals often face additional challenges in accessing healthcare services, financial support, and social connections.

3. INTRODUCTION

3.1. Context and Background

The phenomenon of ageing has become topical over recent years; it has since become an area of focus for the international community, particularly regarding its economic and social dimensions. Extended lifespans resulting from improved living standards and low mortality have contributed to the global population explosion. In consequence, population growth has reached alarming levels in the history of humankind. The literature argues that the world's elderly population is growing at an alarming rate, thereby increasing the need for strategic means of taking care of the elderly. Following in the footsteps of the developed economies, the developing world is experiencing accelerated rates of population growth which has been proven to be much higher than the capacity of these countries to provide health facilities, nutrition, and other basic amenities that can provide reasonable standards of living for the elderly.

The World Health Organisation Global strategy and action plan on ageing and health provide a policy framework to ensure that societal responses to population ageing are aligned with ambitious development agendas. The United Nations Sustainable Development Goals (SDGs) demonstrate a renewed global commitment to health systems underpinned by the Universal Health Coverage (UHC) target. With structural and social changes, many of the ambitions of the SDGs can be achieved. The World Health Organisation (WHO) data indicates that the life expectancy at birth (years) increased from 55,8% in the year 2020 to 65,3% for both sexes in the year 2019. According to the United Nations (UN) estimates, there were approximately 200 million persons aged 60 and above in 1950. By 1975, this number had increased to 350 million worldwide, which is expected to reach 2 billion by 2025.

Furthermore, projections are that by 2050, the population of older people will, for the first time in the history of humankind, surpass that of children under the age of 14 years. Africa alone is projected to register a phenomenal increase from the current estimate of slightly over 38 million to 212 million by 2050. The present demographic transformation necessitates the adoption of a new policy at all levels of government, as its repercussions will leave no sector unscathed. This will inevitably exert additional pressure on sectors such as health, housing, employment, social safety nets, and welfare, to name a few.

According to Statistics South Africa, social profile for older persons revealed that there were 5,43 million (of the total population of 59.62 million) people above the age of 60 by mid-year 2020, which points out to the fact that the numbers might have increased given the improving life expectancy in this country. The country's cultural and economic landscape reveals that many older persons live in nuclear families, although this trend is slowly changing as single-unit families gain currency. Research reports indicate that the majority of older persons, approximately 76,2% (3 626 850) as of 2015, lived below the lower bound poverty line, and over 3,1 million are recipients of an old age grant. The total dependency ratio in the City of Johannesburg has increased from 36,97% to 38,5%, and the aged dependency has increased from 5.6 to 7 persons per 100. A small proportion of older persons are members of a medical aid scheme, leaving more than 70% dependent on the public health care system. Common health conditions in the elderly are high blood pressure at 45,3%, diabetes at 15,8%, and arthritis at 13,8%.

Constitutional Mandate

The Constitution of the Republic of South Africa, 1996, states that "everyone is equal before the law and has the right to equal protection and benefit of the law". It thus guarantees the right to quality of life, non-discrimination, and human dignity. The Bill of Rights is a cornerstone of democracy in South Africa. It enshrines the rights of all people in our country and affirms the democratic values of human dignity, equality, and freedom.

The Constitution further states in section 153:

"A municipality must structure and manage its administration and budgeting and planning processes to give priority to the basic needs of the community, and to promote the social and economic development of the community, and to participate in national and provincial development programs".

Furthermore, it states that municipalities are mandated to govern, provide services, and promote social and economic development. In respect of this area, *Section 27 (1) of the Constitution* states the following under Health Care, Food and Social Security:

- (1) "Everyone has the right to have sufficient food and water, and social security, including, if they are unable to support themselves and their dependents, appropriate social assistance.
- (2) That the state must take reasonable legislating and other measures, within its available resources, to achieve the progressive realisation of each of these rights."

The Older Persons policy presents the principles and procedures governing the management of older persons by the City of Johannesburg officials, in accordance with their constitutional mandate to provide social assistance to citizens in need. The policy also facilitates services that are accessible, equitable, and affordable to older persons and that conform to prescribed norms and standards. Such services should empower older persons to continue to live meaningful lives in a society that recognizes them as important sources of enrichment, expertise, and community support.

4. STRATEGIC INTENT AND DESIRED OUTCOMES

4.1. Policy Problem Statement

It is well-documented that the ageing process is a biological reality with its dynamics, which is largely beyond human control. It is, however, also subject to the constructions by which each society makes sense of old age. As alluded on the introduction, the composition of the world population has changed dramatically, with a continual bulging of the elderly age group due to increased life expectancy. Recent decades have, thus, seen a surge in problems associated with caring for and the safety of the elderly. The City of Johannesburg is no exception. The emergence of the Coronavirus (COVID-19) has caused major health, social and economic upheavals that present an indispensable need for demographers and policymakers in the country. Taking this into account, the CoJ should consider the emerging evidence, the interaction between the pandemic and population dynamics with a greater emphasis on older persons and other designated groups, and the implications for socio-economic well-being.

There is also a need to improve the collection of data and evidence, the effective development of policies and their implementation, and the monitoring of impacts to measure the effectiveness and efficiency of such interventions. The approach to older persons' well-being should be such that they are accommodated in the mainstream community for as long as possible. This includes self-care, and care by children, family, and other relatives, to reduce the burden on the local government and for older persons to remain productive and relevant in their daily activities. The policy considers that children, family members, and relatives would probably need training in elderly person occupational health and homecare to adequately look after or enhance the care of the elderly within the community setting.

In self-care facilities, it is prudent that not only the socio-economic well-being of the elderly be considered but also their hazard and risk exposure. Studies have shown that many non-medical-induced conditions or injuries suffered by the elderly result from mitigatable domestic accidents. Therefore, other than frail care facilities or retirement homes where medical help and security assistance are readily available, self-care facilities must continuously train older persons on hazard identification and safety-proof living environments with the assistance of local authorities and others. Considering the latter, partnerships between CoJ departments and external stakeholders are crucial in providing comprehensive and sustainable public service to the elderly residing in the City.

The United Nations (UN) Sustainable Development Goals (SDGs), particularly Goal 1; No poverty; Goal 2: Zero Hunger; Goal 3: Good Health and Well-being; and Goal 17: Partnerships for Goals, seek to address matters concerning poverty and inequality, through enhancing social protection interventions across the world. South Africa's National Development Plan (NDP), particularly chapter 11, also seeks to promote social protection and fight to end poverty in all its forms at all levels. Chapter 11 of the NDP notes that problems such as poverty, poverty-induced hunger, malnutrition, and micronutrient deficiencies need to be addressed. It is the vulnerable groups, such as the elderly, who have low resilience levels to these social ills. Thus, progressive measures need to be formulated through policies and strategies.

4.2. Policy Purpose (Rational)

The Older Persons policy is a framework for developing council plans, strategies, and programs that respond to the needs of older persons in the City of Johannesburg. The policy provides guidelines for removing discriminatory barriers through older persons-specific measures. This policy:

- a) Serves as an overarching policy framework for older person issues within the City of Johannesburg.
- b) Promotes respect for older persons' inherent dignity.
- c) Provides a broad outline of responsibilities and accountabilities of the various stakeholders.; and
- d) Promotes, protects, and ensures the equal enjoyment of all human rights in the City.

4.3. Policy Goals and Objectives

The objectives of this policy are:

- a) To promote and protect the rights of older persons within the community. The approach to ageing is to keep older persons with their communities for as long as possible and be consistent in making it possible for them to live independently. Therefore, the policy is geared towards creating an enabling and supportive environment for older persons to live with dignity and self-fulfilment within the City.
- b) To uphold the following three main priorities of the International Plan of Action on Ageing:
 - i) Older Persons and development,
 - ii) Advancing health and well-being into old age,
 - iii) Enabling and supportive environment.
- c) To enable older persons to enjoy active, healthy, and independent lives.
- d) To create an enabling and supportive environment for older persons.
- e) To provide continuous care to older persons in need.
- f) To guide programs that address the rights of older persons as directed in the Constitution, including other applicable legislation such as the Older Persons Act and Bill of Human Rights: These programs are:
 - i) Programs for the basic needs of Older Persons, particularly food, shelter, and health Care.
 - ii) Programs encouraging active and productive ageing.
 - iii) Programs for providing institutional as well as non-institutional Care services.
 - iv) Programs to strengthen intergenerational relationships, particularly between children/youths and older persons.
 - v) Facilitate interdepartmental programs to enhance hazard identification and safety-proofing living environments of older persons.

4.4. Policy Statement of Intent – Desired Policy Outcomes

This policy strives to achieve the following:

- a) To ensure that Older Persons are protected and receive effective social services to reduce trauma and neglect.
- b) To provide clear roles, responsibilities, and functions to relevant stakeholders.
- c) To develop and implement a systematic and uniform set of procedures, to enable effective management of the process that is people-cantered.

- d) To ensure that the City's social services are performed effectively and efficiently through ongoing training and capacity building.
- e) To ensure necessary collaboration and coordination between role players occur during the intervention process.
- f) To provide a system of mutual accountability and transparency.

4.5. Scope and Application of the Policy

The policy aims to provide multi-pronged assistance to the elderly residents and their households residing within the jurisdiction of the City of Johannesburg to support them in escaping the poverty trap and to facilitate the systems changes required for new compliance mechanisms. The policy implementation will utilize the findings of the latest developed deprivation and vulnerability index to identify areas, individuals, and programs within the City, requiring enhanced interventions.

4.5.1. Implementing Cohort

Human development is incumbent upon all CoJ departments, entities, and agencies. It is also the responsibility of other spheres of government, the private sector, community-based organizations, and non-governmental organizations. Implementation of this policy is dependent on participation by various individuals, departments, and other institutions and entities, including:

- a) Officials, departments, and entities within the City of Johannesburg.
- b) Private sector institutions that deliver services to older persons in the City of Johannesburg.
- c) Organised structures and organisations that work with CoJ's Targeted Beneficiaries Unit (TBU).
- d) Community-Based Organisations (CBOs), Faith Based Organisations (FBOs), NGO's and organisations focused on elderly persons' issues.
- e) Interested parties, volunteers, and stakeholders who participate in the delivery of services to the elderly within Johannesburg.
- f) Relevant Provincial and National Departments.
- g) This policy guides the work of private entities and non-profit institutions (NGOs and CBOs) conducting projects on behalf of, or in partnership with, the City of Johannesburg.

4.5.2. Beneficiaries

The policy applies to all older persons who are 60 years of age or older; and all organisations, practitioners, and individuals working in the field of servicing older persons within the jurisdiction of the City of Johannesburg Metropolitan Municipality.

5. REGULATORY FRAMEWORK

Local government is mandated by law to develop a service delivery capacity to meet the basic needs of all South African communities. The following key legislative imperatives provide a mandate to the City to manage, support, and regulate activities within the policy scope:

5.1. International Strategic Imperatives

The following are major international policy instruments pertaining to Older Persons:

- a) UN convention on the rights of older persons provides a comprehensive and systematic framework for the protection and promotion of human rights in older age and prohibits all forms of discrimination in every aspect of our lives.
- b) UN Principles for Older Persons (1991): Older persons should access adequate food, water, shelter, clothing, and health care through income, family, and community support and self-help. Older persons should have the opportunity to work or access other income-generating activities.
- c) Health systems need to respond to the diverse needs of older people, including those experiencing high and stable levels of intrinsic capacity - those in whom capacity is declining and those for whom capacity has fallen to the point where they need the care and support of others. In this regard, WHO commissioned a systematic review of evidence followed by a global Delphi study to identify the effective elements that would support care integration.
- d) The Madrid International Plan of Action on Ageing (MIPAA), adopted in 2002, constitutes a key global policy document concerned with the implications of population ageing and the well-being and active participation of older persons at all levels. The Guide towards actualising MIPAA is intended both to provide a critical framework for the design of policies and procedures that can be used by policymakers, programme developers, and stakeholders in the policy arena; and to offer general advice on ways MIPAA principles and recommendations may be put into action.

Key dimensions of the framework include:

- i. Consideration of all policy areas, not only those explicitly relating to older persons, and the use of an integrated human development approach; and
- ii. Acknowledgement of the extent to which older persons are integrated with other community groups and are affected by policies intended to address issues relating primarily to such groups. This is required to formulate strategies that support intergenerational cohesion.

5.2. National and Other Legislation

Local government is mandated by law to develop a service delivery capacity to meet the basic needs of all South African communities. The following key legislative imperatives provide a mandate to the CoJ to manage, support, and regulate activities within the Policy scope:

Act	Relevance
<p>The Constitution of the Republic of South Africa, Act No. 108 of 1996</p>	<p>The Constitution is the country's supreme law and entrenches specific rights and responsibilities that apply to everyone.</p> <p>Chapter 2, Section 9(3) states that "the state may not unfairly discriminate directly or indirectly against anyone on one or more grounds, including race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language, and birth";</p> <p>Also, section 10 states that "everyone has inherent dignity and the right to have their dignity respected and protected".</p> <p>Chapter 7 of the Constitution mandates the local government to promote social and economic development in communities and participation in local government matters.</p> <p>Older persons enjoy the rights contemplated in section 9 of the Constitution of the Republic of South Africa and especially may not in an unfair way be denied the right to:</p> <ol style="list-style-type: none"> a) Participate in community life in any position appropriate to their interests and capabilities. b) Participate in intergenerational programs.

Act	Relevance
	<p>c) Establish and participate in structures and associations for older persons.</p> <p>d) Participate in activities that enhance their income-generating capacity.</p> <p>e) Live in an environment catering to their changing capacities; and</p> <p>f) Access opportunities that promote optimal social, physical, mental, and emotional well-being.</p>
Municipal Structures Act, No. 117 of 1998	<p>The Act, inter alia, sets out to provide for an appropriate division of functions and powers between categories of municipalities; to regulate the internal systems, structures, and office-bearers of municipalities; provide for appropriate electoral systems and provide for matters in connection therewith.</p>
Municipal Systems Act, No. 32 of 2000	<p>The Act inter alia provides for the social and economic upliftment of local communities; universal access to essential services that are affordable to all, the municipality working in partnership with the local community, community participation; an enabling framework for local government, human resource development, empowering the poor and overall social and economic upliftment of communities in harmony with their local natural environment.</p>
Indigent support:	<p>One of the main objectives of local government is to ensure the provision of services to communities in a sustainable manner. The provision of services is thus a cardinal function, if not the most important function, of every municipal government according to Section 152 (1)(b) of The Constitution of the Republic of South Africa, Act No. 108 of 1996 (The Constitution).</p> <p>Local government is mandated by law to develop a service delivery capacity to meet the basic needs of all South African communities. The provision of basic services enhances the quality of life of all citizens.</p> <p>Section 27 of the South African Constitution provides that: "Everyone has the right to have access to social security including, if they are unable to support themselves and their dependents, appropriate social</p>

Act	Relevance
	<p>assistance. The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of each of these rights".</p> <p>The Municipal Systems Act, Act 32 of 2000 further stipulates the following: "Poor households must have access to at least basic services through (i) tariffs that cover any operating and maintenance costs; (ii) special tariffs or lifeline tariffs for low levels of use or consumptions of services for basic levels of service; or (iii) any other direct or indirect method of subsidisation of tariffs for poor households".</p>
<p>Older Persons Act, no 13 of 2006</p>	<p>The Act aims to deal effectively with the plight of older persons by creating a framework aimed at the empowerment and protection of older persons and the promotion and maintenance of their status, rights, well-being, safety, and security, and to provide for matters therewith.</p> <p>In terms of the Older Persons Act, the Act gives Older Persons the right to:</p> <ol style="list-style-type: none"> a) Participate in community life in any position appropriate to their interest and capabilities. b) Participate in inter-generational programs. c) Establish and participate in structures and associations for older persons. d) Participate in activities that enhance their income-generating capacity; and e) Access opportunities that promote their optimal social, physical, mental, and emotional well-being.
<p>The Housing Act (Act No. 107 of 1997)</p>	<p>Part 1, General principles applicable to housing development:</p> <ol style="list-style-type: none"> a) Section 2 c) (iii) the establishment, development, and maintenance of socially and economically viable communities and safe and healthy living conditions to ensure the elimination and prevention of slums and slum conditions. b) Section 2 c) (v) (the effective functioning of the housing market while revealing the playing fields and taking steps to achieve equitable access for all to that market.

Act	Relevance
	<p>c) Section 2 c) (vi) measures to prohibit unfair discrimination on the grounds of gender and other forms of unfair discrimination by all actors in the housing development process.</p> <p>d) Section 2 c) (viii) the meeting of special housing needs, including but not limited to the needs of the disabled.</p>
<p>White Paper for Social Welfare (Notice 1108 of 1997).</p>	<p>Social welfare policies and programs providing cash transfers, social relief, and enabling and developmental services ensure that people have adequate economic and social protection during unemployment, ill health, maternity, childrearing, widowhood, disability, old age, and so on. Social welfare programs of this nature contribute to human resource development by enabling impoverished households to provide adequate care for their members, especially children and those who are vulnerable such as the elderly.</p> <p>Restructuring social security, Section 44: (c) Social assistance to the elderly will continue to be provided in the form of old age grants. A means test will determine eligibility.</p> <p>Section 46: Programmes for the elderly will be designed to enable them to live an active, healthy, and independent life for as long as possible. The focus of social programming will be on social security, addressing the need for affordable accommodation and social programs to promote social integration. Community care options will be promoted. Government has the responsibility to provide for the needs of disadvantaged, destitute, and frail elderly persons. Racial inequity in the delivery of services will be terminated immediately.</p>
<p>Prevention of Illegal Eviction from and Unlawful Occupation of Land Act (Act 19 of 1998), as amended (August 2003)</p>	<p>Eviction of unlawful occupiers, Section 4 (6) If an unlawful occupier has occupied the land in question for less than six months at the time when the proceedings are initiated, a court may grant an order for eviction if it believes that it is and equitable to do so, after considering all the relevant circumstances, including the rights and needs of the elderly, children, disabled persons and households headed by women.</p> <p>(7) If an unlawful occupier has occupied the land in question for more than six months at the time when the proceedings are initiated, a court may grant an order for eviction if it believes that it is just and equitable</p>

Act	Relevance
	to do so, after considering all the relevant circumstances, including, except where the land is sold in a sale of execution under a mortgage, whether the land has been made available or can reasonably be made available by a municipality or other organ of state or another land owner for the relocation of the unlawful occupier, and including the rights and needs of the elderly, children, disabled persons and households headed by women.
The White Paper on Local Government of 1998	The White Paper on Local Government identifies the need for municipalities to ensure that all citizens, regardless of race, gender, or sexual orientation, have access to at least a minimum level of services. The paper further states that accessibility is not only about making services available but also about making services easy and convenient to access.
Mental Health Act (17 of 2002)	To provide for the care, treatment, and rehabilitation of persons who are mentally ill; to set out (different procedures to be followed in the admission of such persons; to establish Review Boards in respect of every health establishment; to determine their powers and functions; to provide for the care and administration of the property of mentally ill persons; to repeal certain laws; and to provide for matters connected therewith.
Further legislation and Policies:	City of Johannesburg Public Amenities By-law. <ul style="list-style-type: none"> • Human Rights Commission Act, No. 54 of 1994 • Social Assistance Act, No. 45 of 1994. • Social Work Amendment Act, No. 102 of 1998. • Social Service Professions Act, No. 110 of 1978. • Housing Development Schemes Act for Retired Persons, No. 65 of 1988.

5.3. Related Policies/ Strategies (Policy Instruments)

5.3.1. CoJ Development Strategies

This policy is aligned with the City's aspirations for a better life for all, and it speaks to the improvement of the general well-being of residents.

5.3.2. Relevant International, National, Provincial, and Local Imperatives

This policy is aligned with the following broader imperatives:

- a) Improved living standards as advocated for by the SDGs.
- b) Improved and unified living conditions as stipulated in the NDP.
- c) The Gauteng provincial department of social development's vision is "a caring and self-reliant society", and its mission is "to transform our society by building conscious and capable citizens through the provision of integrated social development services".
- d) The DSD's vision of a caring and self-reliant society and its mission to 'transform society by building conscious and capable citizens through the provision of integrated social development services.
- e) The needs of the communities as expressed at IDP meetings in all seven administrative regions.

Older Persons and Human Rights South Africa recognises that older persons are vital members of our society and protects them in law through the Older Persons Act. The Constitution provides that everyone is equal before the law and has the right to equal protection and benefit from the law. Section 9 provides that no person (including the state and private companies) may unfairly discriminate directly or indirectly against any person on several listed grounds, including race, gender, religion, social origin, and age. The Older Persons Act gives effect to the rights in the Bill of Rights in respect of older persons and aims to maintain and promote the status, well-being, safety, and security of older persons. At the regional level, South Africa is a party to international laws and agreements that commit in terms of the Older Persons Act. The Act gives Older Persons the right to:

- a) Participate in community life in any position appropriate to their interest and capabilities.
- b) Participate in inter-generational programs.
- c) Establish and participate in structures and associations for older persons.
- d) Participate in activities that enhance their income-generating capacity.
- e) Live in an environment catering their changing capacities.
- f) Access opportunities that promote optimal social, physical, mental, and emotional well-being.

Despite legislation protecting older persons, they face several challenges as a vulnerable group with unique and differing needs.

Right to health care: As people get older, they become more vulnerable to several health conditions, and as such, they may need health care services more frequently than younger people.

During its monitoring and investigation work, the Commission has noted that older persons, particularly those who live in rural areas and those who are poor and ill, are most adversely impacted when they try to access health care.

These challenges are noted in the inadequate number of available emergency vehicles, the cost of transport from rural areas to urban health facilities, long waiting queues at public health facilities, and the possibility of medicine shortages. These issues are compounded when healthcare professionals treat older persons with a lack of respect. The treatment of older persons in the primary health care sector is an important factor beyond clinical treatment, and there is a need recognised in the World Health Organisation (WHO) age-friendly Primary Health Care principles for the education and sensitisation of primary health care providers about specific needs of elderly clients.

WHO recommends that:

- a) The attitudes, education, and training of healthcare providers should be improved to promote the assessment and treatment of conditions that afflict older persons and empower them to remain healthy.
- b) Primary healthcare management systems must be adapted to the needs of older persons.
- c) Efforts to make physical access easier for older persons whom have mobility, vision, or hearing impairments be undertaken.

In South Africa, many older persons take on the role of primary caregivers to children, including where children are orphaned on account of tuberculosis and HIV/ AIDS. However, older persons are not routinely included in routine HIV/AIDS screening or counselling in the public health care sector, nor are they made aware of how to manage chronic conditions. The SAHRC report highlighted concerns around education, sensitisation, and training. The SAHRC probe revealed that staff in frail care facilities lack the necessary skills and capacity to assist older persons; there is a shortage of equipment required to render proper assistance, and facilities with older persons were inadequately monitored, rendering older persons vulnerable to abuse as many are unaware of their rights.

The right to human dignity - Section 10 of the Constitution provides that everyone has a right to respect and protect their dignity.

The Older Persons Act explicitly criminalises all forms of abuse of older persons. The abuse, ill-treatment, violence, or neglect of an elderly person strips them of their dignity. Abuse can take various forms in that it can be:

- a) Physical, sexual, or psychological.
- b) Degrading or humiliating conduct, including insults, ridicule, or name-calling, and economic abuse, which includes depriving an older person of economic or financial resources that they are entitled to by law, such as an old age grant.
- c) Any person who suspects an older person has been abused or ill-treated must immediately report such abuse to the police, who will then take action against the abuser.
- d) Such abuse must also be reported to social workers, who must assist the older person.

The right to food, water, and social security - Everyone has the right to have access to sufficient food, water, and social security. Poverty is a major cause of food insecurity as older persons are largely unemployed or have retired due to age. Those who receive social security (old age grants) may not necessarily be able to purchase food that is appropriate for their health conditions. In addition, older persons who receive old age grants frequently find the social support received.

6. PUBLIC CONSULTATION AND POLICY REVIEW

Public consultation for this policy included the identification and selection of participants, instruments designed to collect the necessary data and information, data-gathering processes, data capturing and arrangements, analysis and interpretation, and final data presentation. The public participation approach adopted a qualitative research methodology, driven by the interpretive paradigm and its subjectivist epistemology. To get a thorough grasp of the policy phenomena under consideration, the process used criterion sampling within the context of a purposive sampling strategy.

The public participation was a three-pronged approach across all seven (7) regions: (a) data collection sessions comprising physical focus group sessions (b) the uploading of the draft Older Persons policies for public review and comments, to the City of Johannesburg website and (c) the creation of a central email to capture the responses from participants who wished to convey their views and rationalities through emailing services. This was done to expand the involvement of the public by broadening the zone of influence. Public participation sessions commenced during the month of August through to September 2022 in all regions of the City of Johannesburg. Beneficiaries, community members, and representatives of community and appropriate support organisations in the CoJ regions were among the invited stakeholders, who eventually constituted a specific reference group for consultation.

Qualitative data obtained from public participation were consolidated and prepared for analysis. Inductive reasoning was used in data analysis. This approach enabled the makers of this policy to focus on exploring new phenomena and to look at previously researched phenomena from a different perspective. Obtained field data was organised and analysed thematically, and the analysis was aided by the ATLAS.ti software. The software was used to find and organise ideas and concepts, which highlighted emerging themes. These themes were compiled and used to inform the new Older Persons policy, as the voice of the public.

The usefulness of thematic analysis in examining this policy stems from its capacity to provide policymakers with the chance and flexibility to detect, analyse, and report on patterns (or themes) arising inside and beyond the data acquired. It also allowed them to minimally organise and describe the dataset in detail. It is worth noting that qualitative data analysis required them to carefully scrutinise the content of the data obtained in a systematic manner in order to ensure that emerging trends, their frequency of occurrence, and the manner in which they are described and captured are accurately reflected in this policy. As a result, the analysis of stakeholder input has been used to inform this policy, as approved by the Council.

7. POLICY INTERVENTIONS AND IMPLEMENTATION (PROVISION AND PROCEDURES OF THE POLICY)

7.1. Policy Directives and Interventions

The following interventions have been identified to address the needs of older persons in the City of Johannesburg. All Departments and Entities must identify their contributions in terms of programs and implementation. The directives and interventions are:

7.1.1 Develop a Situational Analysis

Situational analysis interventions must include the following:

- a) Institute periodic research (situational analysis) to establish the current status of older persons in the City.
- b) Develop a database system to document and address entrenched challenges faced by older persons in the City.

7.1.2 Advance Health and Well-being of Older Persons

The City must ensure the timely provision and coordination of health services to ensure that older persons are not unnecessarily and unduly deprived of such services befitting their age. The City

must initiate programs aimed at promoting universal and equal access to health care, advancing the status and well-being of vulnerable and needy older persons through:

- a) Prioritise serving older persons in health facilities and offer free and affordable medications and treatments.
- b) Establish a medical dispensing system where the elderly can collect monthly medication.
- c) Set up medication reminders and tracking systems to assist the elderly in taking the correct medication at the right times.
- d) Provide a reliable medical service for older persons residing in daycare centers.
- e) Provide community-based health care for frail, bedridden, and needy older persons (persons with disability) to promote good health and prevent sickness.
- f) Collaborate with the various departments that are experts in the field of providing healthcare to older persons.

7.1.3 Social Workers Support

Interventions on Social Workers' Support must include the following:

- a) More social workers (a minimum of 5 social workers per region) must be employed in the regions to serve the growing number of older persons and reach all areas in need of their services.
- b) Social Workers must be trained in gerontology as a specialist to ensure they address transversal issues affecting older persons.
- c) Provision of a coordinated and integrated referral system as well as provision of appropriate medical and social services to older persons.

7.1.4 Access to Transport

Conducting periodic transport needs assessments for older persons using public transport based on availability, accessibility, affordability, and acceptability is critical. Access to transport interventions must include the following:

- a) Collaborate with public transport, such as taxi services, to prioritise and protect older persons from social exclusion. Other service providers must be engaged to educate them on the needs of the elderly, particularly in public transport.
- b) Develop a scheme to offer discounted and free rides for older persons on certain days of the month.
- c) Enhance integrated multistakeholder collaboration to improve access to transport on special days such as the collection of grants, medication, sports days, shopping, etc.

7.1.5 Access to Recreation Centres

Endorsing physical activities among older persons can reduce healthcare needs and relieve pressure on healthcare systems. The City must ensure access to recreation centers through the following:

- a) Provision of access to safe public spaces for recreation and excursions to public spaces that are tailored to elderly needs through hosting sports, art, culture, and library information services programs.
- b) Create a platform in recreation centers where skills can be transferred to younger people.
- c) Awareness must be created of the availability and utilisation of community facilities.
- d) Collaboration with internal stakeholders must be strengthened to ensure recreational facilities are accessible to everyone, including older persons.
- e) Ensure sustainability of facilities through monitoring of programs implemented.

7.1.6 Establish City-Owned Old Age Homes or Frail Care Facilities

Old age homes or frail care facilities are designed to provide accommodation and 24-hour service to older persons who are not physically or mentally fit to perform activities of daily living. The City must ensure the following:

- a) Collaborate with relevant departments and provide a better alternative to family situations in which care for the elderly has diminished owing to social commitments and financial resources.
- b) Establish adequate and well-furnished City owned old age homes and day-care centers (comply with the Health and Safety Act) in each region to cope with the growing numbers of the elderly in the City.
- c) Conduct regular vetting on personnel working with older persons at the old age homes.
- d) Ensure safety and prevent abuse of older persons through procurement of surveillance equipment, access control, and personnel screening when appointed to work at old age homes and frail care centers.

7.1.7 Access to Retirement Villages

Retirement villages are designed for independent living; therefore, the City must enhance access to retirement villages, and implement the following interventions:

- a) Provision of affordable, safe, and accessible accommodation to active older persons who are fully independent, with or without assistive devices, and who do not require assistance regarding their activities of daily living.
- b) Retirement villages must be regularly maintained and provide a healthy environment for older persons.
- c) Retirement Villages must be sufficiently capacitated with personnel capable of responding to the social, economic, and health needs of the older people.
- d) Social Workers must regularly conduct assessments on older persons who are frail, in need of assistance, and must be transferred to old age homes.
- e) Ensure safety and prevent abuse of older persons through procurement of surveillance equipment, access control, and personnel screening when appointed to work in the retirement villages.
- f) Collaborate with stakeholders to coordinate and provide integrated service delivery to older persons.

7.1.8 Housing and Living Arrangements

Appropriate, adaptable, and affordable housing is the cornerstone of any dispensation for older persons, and it is the role of the City to facilitate this priority. Housing and living arrangement interventions must include the following:

- a) Prioritise older persons on land reform and restitution processes.
- b) Improve access to affordable, safe, and decent accommodation.
- c) Educate older persons in the community on how to access housing and housing subsidies.
- d) Empower older persons on their rights and responsibilities as property owners.
- e) Collaborate with internal stakeholders to ensure issues of access to housing are addressed.

7.1.9 Access to Basic Services

Providing effective and efficient delivery of timely and reliable basic services is crucial in reducing poverty and improving the socio-economic condition of older persons in the City. Access to basic services interventions must include the following:

- a) The Expanded Social Package program (ESP) must be accessible and reach all older persons in the City, through enhanced awareness campaigns on the program benefits, including education on the qualifying criteria (vulnerability index) used to register and qualify for benefits.

- b) Enhance education and awareness campaigns on electricity usage, water, rates, and outages.
- c) Continuously lobbying to ensure that the ESP is sensitive to the unique circumstances of older persons and accommodates older persons in need of adjusted services.

7.1.10 Access to Education, Knowledge, and Training

Older persons must have access to appropriate educational and training programs that cater to literacy needs. Access to education and training interventions must include the following:

- a) Develop customised, context-sensitive literacy programs that address basic competency and literacy needs.
- b) Provide lifelong learning programs targeting older persons irrespective of age and health conditions.
- c) Provide digital literacy training to older persons to have the necessary skills and confidence to access information and services online.
- d) Create an age-friendly Smart City by recognising the diverse demands of older persons living in the City. This includes the use of technology to interact with smart city services.

7.1.11 Ageing and Labour Force

Ageing and labour force interventions must include the following:

- a) Availing opportunities for older persons to be actively involved in some work to keep them physically, mentally, and socially engaged.
- b) Creating income-generating opportunities for older persons based on their capability to work.

7.1.12 Intergenerational Solidarity

Intergenerational solidarity interventions must include the following:

- a) Knowledge Management System: Initiate and implement inter-generational programs to foster knowledge sharing, skills transfer, and learning among and from older persons with valuable expertise.
- b) Collaborate with retired professionals to provide their expertise in the areas that impact communities.

7.1.13 Poverty and Hunger Reduction

Interventions to reduce poverty and hunger must include the following:

- a) Access to adequate and nutritious food through support and enhanced self-sufficiency.
- b) Prioritise older persons and vulnerable groups in the City's poverty relief programs and ensure the availability of sufficient nutrition through appropriate food schemes.
- c) Conduct an assessment on older persons and be prioritised above Band 4 (very low income) in the City's support program.
- d) Encourage older persons to participate in the development of food production (establishment of homestead gardens and communal gardens), and the City must assist with seedlings and education on how to grow their own food to be self-sufficient.
- e) Cater for older persons in the agricultural sector as smallholder farmers and provided with access to market opportunities.
- f) Create information campaigns in respect of correct nutritional and eating habits as well as healthy lifestyles.

7.1.14 Ensuring Enabling and Supportive Environment

Enabling and supportive environment must include the following:

- a) Educate older persons on the process of accessing social grants for which they are eligible and the documentation requirements.
- b) Enhance access for older persons who reside with orphans to receive foster care grants in addition to Old Age Grant benefits.
- c) Arrangements must be made for the safety of the older persons considering the health risk, including the ability to access grants and other benefits from the comfort of their homes.
- d) Collaborate with SASSA offices and other stakeholders to address the older persons' financial, physical, and emotional abuse.

7.1.15 Awareness Campaigns on the Rights of Older Persons

Interventions promoting the rights of older persons must include the following:

- a) Enhance health lifestyle awareness campaigns through implementing community-based educational programs, information sessions, workshops, and door-to-door campaigns.
- b) Enhance understanding of elderly issues and the elderly process across the community to reduce misunderstanding and misconceived ideas about the nature of support required by older people.

- c) Invite experts to educate communities with necessary information such as the drafting of wills, legal aids, and cognitive disability, as well as addressing negative stereotypes against older persons with mental health conditions.

7.1.16 Ensure Safety and Prevent Abuse of Older persons.

Safety and abuse prevention must incorporate the following components:

- a) Older persons must live in safe environments and have access to social and legal services to improve their protection and care.
- b) Capacitate Social Workers to better serve abused and neglected older persons.
- c) Develop standardised practice guidelines and screening protocols to assist caregivers, health professionals, and social workers in identifying risk factors and signs of abuse.
- d) Provide improved knowledge and mandate community reporting of older person abuse.
- e) Provide holistic, well-integrated support to victims/survivors to maximise their safety and well-being.
- f) Collaborate with different stakeholders to provide support to older persons with mental conditions.
- g) Collaborate with the South African Police Service (SAPS) to sensitise and address issues of secondary abuse in older persons.
- h) Advocate for an older person Help Desk service in SAPS with a dedicated police officer focusing purely on older persons.

7.1.17 Multistakeholder partnerships

Multistakeholder partnerships must include the following:

- a) Implement advocacy through referrals and linkages to various stakeholders for access to services and promoting the social inclusion of the elderly.
- b) Develop and improve knowledge exchange platforms that connect stakeholders working on an initiative that fosters healthy ageing.
- c) Create a network for stakeholders to collaborate on improving older people's lives, families, and communities.
- d) Strengthen partnerships with NGOs to foster and promote the rights of older persons.

7.1.18 Active participation in society

- a) Older persons must be integrated into communities and able to actively participate in the implementation of programs that directly affect their well-being, including participation in self-help groups, seminars, and panel discussions.
- b) Establish viable, fully functional, and meaningful older person forums in all regions to ensure they have real influence where it matters and on all issues.
- c) Promote active involvement in the City decision-making by allowing older persons to remain as active and independent for as long as possible.
- d) Older persons must participate in delivering and developing messages, as the most effective form of awareness comes from the older people themselves.

7.2. Conditions of Implementation of the Policy

The successful implementation of this policy rests on the following critical factors:

- a) Providing training, capacity building, and sensitisation of advancement of needs for older persons. The first level of sensitisation is within the CoJ's entities themselves. All departments must be aware of the policy and be enabled to support the planning and implementation processes. This would ensure that issues about older persons are mainstreamed into departmental plans.
- b) Mobilising support for the implementation of this policy and communication around the policy. Whilst there has been stakeholder participation in its development, ongoing sensitisation is critical.
- c) Endorsement of the Policy by all partners and buy-in sourced from all stakeholders, administratively and politically.
- d) Engagements with the private sector, MEs, and donors.
- e) Functional and effective institutional arrangements meeting the following minimum standards:
 - i) Institutional arrangements should be in place, and internal departments should be ready to act and deliver on their responsibilities,
 - ii) Key stakeholders must be involved and informed at all stages,
 - iii) Multi-Sectoral older person forums must be established and enabled to function effectively at the ward level, and
 - iv) Reporting procedures and mechanisms from ward level to citywide must promote and ensure accountability on the utilisation of funds and meeting the KPIs pertaining to older persons.

- f) Municipal budgeting for older persons. The approach to intervention programs at the ward level requires the allocation of specific budgeting and resources. CoJ, in its IDP processes, must allocate sufficient resources to:
- i) Improve its human resource capacity for older persons,
 - ii) Ensure that a budget is earmarked for the development of older persons in line with the programmatic priorities of the CoJ, and
 - iii) Ensure that the budget is equitable, based on the population and the needs of older persons in the City of Johannesburg.
- g) Implementation of this Policy must be aligned with Executive Management Team scorecards and annual Service Delivery Implementation Plans.
- h) The policy must be aligned with the CoJ IDP, and clear KPIs relating to older persons' issues within departments and MEs must be developed.
- i) Availability of technology (4th IR) to manage the needs of the elderly, towards a smart City of Johannesburg in managing elderly issues.
- j) This policy will come into effect upon approval by the Municipal Council, and an action plan for implementation must be developed within 6 (six) months thereafter.

8. INSTITUTIONAL ARRANGEMENTS FOR POLICY IMPLEMENTATION

The institutional arrangements outline the systems, processes, and structures used by the CoJ to plan and manage activities to implement this policy efficiently and to effectively coordinate with others in fulfilling its mandates. Thus, the institutional arrangements outline the responsibilities of the DSD, other CoJ Departments, and external stakeholders.

8.1 Responsibilities of CoJ Social Development Department

- a) The DSD is the custodian of this policy, and all powers are vested in the Accounting Officer (City Manager) to ensure the legitimate implementation of this policy.
- b) The DSD and the entire Line Departments and Entities will be responsible for implementing and monitoring this policy and ensuring that adequate training and awareness-raising are provided. Thus, the failure to enforce the terms of this policy shall be the City of Johannesburg's responsibility.

- c) It is the responsibility of the DSD to develop annual implementation programs and action plans to give effect to this policy. The programs and action plans will be based on regular feedback from the recipients of the programs.

8.2 Other Departments and Entities

- a) The Department of Housing to construct building structures in line with older persons' guidelines and hand them over to the DSD for day-to-day management/operations.
- b) The Department of Housing should provide building structures and hand them over to the DSD for day-to-day operations. This will aid in eliminating multiple challenges, such as limited assessment/s conducted pre-admission into residential facilities. Social workers and a designated task team should be responsible for the assessment and recommendation concerning the movement of senior citizens within functional communities.
- c) CoJ Health Department: Older Persons' functional ability is made up of the basic capacity of the individual, relevant environmental characteristics, and the interaction between them. Basic capacity comprises all the mental and physical capacities a person can draw on and includes their ability to walk, think, see, hear, and remember. Factors such as diseases, injuries, and age-related changes influence basic capacity.
- d) The Department of Development Planning: to assist with rezoning/zoning in case the need arises with regard to proposed establishments.
- e) Joburg Property Company: to assist with required infrastructure.
- f) Finance and Supply Chain: To assist with budgeting of programmes and projects and foster exemptions for older persons in line with the ESP policy, including assisting with procurement processes.
- g) Johannesburg Water: Foster exemptions for older persons in line with the ESP policy.
- h) City Power: Foster exemptions for older persons in line with the ESP policy
- i) Pikitup: Foster exemptions for older persons in line with the ESP policy
- j) Johannesburg Social Housing Company: Source and provide accommodation infrastructure for older persons.
- k) Metro bus: Provide user-friendly services for the elders.

8.3 External Stakeholders

The issue of Older Persons is cross-sectoral, and it requires a durable strategic partnership involving all relevant stakeholders, such as:

- d) National Department of Social Development: Strategic direction and national aspiration.
- a) South African Police Service: Establish a Help Desk service where information can be accessible to all older persons.
- b) Gauteng Department of Social Development: registration of care facilities.
- c) Neighbouring municipalities: benchmarking and information sharing.
- d) NGOs: required services in case of a need for external capacity.
- e) Local community: referrals and information sharing.
- f) International Community: Benchmarking and information sharing.

The MOUs that will be signed between the City and external stakeholders must guide these strategic partnerships. There must be a clear definition of the nature of collaboration, roles & responsibilities, accountability, and monitoring and evaluation in these MOUs.

9. MONITORING AND EVALUATION

The City of Johannesburg established the “*The City of Johannesburg Monitoring and Evaluation Framework*” in line with the policy framework for the Government-wide Monitoring and Evaluation (GWM&E) and the National Evaluation Policy Framework (NEPF) in 2012. The City of Johannesburg acknowledged that there had been a shift in the City's policies, procedures, and systems associated with the inter-related areas of performance management, monitoring, evaluation, and reporting. The City has therefore developed its monitoring and evaluation framework to monitor and evaluate the outcomes of the Older Persons policy.

The framework notes that at a City level, changes to the organisation's institutional model necessitate a complete review of many organisational activities, including how planning, decision-making, monitoring, and evaluation occurs. Thus, based on the above, this policy will be monitored and evaluated continuously to ensure greater transparency and accountability based on evidence-based monitoring and evaluation. Service delivery will be significantly improved through the continuous generation of information for reporting, communication, and service delivery.

The City of Johannesburg shall, in its quest to monitor and evaluate this policy, employ the results-based monitoring and evaluation approach. DSD Policy Unit will ensure that monitoring and evaluation outcomes are shared with stakeholders annually. The indispensability of employing the results-based (or outcome-based) monitoring and evaluation approach lies in that it goes beyond counting the policy outputs, activities, and resources to enable the City to measure and

evaluate the policy results and then provide information for decision-making. Results-based monitoring and evaluation of this policy will provide feedback on the actual outcomes and goals of the City's actions. Thus, it further addresses the goals of the Older Persons policy, how they are being achieved in respect of budgetary, schedule, and quality performance, and how corrective actions can be done proactively.

Thus, when implementing this Older Persons Policy, it is important to track key outcomes to assess the effectiveness of the policy and identify areas for improvement. The following key eight outcomes will be tracked.

- a) Health and well-being: Monitor the physical and mental health of the older persons population, including the incidence of chronic conditions and disabilities. It is also crucial to ensure and promote public education.
- b) Access to healthcare: Evaluate access to healthcare services, including preventive care, treatment, and rehabilitation services.
- c) Economic security: Assess the economic security of older persons, including access to retirement income, pensions, and other forms of support.
- d) Social engagement: Monitor the level of social engagement and support for older persons, including opportunities for volunteering, community involvement, and intergenerational connections.
- e) Housing: Evaluate the availability and quality of housing options for older persons, including affordable and accessible options for those with disabilities.
- f) Age-friendly environments: Assess the accessibility and liveability of communities for older persons, including transportation options, walkability, and availability of services and amenities.
- g) Long-term care: Monitor the availability and quality of long-term care options, including home care, assisted living, and nursing home care.
- h) Elder abuse: Track the incidence of elder abuse and neglect and evaluate the effectiveness of measures to prevent and address abuse.

It is important to track these outcomes over time and to regularly adjust Older Persons Policy based on monitoring and evaluation results. This will help ensure that the policy effectively improves the quality of life and well-being of the elderly population in the City. The M&E process will be an inherent part of the City's IDPs and designed to enhance accountability. Furthermore, this process will be conducted annually or at any time necessary to keep abreast of best practices and methodological changes and for other corrective actions.

10. CONTRAVENTION OF POLICY

The City of Johannesburg is the custodian of this policy, and all powers are vested in the Accounting Officer (City Manager) to ensure legitimate implementation thereof. The CoJ reserves the right to act in case of breach by any party responsible for the implementation of this policy, and in case of contravention, the CoJ may:

- a) Evaluate the performance of the government officials involved and reserves the right to suspend or reinstate until an investigation is completed.
- b) Enforce the law in case of any criminality involved; and
- c) Withdraw partnership agreements in case stakeholders, and beneficiaries breach the terms of this policy.
- d) The Group Legal Department has established procedures for handling policy and by-laws contraventions.

11. DELEGATION OF AUTHORITY

Sections 59 to 65 of the Local Government: Municipal Systems Act 32 of 2000 provide as follows: “59”. Delegations – “(1) *A municipal council must develop a system of delegations that will maximise administrative and operational efficiency and provide for adequate checks and balances, and, in accordance with that system, may delegate appropriate powers.*” In terms thereof Council hereby delegates all powers and duties to the Accounting Officer which are necessary to enable the Accounting Officer:

- a) To discharge the Older Persons policy responsibilities conferred on Accounting Officers in terms of the Municipal Systems Act 32 of 2000 and this policy.
- b) To maximise administrative and operational efficiency in the implementation of this policy.
- c) To enforce reasonable, cost-effective measures for the implementation of this policy and proper monitoring and evaluation. These measures must adhere to the National Treasury Guidelines and City's Cost Containment Policy.
- d) To comply with his or her responsibilities in terms of Section 115 and other applicable provisions of the Municipal Systems Act (Act 32 of 2000).

Provision for sub-delegation:

- a) The Accounting Officer may, in terms of section 79 of the Act, sub-delegate any Older Persons Development powers and duties, including those delegated to the Accounting Officer in terms of this policy, but any such sub-delegation must be consistent with herein above.

12. POLICY REVIEW

This policy will be reviewed every three (3) years or when advised to do so by the political principals.