Towards the development of an Integrated Strategy to address impediments on Early Childhood Development Programme (ECD): A Social Work Perspective

Bу

Baloyi Themba Victor

Thesis

Submitted in fulfilment of the requirements for the degree of

DOCTOR OF PHILOSOPHY

in

SOCIAL WORK

in the

FACULTY OF HUMANITIES

(School of Social Sciences)

at the

UNIVERSITY OF LIMPOPO

SUPERVISOR: Prof J.C Makhubele

2019

DECLARATION

I, Themba Victor Baloyi declare that the study: "Towards the development of an Integrated Strategy to address impediments on Early Childhood Development Programme (ECD): A Social Work perspective" is my original work and that all the sources that are used or quoted herein have been indicated and acknowledged using complete references, as well as that this work has not been submitted before for any degree at any other institution.

Surname and full names

Student Number

Date

DEDICATION

This study is dedicated to my wife, children and my mother (Mrs Mphephu Makaringe) who have never failed to give me emotional and moral support throughout the study. I dedicate this work to my supervisor and the National Institute for the Humanities and Social Sciences for the scholarship.

ACKNOWLEDGMENTS

My genuine thanks and gratitude are extended to the following people who made this study possible:

- My first and foremost acknowledgement goes to God of St. Engenas Zion Christian Church for protection during the study period.
- My supervisor, Prof JC Makhubele, for his guidance, perseverance, motivation, encouragement and expertise.
- To my wife and lovely children (Pholoso, Junior, Khazamula and Nkateko) for being there for me with social, emotional and moral support.
- To my first-born son (Hluvukani Velly Baloyi) for encouraging me to work hard
- The Limpopo Department of Social Development and Vhembe District Municipality for granting me the opportunity to collect data.
- To my participants who took part in this study.
- The National Institute for the Humanities and Social Sciences for the scholarship.

ABSTRACT

Towards the development of an integrated strategy to address the impediments of Early Childhood Development Programme (ECD): A Social Work Perspective

The purpose of this study was to explore and describe the impediments of the ECD programme with the intention to develop an integrated strategy. The study was qualitative. The study used applied research. Within the context of applied research, exploratory-descriptive a multiple-case study research design was utilized to accomplish the goal of the study. In this study, the researcher utilized two sets of the population to participate in the study. The study used non-probability sampling and, specifically, purposive sampling. The criteria to select the participants were used. The participants included in the study were, Early Childhood development Practitioners and social workers coordinating the ECD programme in Vhembe District Municipality. The focus group interviews and one-to-one individual interviews (structured one-toone interview) was used to collect data from the participants. Data were analysed using thematic analysis. The study findings revealed that ECD centres have different types of impediments that affect the smooth-running of the ECD programme. The following are issues that impede the proper implementation of the ECD programme in Vhembe District Municipalities: infrastructure (e.g. no running water, no electricity and no proper building), poor financial support from the government, lack of resources within the centre, lack of community support and inadequate financial support by local businesses. The findings reveal that other ECD centres were established without basic training by the government. The study found that ECD centres admit children that exceed the expected number. Secondly, the ECD practitioner-child ratio was not considered. The study revealed that ECD practitioners from all municipalities showed different perceptions and attitudes towards services that are rendered, which is also based on the treatment that they get from social workers and the poor support received from the parents of the children. The study also found that ECD centres are being monitored by three different offices, the district office; NPO, and the local social worker. An ECD integrated strategy was developed to address the impediments that impact the proper implementation of the ECD programme.

Keywords: Early Childhood Development Centre, Early Childhood Development Practitioner, Social work, Early Childhood Programme, Impediments

LIST OF FIGURES

Figure 1: Map Local Municipalities of Vhembe District of Limpopo Province Error! Bookmark not defined.20

Figure 2: Infrastructural package for ECD centresError! Bookmark not defined.1 Figure 3: Model for Competency-Base Education......Error! Bookmark not defined. Figure 4: Triangle Model of Successful Early Childhood Development adapted from Scott Campbell's "Green cities, growing cities, just cities? Urban planning and the contradictions of sustainable development" (Campbell, 1996)Error! Bookmark not defined.3

Figure 5: Holistic development of a child......Error! Bookmark not defined.5 Figure 6: ECD Bridging VS Bonding Connections....Error! Bookmark not defined.6 Figure 7: The relationship and connections between departments ..Error! Bookmark not defined.20

*Figure 8: outlines the allocated funds to ECD centres from DSD.....***Error! Bookmark not defined.**30

Figure 9: The element of the theory of change within organisations (ECD centres)

.....Error! Bookmark not defined.1

Figure 10: Six phases of the model.....Error! Bookmark not defined.4

Figure 11: six phases of the integrated ECD strategy..... **Error! Bookmark not defined**.7

*Figure 12: Modern stakeholder map adopted from Weiss, 2009***Error! Bookmark not defined.**

LIST OF TABLES

 Table 1: State of physical infrastructure for ECD in three provinces, 2008 Error!

 Bookmark not defined.

 Table 2: Bloom's Taxonomy of Educational Objectives (Karns et al., 1983) Error!

 Bookmark not defined.

 Table 3: Forms of professional developmentError! Bookmark not defined.

 Table 4: Staff-child ratioError! Bookmark not defined.

 Table 5: Major Approaches to Programme Evaluation Error! Bookmark not defined.

 Table 6: Biographical data of ECD practitioners and ECD beneficiaries (N=27) Error!

 Bookmark not defined.2

 Table 7: Themes and Sub-themesError! Bookmark not defined.3

GLOSSARY

DoE: Department of Basic Education DoH: Department of Health DSD: Department of Social Development ECD: Early Childhood Development M&E: Monitoring and Evaluation GWM&ES: Government-Wide Monitoring and Evaluation System

Table of Contents

i	DECLARATION
ii	DEDICATION
iii	ACKNOWLEDGMENTS
iv	ABSTRACT
vi	LIST OF TABLES
vii	GLOSSARY
Error! Bookmark not defined.	CHAPTER 1
Error! Bookmark not defined.	GENERAL ORIENTATION OF THE STUDY
Error! Bookmark not defined.	1.1 BACKGROUND AND MOTIVATION
Error! Bookmark not defined.	1.2. OPERATIONALISATION OF KEY TERMS
Error! Bookmark not defined.	1.2.1. Child
Error! Bookmark not defined.	1.2.2. Childhood
Error! Bookmark not defined.	1.2.3. Early childhood
Error! Bookmark not defined.	1.2.4 Early Childhood Development
Error! Bookmark not defined.	1.2.5 Early Childhood Development Programme
Error! Bookmark not defined.	1.2.6. Early childhood development practitioners
Error! Bookmark not defined.	1.2.7. Early Childhood Development Centre

1.3 RESEARCH PROBLEM	Error! Bookmark not defined.
1.4 PURPOSE AND OBJECTIVES OF THE STUDY	Error! Bookmark not defined.
1.4.1 Purpose of the Study	Error! Bookmark not defined.
1.4.2 Objectives of the Study	Error! Bookmark not defined.
1.5 SIGNIFICANCE OF THE STUDY	Error! Bookmark not defined.
1.6 ETHICAL CONSIDERATIONS	Error! Bookmark not defined.
1.6.1 Permission to Conduct the Study	Error! Bookmark not defined.
1.6.2 Confidentiality and Anonymity	Error! Bookmark not defined.
1.6.3 No Harm to the subjects	Error! Bookmark not defined.
1.6.4 Informed Consent	Error! Bookmark not defined.
1.6.5 Voluntary Participation	Error! Bookmark not defined.
1.6.6 Competence of the Researcher	Error! Bookmark not defined.
1.6.7 Publication of Research Findings	Error! Bookmark not defined.
1.7 STRUCTURE OF THE THESIS	Error! Bookmark not defined.
1.8 CONCLUSION	Error! Bookmark not defined.
CHAPTER 2	Error! Bookmark not defined.
EARLY CHILDHOOD DEVELOPMENT IN SOUTH A defined.	AFRICA Error! Bookmark not
2.1 INTRODUCTION	Error! Bookmark not defined.
2.2 IMPORTANCE OF EARLY CHILDHOOD DEV SOCIAL WORK PRACTICE	
2.3 IMPEDIMENTS OF ECD PROGRAMME	Error! Bookmark not defined.
2.3.1 Infrastructure for ECD Programme	Error! Bookmark not defined.
2.3.1.1 Required resources for early childhood education (Cl defined.	hukwbikem 2013) Error! Bookmark not

ix

2.3.2. Competency of ECD Practitioners as Volunteers Error! Bookmark not defined.
2.3.2.1 Wilson and Musick's (1997) integrated theory of volunteering Error! Bookmark not defined.
2.3.3 Types of Training Envisaged in the ECD Sector Error! Bookmark not defined.
2.3.4 Staffing and Training needs of ECD Programme Error! Bookmark not defined.
2.3.5. Perception and Attitudes of ECD Practitioners towards Service Delivery Error!
Bookmark not defined.

2.3.6 Theories Underpinning Performance which Influences ECD Practitioners...... Error! Bookmark not defined.

2.3.6.1 Motivation theory	Error! Bookmark not defined.
2.3.6.2 Goal-Setting Theory	Error! Bookmark not defined.
2.3.6.3 Agency Theory	Error! Bookmark not defined.
2.4 CONCLUSION	Error! Bookmark not defined.
CHAPTER 3	Error! Bookmark not defined.
THEORETICAL FRAMEWORK	Error! Bookmark not defined.
3.1. INTRODUCTION	Error! Bookmark not defined.
3.2 ECOSYSTEM THEORY	Error! Bookmark not defined.
3.3 STRENGTHS PERSPECTIVES	Error! Bookmark not defined.
3.3.1 Strength Perspective lexicon	Error! Bookmark not defined.
3.3.1.1 Empowerment	Error! Bookmark not defined.
3.3.1.2 Membership	Error! Bookmark not defined.
3.3.1.3 Healing and wholeness	Error! Bookmark not defined.
3.3.1.4 Dialogue and collaboration	Error! Bookmark not defined.
3.3.1.5 Suspension of disbelief	Error! Bookmark not defined.
3.4 THE PRINCIPLES OF STRENGTH PERSPEC	CTIVESError! Bookmark not
defined.	

3.4.1 Every individual, group, family and the community has strengthsError! Bookmark not defined.

3.4.2 Trauma and abuse, illness and struggle may be injurious but they may also be sources of
challenges and opportunities Error! Bookmark not defined
3.4.3 Assume that you do not know the upper limits of the capacity to grow and change and tak
individual, group and community aspirations seriously Error! Bookmark not defined
3.4.4 We best serve clients by collaborating with them Error! Bookmark not defined
3.4.5 Every environment is full of resources Error! Bookmark not defined
3.4.6 Caring, caretaking and context
3.5 CONCLUSION Brror! Bookmark not defined
CHAPTER 4 Error! Bookmark not defined
POLICY AND LEGISLATIVE FRAMEWORK FOR EARLY CHILDHOOD
DEVELOPMENT Error! Bookmark not defined
4.1 INTRODUCTION Error! Bookmark not defined
4.2 POLICY FRAMEWORK FOR"EARLY CHILDHOOD DEVELOPMEN
PROGRAMME IN SOUTH AFRICA"Error! Bookmark not defined
4.2.1 Constitution of the Republic Of South Africa (Act 108 of 1996) as amendedError! Bookmar not defined.
4.2.2 White Paper for Social Welfare 1997
4.2.3 National Integrated Early Childhood Development Policy 2015 Error! Bookmark not defined
4.2.4 Policy on financial awards to service providers Error! Bookmark not defined
4.2.5 National Development Plan 2030
4.2.6 Service delivery model (SDM) for the developmental welfare service of 2006 Errol
Bookmark not defined.
4.3. LEGISLATION AND GUIDELINES FOR ECD PROGRAMMEError! Bookmar not defined.
4 3 1 Child Care Act 38 of 2005

4.3.1 Child Care Act 38 01 2005	Error: Bookmark not defined.
4.3.2 Non-Profit Organisation Act 71 of 1997	Error! Bookmark not defined.
4.3.3 Social Assistance Act no 59 of 1992	Error! Bookmark not defined.

4.3.4 Social Service Profession Act No 110 of 1978..... Error! Bookmark not defined. 4.3.5 National Development Agency Act 108 of 1998..... Error! Bookmark not defined. 4.3.6 Norms and Standards for Partial care and Early Childhood Development Programme.... Error! Bookmark not defined. 4.4 CONCLUSION Error! Bookmark not defined. CHAPTER 5..... Error! Bookmark not defined. SOCIAL WORK PERSPECTIVE TOWARDS EARLY CHILD DEVELOPMENT PROGRAMMEError! Bookmark not defined. 5.1 INTRODUCTION......Error! Bookmark not defined. 5.2 MULTIDISCIPLINARY TEAM IN RELATION TO ECD PROGRAMME Error! Bookmark not defined. 5.3 IMPORTANCE OF INTEGRATION AND SYNERGY IN RELATION THE ECD. PROGRAMMEError! Bookmark not defined. 5.4 THE CORE PURPOSE OF THE SOCIAL WORK PROFESSION...... Error! Bookmark not defined. 5.5 SOCIAL WORK- PROFESSIONAL VALUES AND ETHICSError! Bookmark not defined. 5.6 THE ROLE AND RESPONSIBILITIES OF THE NATIONAL DEPARTMENT OF SOCIAL DEVELOPMENT Error! Bookmark not defined. 5.7 ROLES AND FUNCTIONS OF DEVELOPMENTAL SOCIAL WORKERS IN THE NPO SECTOR Error! Bookmark not defined.

5.7.1 The Role of an Educator	Error! Bookmark not defined.
5.7.2 Facilitator Role	Error! Bookmark not defined.
5.7.3 The role of Counsellor/Enabler	Error! Bookmark not defined.
5.7.4 Advocacy Role	Error! Bookmark not defined.
5.7.5 Broker Role	Error! Bookmark not defined.
5.7.6 The Social Worker as Case Manager	Error! Bookmark not defined.

Developer Error! Bookmark not defined.	5.7.7 Social Worker as a Staff
ninistrator Error! Bookmark not defined.	5.7.8 Social Worker as an Adr
mme Evaluator Error! Bookmark not defined.	5.7.9 Social worker as Program
Error! Bookmark not defined.	5.7.10 Mediator Role
Researcher Error! Bookmark not defined.	5.7.11 The social worker as a
DEVELOPMENTAL SOCIAL WORKERSError! Bookmark	5.8 SKILLS APPLIED BY [
	4 I M I

not defined.

Error! Bookmark not defined.	5.8.1 Micro developmental social work skills
Error! Bookmark not defined.	5.8.2 Mezzo developmental social work skills
Error! Bookmark not defined.	5.8.2.1 Trust
Error! Bookmark not defined.	5.8.2.2 Bonding capital
Error! Bookmark not defined.	5.8.2.3 Bridging capital
Error! Bookmark not defined.	5.8.3 Macro developmental social work skills

5.9 THE PARTNERSHIP BETWEEN GOVERNMENT AND NPOError! Bookmark not defined.

5.10 WELFARE PLURALIST APPROACH Error! Bookmark not defined.

5.11 THE COLLABORATIVE PARTNERSHIP MODELError! Bookmark not defined.

5.11.1 Types of a collaborative partnership that can be differentiated by the type of commitment
undertaken (Carnwell & Carson, 2015)
5.11.1.1 Project Partnership defined.
5.11.1.2 Problem-oriented Partnerships
5.11.1.3 Ideological Partnerships
5.11.1.4 Ethical Partnerships Error! Bookmark not defined.
5.12 SOCIAL NETWORK THEORY Error! Bookmark not defined.
5.13 EARLY CHILDHOOD DEVELOPMENT SERVICE PACKAGE BY
DEPARTMENT OF SOCIAL DEVELOPMENTError! Bookmark not defined.

5.14 REGISTRATION REQUIREMENTS OF EARLY	
5.15 REGISTERING AN EARLY CHILDHOOD DEV DEPARTMENT OF SOCIAL DEVELOPMENT	
5.16 FUNDING BY DSD	.Error! Bookmark not defined.
5.17 REQUIREMENTS FOR FUNDING BY DSD	Error! Bookmark not defined.
5.18 THE FUNDING MODEL	Error! Bookmark not defined.
5.18.1 Types of financing	Error! Bookmark not defined.
5.18.2 Method of Payment from DSD	Error! Bookmark not defined.
5.19 CONCLUSION	.Error! Bookmark not defined.
CHAPTER 6	.Error! Bookmark not defined.
GOVERNMENT MONITORING AND EVALUATION S SOCIAL WORK PRACTICE	
6.1 INTRODUCTION	Error! Bookmark not defined.
6.2 DEFINING MONITORING AND EVALUATION	Error! Bookmark not defined.
6.3 HISTORICAL BACKGROUND OF MONITORING AFRICA	
6.4 THE IMPORTANCE OF MONITORING ECD PRO	DGRAMMESError! Bookmark
6.5 EARLY CHILDHOOD DEVELOPMENT MC PROCESS IN DSD	
6.6 PROGRAMME EVALUATION	.Error! Bookmark not defined.
6.7 CONSTRUCTIVIST APPROACH	.Error! Bookmark not defined.
6.8 THEORY-BASED EVALUATION APPROACH	.Error! Bookmark not defined.
6.9 LOGIC MODEL	.Error! Bookmark not defined.
6.10 WEISS THEORY OF CHANGE	.Error! Bookmark not defined.

6.11 TEN STEPS TOWARDS BUILDING PERFOR	MANCE-BASED M&E SYSTEM
	Error! Bookmark not defined.
6.12 CONCLUSION	Error! Bookmark not defined.
CHAPTER 7	Error! Bookmark not defined.
EMPIRICAL RESEARCH METHODOLOGY	Error! Bookmark not defined.
7.1 INTRODUCTION	Error! Bookmark not defined.
7.2 RESEARCH APPROACH	Error! Bookmark not defined.
7.3 RESEARCH DESIGN	Error! Bookmark not defined.
7.3.1 Multiple-Case Study Design	Error! Bookmark not defined.
7.3.2 Exploratory Research Design	Error! Bookmark not defined.
7.3.3 Descriptive Research Design	Error! Bookmark not defined.
7.4 POPULATION AND SAMPLING METHODS	Error! Bookmark not defined.
7.5 SAMPLING	Error! Bookmark not defined.
7.6 DATA COLLECTION	Error! Bookmark not defined.
7.7 DATA ANALYSIS	Error! Bookmark not defined.
7.8 QUALITY CRITERIA	Error! Bookmark not defined.
7.8.1 Credibility	Error! Bookmark not defined.
7.8.2 Transferability	Error! Bookmark not defined.
7.8.3 Dependability	Error! Bookmark not defined.
7.8.4 Confirmability	Error! Bookmark not defined.
7.9 CONCLUSION	Error! Bookmark not defined.
CHAPTER 8	Error! Bookmark not defined.
DATA PRESENTATION, ANALYSIS AND INTERPR	ETATIONError! Bookmark not
defined.	

8.1 INTRODUCTION..... Error! Bookmark not defined.

8.2 SECTION A: BIOGRAPHICAL DATA.....Error! Bookmark not defined.

8.3. SECTION B: RESEARCH FINDINGS AND INTERPRETATION Error! Bookmark not defined.

8.4.1.1 Sub-theme 1.1: Infrastructure Error! Bookmark not defined.

8.4.1.2 Sub-theme 1.2: Inadequate financial support from the government **Error! Bookmark not defined.**

8.4.1.3 Sub-theme 1.3: Lack of resources within the centre Error! Bookmark not defined.

8.4.1.4 Sub-theme 1. 4: Lack of community support...... Error! Bookmark not defined.

8.4.1.5 Sub-theme 5: Poor financial support by local business Error! Bookmark not defined.

8.4.2 THEME 2: COMPETENCY OF ECD PRACTITIONERS...... Error! Bookmark not defined.

8.4.2.1 Sub-theme 2.1: ECD Practitioners' qualifications Error! Bookmark not defined.

8.4.2.2 Sub-theme 2.2: Adequate training for ECD practitioner Error! Bookmark not defined.

8.4.2.3 Sub-theme 2.3: Early Childhood development practitioner-child ratios.. Error! Bookmark not defined.

8.4.3 Theme 3: Perceptions of ECD practitioners towards service delivery**Error! Bookmark not** defined.

8.4.3.1 Sub-theme 3.1: ECD practitioners' perceptions towards late payment by parents... Error! Bookmark not defined.

8.4.3.2 Sub-theme 3.2: Social workers' views towards attitudes from ECD practitioners Error! Bookmark not defined.

8.4.3.3 Sub-theme 3.3: ECD practitioners' motivation that influences their positive attitudes Error! Bookmark not defined.

8.4.4 Theme 4: Department of Social Development's monitoring and evaluation system...... Error!

Bookmark not defined.

8.4.4.1 Sub-theme 4.1: ECD Practitioners' Views of DSD Monitoring System **Error! Bookmark not defined.**

8.4.4.2 Sub-theme 4.2: Social Workers' views of DSD monitoring system..... Error! Bookmark not defined.

8.4.4.3 Sub-theme 4.3: Methods of payments from DSD..... Error! Bookmark not defined.

8.4.4.4 Sub-theme 4.4: The Early Childhood Development Centres' Structural Problems Error! Bookmark not defined.

8.4.5 Theme 5: Views about the development of an integra of ECD programmes			
8.9 CONCLUSION	Error! Bo	okmark not de	fined.
CHAPTER 9	Error! Bo	okmark not de	fined.
SUMMARY OF MAJOR FINDINGS, CONCLUSIC			
9.1 INTRODUCTION	Error! Bo	okmark not de	fined.
9.2. RE-STATEMENT OF THE PROBLEM	Error! Bo	okmark not de	fined.
9.3 RE- STATEMENT OF THE AIM AND OBJECTI defined.	VES Error!	Bookmark	not
9.3.1 Aim of the study	Error	r! Bookmark not d	lefined.
9.3.2. OBJECTIVES OF THE STUDY	Error	r! Bookmark not d	lefined.
9.4 MAJOR FINDINGS OF THE STUDY	Error! Bo	okmark not de	fined.
9.4.1 Impediments of the early childhood development pro	-		
9.4.2 Competency of ECD educators	Error	r! Bookmark not c	lefined.
9.4.3 Perceptions of ECD educators towards service deliver	ry E rro r	r! Bookmark not c	lefined.
9.4.4 Monitoring and evaluation system of the Departmen Bookmark not defined.	t of Social Deve	elopment	Error!
9.5 CONCLUSIONS	Error! Bo	okmark not de	fined.
9.6 LIMITATIONS	Error! Bo	okmark not de	fined.
9.7 RECOMMENDATIONS OF THE STUDY	Error! Bo	okmark not de	fined.
9.8 CONCLUSION	Error! Bo	okmark not de	fined.
CHAPTER 10	Error! Bo	okmark not de	fined.

DEVELOPMENT OF INTEGRATED STRATEGY OF EARLY CHILDHOOD DEVELOPMENT PROGRAMMEError! Bookmark not defined. 10.1 INTRODUCTION......Error! Bookmark not defined. 10.2 GIBBONS AND GRAY'S (2005) STAGES OF APPLYING THE STRENGTHS PERSPECTIVE TO POLICY/PROGRAMME PRACTICEError! Bookmark not defined.

10.2.1 Stage 1: Engagement (engage the community in the policy/programme making process)
Error! Bookmark not defined.
10.2.2 Stage 2: Exploration (develop an understanding of policy/programme problem and issues)
Error! Bookmark not defined.
10.2.3 Stage 3: Assessment (situation and policy analysis).. Error! Bookmark not defined.
10.2.4 Stage 4: Intervention (leading to policy formulation) Error! Bookmark not defined.
10.2.5 Stage 5: Evaluation (occur at each step as well as overall) Error! Bookmark not defined.
10.3 THE STAGES OF THE COMMUNITY DEVELOPMENT MODEL...... Error!

10.3.1 Do situational analysis defined
10.3.2 Identify and analyse impediments Error! Bookmark not defined
10.3.3 Formulate a plan of action Error! Bookmark not defined
10.3.4 Implementation Error! Bookmark not defined
10.3.5. Evaluation of the process and results Error! Bookmark not defined
0.4 THE DEVELOPMENT OF EARLY CHILDHOOD INTEGRATED STRATEGY
Error! Bookmark not defined
10.4.1 SIX PHASES OF INTEGRATED ECD STRATEGY Error! Bookmark not defined
10.4.1.1 Problem identification and analysis Error! Bookmark not defined
10.4.1.2 Engagement Error! Bookmark not defined
10.4.1.3 Identification of impediments
10.4.1.4 Formulation of an intervention plan Error! Bookmark not defined

10.4.1.5 Implementation	Error! B	Bookmark not defir	ned.
10.4.1.6 Monitoring and Evaluation	Error! B	Bookmark not defir	ned.
10.5 CONCLUSION	.Error! Book	mark not defin	ed.
REFERENCES	.Error! Book	mark not defin	ed.
ADDENDUM 1: LETTER TO DISTRICT MUNICIPAL	ITY Error!	Bookmark	not
defined.			
ADDENDUM 2: LETTER TO DEPARTMENT OF SO	CIAL DEVEL	OPMENT Err	or!
Bookmark not defined.			
ADDENDUM 3: INFORMED CONSENT	.Error! Book	mark not defin	ed.

ADDENDUM 4: INTERVIEW SCHEDULEError! Bookmark not defined.