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Homelessness and Service Provision: A Case Study of Johannesburg Organisation of Services to the Homeless (JOSH).

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Homelessness and Service Provision: A Case Study of Johannesburg Organisation of Services to the Homeless (JOSH).

By

Kate Mlauzi

Dissertation submitted for a Masters Degree in Development Studies in the Faculty of Humanities and School of Social Sciences, at the University of the Witwatersrand.

Supervisor: SARAH CHARLTON

March 2019

DECLARATION

I, Kate Mercia Mlauzi student number 684971 declare that

"Homelessness and Service Provision: A Case Study of Johannesburg Organisation of Services to the Homeless (JOSH)"

is my own work, all sources in this study have been fully cited and acknowledged by means of complete references. This dissertation is submitted to meet the requirements for the degree of Master of Development Studies at the University of the Witwatersrand. Necessary authorisation and consent has been obtained.

27 November 2018

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ABSTRACT

Over the years Civil Society Organisations (CSOs) have been providing a variety of social services, ranging from improving the skills of homeless individuals to helping prevent homelessness. This paper shed light on the current efforts by the Johannesburg Organisation of Services to the Homeless (JOSH), a Non-Profit Company (NPC) providing services to homeless individuals in Randburg. The study aimed to bridge the knowledge gap that exists in understanding the experiences of CSOs in service provision by exploring JOSH's experiences in providing services to homeless individuals. The study asked the following research question: What are the experiences of JOSH as a CSO in providing services to homeless individuals in the City of Johannesburg? And the following three sub-questions: What services are provided to homeless people by JOSH? What informs the approach taken for service provision by JOSH? How does JOSH understand their experiences of service provision?

I adopted a qualitative methodology and administered 15 face to face semi-structured interviews with the Directors, volunteers, and the staff at JOSH. This approach presented the opportunity to listen to the ideas, experiences and stories of people engaged with social action at JOSH. I used participant observation to collect data. I found this valuable as it gave me an opportunity to participate and observe the settings at JOSH in a way that provided a nuanced understanding of the services provided at JOSH. Thinking critically about the parameters of my research, I used purposive sampling to select my interviews. I chose people who worked closely with JOSH, whose knowledge and experiences would enable me to answer my research question and sub-questions.

The fight to end homelessness has brought a new strategic de-instutionalised model of community engagement that addresses issues of social justice through spaces of engagement. According to Cloke (2011) these new spaces of engagement that emerge are known as 'rapprochement'. This concept is developed in the literature review. It provides a framework of how non-statutory agencies uses a post-secular approach to engage with the homeless population through community-based social action.

Five major themes emerged from data analysis: (1) A snapshot of JOSH's homeless services, (2) Defining JOSH's homeless services (3) JOSH's view on homelessness, (4) Approach taken by JOSH, (5) A culture of support at JOSH and (6) challenges faced by JOSH. The first theme describes the different types of services that are provided by JOSH. This study has revealed that JOSH offers food services, skills assessment as well as counselling services to persons experiencing homelessness. JOSH does this by using a social entrepreneurial model, which is an example of rapprochement. This social enterprise model allows JOSH to put agency, innovation and hope at the heart of their approach. This approach

has enabled JOSH to create a space that is a transformative form of hospitality and a leadership style that allows different stakeholders to develop and acquire a sense of agency. The second theme demonstrated the model JOSH has adopted to provide services to homeless individuals. The third theme described the different terms JOSH uses to conceptualise homelessness. The fourth theme illustrates that JOSH uses a case management and service integration system to identify individuals who are homeless. The fifth theme describes how Directors, volunteers, and the staff at JOSH support homeless individuals. The final theme describes the different challenges JOSH faces in providing services to homeless individuals. The findings of the study revealed that JOSH's soup kitchen was more successful because food services were the most accessible and reliable service to homeless individuals. JOSH also indicated that there is a need for an overnight shelter which was currently not JOSH's focus of service delivery. Recommendations are made based on the findings of the study.

LIST OF ABBREVIATIONS:

CIPC	Companies and Intellectual Property Commission
CoJ	City of Johannesburg
CSO	Civil Society Organisation
FBO	Faith Based organisations
HSRC	Human Sciences Research Council
JHN	Johannesburg Homeless Network
JOSH	Johannesburg Organisation of Services to the Homeless
NGO	Non-Governmental Organisation
NPC	Non-Profit Company
NPO	Non-Profit Organisation
SA	South Africa
SECP	Social Entrepreneur Certificate Programme
UK	United Kingdom
USA	United States
WB	World Bank

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CHAPTER ONE: INTRODUCTION TO THE RESEARCH PROBLEM

Introduction

Homelessness in South Africa is a serious social problem. According to du Toit (2010) there are three groups of homeless persons that can be identified in the South African metropolitan context: detached homeless individuals which are characterised by the absence of social structures and does not consider actual housing circumstances (Flynn: 1986), temporary overnight sleepers' which occurs when people are displaced due to employment, natural disasters or housing issues. These types of individuals can be rehoused quickly if for example housing or employment conditions are favourable (Bassuk et al: 1984). Lastly, informal settlement dwellers who reside in improvised housing which are known as shacks (du Toit: 2010).

Homelessness cannot be viewed as something that takes on a single form or shape. The ways in which the housing market, welfare, income and unemployment interact to produce homelessness is complex and vary within individuals. There are limited studies that focus on the responses to homelessness by metropolitan municipalities in South Africa. Section 26 of the South African Constitution recognises the right to access adequate housing. It states that South Africa should take reasonable legislative and other measures within its available resources to ensure that the right to access to adequate housing is progressively realised. du Toit (2010), states that it is the Social Development Department that is responsible for eradicating homelessness, the Housing Department now called Human Settlements is less so. This is because the reason for homelessness is seen to arise from social dependency. Because of this, du Toit's work in 2010 found that the City of Johannesburg emphasised on the need for developmental programmes to empower homeless people to find employment and housing. The City of Johannesburg responded by providing housing through the Johannesburg Property Company's 'Better Building Programme', whereby derelict buildings were identified and refurbished for social or transitional housing (du Toit: 2010). The reason for this initiative is because it was believed that the homeless populations consisted more of semi-skilled or informally employed people who simply lacked housing (du Toit: 2010). So, the 'Better Building Programme' aimed to assist individuals to have access to cheap housing. South Africa also has an integrated, coherent socio-economic policy framework known as the Reconstruction and Development Programme (RDP). A small portion of the RDP is to ensure that the previously disadvantaged get access to housing. Policy developments have positioned housing and housing related needs of homeless groups as central to ending and preventing homelessness (Savage: 2016). However, past research has shown that there is no clear sign that free housing is reducing the number of people that are already homeless (Cross et al: 2010). In addition, there is also no sign that RDP housing is directly benefiting homeless individuals (Cross et al: 2010).

Tackling homelessness is complicated for two main reasons: firstly, people may be homeless or threatened with homelessness due to a variety of reasons that may require different solutions. Secondly, services for homeless individuals are wide-ranging and complex, and must be addressed considering fluctuating levels of resources that organisations have (Olivet et al: 2010). It is rare that only one event can cause homelessness. Triggers of homelessness might include family conflict, violence, abuse or neglect at home, drug or alcohol addiction, behavioural problems, poverty, unemployment and lack of access to affordable housing (The Homeless Hub: 2017). The impact of homelessness on people varies significantly. Homeless people may experience poor health and little access to medical treatment, low self-esteem and increased anxiety. They may suffer from behavioural issues and mental illness and might become involved in criminal or illegal activity to survive. They may have no work experience or job training, no support network, social, recreational or cultural ties. Because the causes of homelessness are complex and wide-ranging, solutions to the problem exist at a variety of levels.

As discussed in the literature review, Civil Society Organisations (CSOs) have played a role in helping homeless individuals and their families by providing food, shelter and clothing for hundreds of years. Members of CSOs have been involved in the fight to end homelessness and civil society initiatives such as World Homeless Day (WHD) have shed more light on the value of these CSOs. Understanding the role and context of CSOs is important for various reasons. Issues relating to homelessness cannot be effectively solved and understood until current interventions are examined.

There is a lack of research that addresses the ways service providers understand their daily interactions with homeless individuals. This research addresses this issue by looking at the experiences of people providing services to homeless individuals. It focuses on the experiences of an organisation known as the Johannesburg Organisation of Services to the Homeless (JOSH). JOSH is an organisation created to serve the needs of individuals who are homeless. This research employs a qualitative and in-depth approach to understand the experiences of JOSH by drawing on interviews that were carried out with service providers. The research aims to address some of the gaps that exist about the opinions of service providers regarding service provision.

Problem Statement

In 2015 the Human Sciences Research Council (HSRC) published a study on homelessness. The study had been conducted in 2008, and estimated a national homeless population between 100 000 and 200 000 considering people living in rural areas. In other words, this included a relatively wide definition of homelessness. There are several services provided by the South African state to support people through

a range of sectors including child welfare, health care, education, and housing. Globally individuals who are homeless or are in danger of becoming homeless are not easily supported by such systems (The Homeless Hub: 2017). Many people who experience homelessness face difficulties in gaining access to services due to lack of identification, such as proof of address, identity documents, and clinic cards (National Coalition for the Homeless: 2007).

Difficulties in accessing services from the state for homeless individuals has resulted in CSOs carrying the homelessness burden offering homeless individuals with alternative ways of accessing services ranging from health care to housing. CSOs have taken many approaches to offer different kinds of services yet homelessness still prevails. There is comparatively little research on CSOs and the approach they have taken for service provision. There is also uncertainty regarding which approaches seem to be 'working' or 'not' and why this is the case. Little is known about the structures and experiences of CSOs in service provision and how they conceptualise homelessness and service provision in South Africa. In 2010, Cross *et al* published a paper in which they identified the causes of South Africa's street homelessness. In 2010, du Toit described the local metropolitan government responses to homelessness in South Africa. Reporting results from previous studies on the causes of homeless and how states have responded is important because this helps us categorise various patterns of homelessness. Despite a wide range of topics studied in relation to homelessness in South Africa, many researchers have set their eyes mostly on the causes of homelessness and what the state has done, and yet there are so many CSOs working tirelessly to combat homelessness. There is insufficient information on what approaches CSOs take, what works or not. It is therefore the intention of this study to contribute to this research gap.

The Case Study: JOSH

JOSH was established by Mary Gillert-de Klerk in 2013. It is located at Randburg Methodist Church in 10 Vale Ave, Ferndale, Randburg. JOSH is a not-for-profit organisation that is focused on homelessness in South Africa. It has a Board of Directors that work with stakeholders with an expressed mission to improve the lives of homeless individuals by minimising any negative impact on neighbourhoods. Over the years JOSH has gained prominence in Johannesburg for its efforts to help individuals experiencing homelessness. For this reason, it is a good case study because it is known to have a lot of dedicated

service providers[1] that work with different organisations to provide a safe place to eat and gain access to what homeless individuals need to achieve stability in their lives.

JOSH identifies that there is a demand for services amongst the homeless in Randburg which has put a lot of strain on neighbourhoods, law enforcement, public facilities and service providers. This has become unsustainable because homeless individuals often commit survival crimes such as stealing food and JOSH believes that the needs of homeless individuals must be addressed both in the immediate and long-term. JOSH's ultimate goal is to minimise homelessness in the Randburg Area with the efforts of government officials, community advocates, business leaders, and faith-based organisations.

Significance of the research study

This study is important for various reasons. Firstly, for those concerned about the fight against homelessness and secondly, for those involved in policy making. It is important to understand how CSOs met their objectives and what their accomplishments are. CSOs can help shape policies, monitor programs and hold the government initiatives accountable to fulfil their duty to the right to service provision.

Non-statutory agencies have played a role in assisting homeless individuals by providing them with shelter, food and clothing. However, the expansion of these agencies has been contentious, each with different motives and expectations. Members of non-statutory agencies have had a long history of helping to end homelessness and they have shed more light on the value of these agencies. They have different expectations and views on how they can impact homelessness.

This study has enabled me to understand better the role non-statutory agencies[2] play in service provision and understand better what non-statutory agencies are involved in. It focused on the views of one case study amongst CSOs as service providers. The topics examined included services such as housing, food, skills assessment, as well as assessment of service provision by CSOs, confidence in the services provided by service users and use of both formal and informal support services. In doing so, the study explored what informs the approach to service provision (what underlies it, what ideas, beliefs and values inform it). As a result, the study developed insight into the wider socio-economic factors that impact a CSO in providing homeless individuals with services. The study thus documents current service

[1] In this study service providers from JOSH include volunteers, paid and unpaid staff and other organisations that work with JOSH such as the Randburg Methodist Church.

[2] In this study non-statutory agencies refer to organisations that are not part of the state, that exist in the voluntary or private sector.

provision and identified the successes and gaps in service provision as well as met and unmet needs of homeless persons as understood by JOSH.

Research objectives

This study aimed to contribute to the knowledge gap that exists in understanding the experiences of CSOs in service provision in the context of homelessness. Therefore, the research answered the following research questions:

Research question:

- What are the experiences of JOSH as a Civil Society Organisation (CSO) in providing services to homeless individuals in the Johannesburg metropolitan area?

Secondary research questions:

- What services are provided to homeless people by JOSH?
- What informs the approach taken to service provision by JOSH?
- How does JOSH understand their experiences of service provision?

Limitations

Data collection was time consuming and sorting through all the data also took time. Some participants for the study were chosen by the managing director Ms. Mary Gillett-de Klerk. Even though this was essential for me to gain access to participants at JOSH. It is possible that the managing director selectively chose these participants with whom they had a good relationship. These participants are more likely to speak positively about JOSH. The selected participants presented a potential for bias for the results. To overcome this, I had to use other methods mentioned earlier to recruit participants (face-to-face recruiting during operation hours). This enabled me to access an array of experiences which was not filtered by the staff. With the 15 interviews conducted, 5 were recruited through staff and 10 were recruited face-to-face by the researcher.

This study was concerned with the experiences of JOSH as a CSO in providing services to the homeless. While it was not practical to interview every individual involved with JOSH, it was difficult to state that the experiences of those I interviewed represent everyone's experiences at JOSH or any CSO. Interviewing members of JOSH about the services they provide only gave one set of perspective, it did not consider the views of people using services at JOSH as well as others in the sector who provide the same services as JOSH. This study only provides a partial view on the work that JOSH does as an

organisation by those who are directly involved with service provision at JOSH. The people interviewed may or may not have spoken freely about the organisation. Therefore, this study may not be a critical take on JOSH as an organisation. The study did not document the experiences on homeless individuals, and thus does not offer a well-rounded view of service provision.

Layout of the research study

A brief outline of the research study:

Chapter 1: Introduction to the research problem

Chapter one gives a brief introduction and background to the study. It discusses the context of the study area in which the research took place as well as the aim, purpose and problem statement.

Chapter 2: Theory and Literature review

This chapter discusses the various definitions used to conceptualise homelessness, conceptual approaches to service provision, and the types of services provided to homeless people by non-statutory agencies.

Chapter 3: Research Methodology

The study used a qualitative methodology. The research instrument as means of data collection was discussed. A case study was adopted as the approach for this study. Thematic analysis is described, and limitations are discussed.

Chapter 4: Research Findings, Analysis and Interpretation

Drawing on interviews done with service providers, with management, staff, and participant observation at JOSH as a case study, this chapter builds a more developed picture of JOSH's homeless services. The chapter concludes the study by exploring the experiences of JOSH as a service provider.

Chapter 5: Conclusion

This chapter looks at JOSH as a social enterprise and also explores the perceived role of service provision. There are needs of homeless individuals that are not being addressed since JOSH does not currently offer that service. This chapter also provides recommendations to the findings of the study.

CHAPTER TWO: THEORY AND LITERATURE REVIEW

Introduction

This literature review starts by operationalising the important concepts that will aid in the understanding of the broader topic. This will include a description of the different definitions used to understand what constitutes homelessness. This chapter discusses the approaches to service provision and will examine the kind of services provided by statutory and non-statutory agencies. The focus will be on CSOs and their role in the delivery of services for the homeless street people. This chapter also looks at the different services provided to homeless people and concluded by conceptualizing the ethos of service provision. The purpose of this chapter is to provide a background of the problem and context for the work conducted and outcomes of the study.

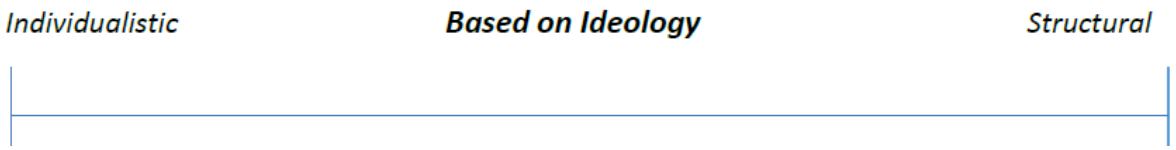
Explanation of Concepts

What's in the name homelessness?

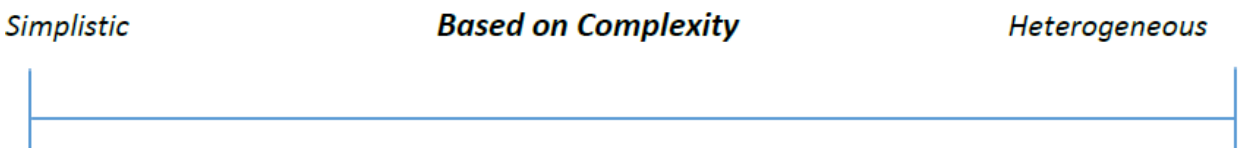
Tipple and Speak (2009) examine the definition of homelessness used in developing countries by states as well as non-government organisations (NGOs) that focus on specific criteria. According to Springer ([2000:479] in Tipple and Speak [2009:48]):

> There are as many classifications and definitions of homelessness as there are different points of views. A definition of homelessness might refer to special housing situation, to a special minimum standard, to the duration and frequency of a stay without shelter, to lifestyle questions, to the use of the welfare system and being part of a certain group of the population, to the risk of becoming houseless and to the possibility to move or not if desired.

This discussion of homelessness covers a continuum of individuals and looks at different aspects and dimensions of homelessness. As a result, there are a variety of terms that are used to describe homelessness such as 'rough-sleeping', 'inadequate housing', 'unsheltered/shelterless', 'street-sleeping', 'displaced people', 'pavement/street dwellers', 'houseless', 'rootlessness', 'rooflessness', 'homeless', and 'unroofed'. According to Tipple and Speak (2009), these terms try to describe a certain condition of/type of homelessness, but they do not always cover the same people. The use of these different terms shown above shows that homelessness is a multifaceted term and does not have a correct single definition. Williams and Cheal (2001) in Tipple and Speak (2009) argue that it not appropriate to try and condense the concept of homelessness to a single issue, as definitions of homelessness can be fixed in two different continuums which are based on ideology and complexity.



The continuum that is based on ideology looks at individualistic explanations of homelessness and blames the individual for their current circumstances (Tipple and Speak: 2009). For example, if an individual is unwilling to work and ends up living on the streets due to their inability to pay rent, then this person is homeless because of their own personal inadequacy. However, this continuum also looks at the structural definitions of homelessness whereby individuals are homeless because they depend on welfare which does not provide long-term solutions for homelessness (Tipple and Speak: 2009). This shows that the meaning of homelessness goes beyond a one-dimensional approach and considers other factors that are associated with being homeless. Structural definitions look at individuals who are not financially stable, who do not have material possessions and who have less opportunities for education and employment (Thompson, Barczyk, Gomez, Dreyer, and Popham, 2010). When describing homelessness based on individualistic explanations and structural definitions it is important to note that the road to homelessness is not linear. One cannot assume that when certain conditions exist then homelessness is inevitable. There are broad factors that are correlated with homelessness. There is a shift between the individualistic and structural continuum, which forms new definitions that may take account of and/or disregard individuals from the homelessness definition (Tipple and Speak: 2009). For example, a person may not be able to pay rent not because of their own personal inadequacy but because they are unemployed.



The continuum based on complexity looks at definitions of homelessness that range from simplistic to heterogeneous (Tipple and Speak: 2009). Simplistic descriptions arise from administrative necessity and heterogeneous definitions are the results of attempts at sociological improvement. Simplistic

descriptions concentrate on rough sleepers while heterogeneous definitions include a lot of conditions that range from sleeping on the streets to inadequate housing[3] (Tipple and Speak: 2009).

According to Tipple & Speak (2009), typologies are a way of understanding homelessness through grouping populations with similar characteristics that are based on the same parameters into sectors. Typologies have a range of definitions that can help us understand, differentiate and prioritise subgroups of people who are by definition homeless (Tipple and Speak: 2009). Tipple and Speak (2009) identify these typologies based on six categories which are (a) quality and type of accommodation, (b) based on risk (risk of individuals becoming/exposed to homelessness), (c) based on homeless people's perceptions (how homeless people classify their situation), (d) exclusion, (e) choice and trajectory and (f) responsibility for alleviating action (responses to homelessness). A variety of definitions fit into these different typologies. These categories cover a variety of individuals and look at different aspects and dimensions of homelessness.

To demonstrate, Olufemi (2000:224) defines "the street homeless individuals as people who do not have 'real homes' (i.e. as people who have inadequate housing, as people who sleep on pavements, as people who do not have access to safe water and sanitation and those who lack personal abilities such as self-determination)". Homelessness is also understood as a condition of detachment from the public, characterized by the lack of the affiliative bonds that connect settled individuals to a network of interconnected social structures (Caplow (1968) in du Toit: 2010). This shows that there is a difference in how homelessness is defined and understood by various organisations or persons. Homelessness cannot be explained simplistically; it is an ambiguous and intangible phenomenon that can be explained by both housing needs and experience (Neale: 1997).

Furthermore, states and CSOs also focus on their own specific criteria when defining homelessness. According to Tipple and Speak (2009), developing countries use definitions of homelessness that form models of how they tackle homelessness. Developing countries such as South Africa find it difficult to accept that all individuals who are inadequately housed and those who are sharing accommodation are homeless as might be considered in some definitions or from some perspectives (Tipple and Speak: 2009). However, Zimbabwe and Zambia do regard people who are inadequately housed (living in shacks) as homeless. But the lack of housing/inadequate housing alone does not constitute homelessness. Countries such as Ghana, China, and Peru do not have official government definitions of homelessness.

[3] Inadequate housing is used to describe structurally unsafe housing or housing that is not meant for human habitat.

The term homelessness in these countries is used simultaneously with the criteria of location, security of tenure, and entitlement to welfare (Tipple and Speak: 2009).

On the contrary, NGOs adopt working definitions of homelessness that speak directly to their work (Tipple and Speak: 2009). Their definition is much tighter than formal definitions in order to put emphasis on their NGO's work on the people who are most in need. However, their definitions are often more inclusive and they consider individuals who are not considered homeless (i.e. individuals who have physical shelter but one that is not adequate for human habitation, for example, shacks and squatter camps) and those persons who are unable to receive support from the state (Tipple and Speak: 2009). These individuals are not considered homeless by the state but are considered homeless by NGOs because of their living conditions (Tipple and Speak: 2009). NGOs do include in their definition of homelessness individuals who have been evicted from their land. They take a more holistic approach and do not overlook social issues which might cause homelessness such as domestic violence. In the South African context, NGOs widely accept government views of homelessness (Tipple and Speak: 2009). The South African Homeless People's Federation views people who live in shacks and squatters as homeless people. This is a broader definition that supports individuals living in circumstances that are not considered as homeless by other countries (Tipple and Speak: 2009). Research from the late 1990s showed that NGOs consider there to be three distinct groups of people identified as homeless in Johannesburg's inner city: (a) pavement dwellers (people who sleep on pavements etc.) (b) People who live in short-term shelters at taxi ranks etc. and (c) those who live in provisional shelters provided by NGOs or Faith Based Organisations (FBOs) (Olufemi, 1997, 1998 in Tipple and Speak: 2009). In India, definitions by NGOs of homelessness are much wider as compared to those used by the state; this is done to bring attention to inadequate housing conditions that people find themselves in, and to support those who are not considered homeless by the government (Tipple and Speak: 2009).

Tipple and Speak (2009) state that definitions of homelessness in developing countries are a work in progress. According to Tipple and Speak (2005), using a variety of definitions when defining homelessness is important for the improvement of interventions and policies. "This is because who we describe as homeless and what we consider to be the drivers and outcomes of homelessness have a fundamental impact on the types of interventions institutions choose to employ in support of homeless individuals" (Tipple and Speak 2009: 60). Adopting one-dimensional descriptions of homelessness might eliminate certain groups of people and result in the misrepresentation of the homeless population (Groenewald *et al*: 2015).

This section of the literature review has covered various definitions and terms used to help us understand the broader topic of homelessness. However, this study adopts a definition of homelessness centred on people sleeping rough: those who live on the street, in parks, squat in derelict buildings or use cars or trains as shelter. This definition is the most preferred as it recognises that (1) as noted what is considered to be the outcomes of homelessness have a fundamental impact on the types of interventions institutions choose to employ in support of homeless individuals (Tipple and Speak: 2009), and (2) this definition is significant in the ethos of services available for homeless individuals, it reflects the kind of language and labels used that apply to people using services. For this reason, the assumptions, perspectives, attitudes, normative aspects or values that underpin responses or approaches to homelessness will be conceptualized.

Service Provision

Service provision refers to a large and diversified range of services intended to improve the standards of living of the population, especially of individuals and groups in vulnerable situations. They are linked to national welfare schemes and are important tools for the implementation of public policies in the field of social protection, non-discrimination, fighting against poverty and exclusion (Furlong et al: 2017). They are not conditioned by the contribution of the users (services are provided for free) and they enhance capacities of individuals for full inclusion and participation in society (Patel: 2015). They respond to social needs and social deficits, which cannot be managed by the market, or which can be even generated by the market (Furlong et al: 2017). Central authorities, local authorities (departments, municipalities), non-profit NGOs, for-profit companies and volunteers can provide these social services.

Social Enterprises

Social entrepreneurship is the activity of establishing new business ventures to achieve social change. These businesses utilise creativity and innovation to bring social, financial, service, educational or other community benefits (Talbot *et al*: 2002). Social enterprises are not charities or welfare agencies. They are private businesses established by entrepreneurs with an emphasis on human values rather than just profit. These businesses focus on working with and enhancing the social capital within the community by encouraging participation, inclusion and utilising a bottom-up approach to achieve social change (The homeless Hub: 2018). Social enterprises have three core elements:

- Create to provide benefits for a community
- Create opportunities so people can help themselves as well as others

- Utilise sound commercial business practices to ensure its sustainability

Social enterprises are not bound by sector norms or traditions, not confined by barriers that stand in the way of their goals, develop new models and pioneer new approaches to enable them to overcome obstacles, take innovative approaches to solve social issues and transform communities through strategic partnerships (Enterprising Non-Profits : 2010).

Civil Society Organisations (CSOs)

According to the World Bank (WB) (2018) the term civil society to refer to the wide array of non-governmental and not-for-profit organizations that have a presence in public life, expressing the interests and values of their members or others, based on ethical, cultural, political, scientific, religious or philanthropic considerations. Civil Society Organizations (CSOs) therefore refer to a wide of array of organizations: community groups, non-governmental organizations (NGOs), labour unions, indigenous groups, charitable organizations, faith-based organizations, professional associations, and foundations. CSOs play a critical and diverse role in societal development. Functions of a CSO includes but is not limited to awareness, advocacy, mobilisation, facilitation, service delivery and monitoring. CSOs offers a place for citizens: to formulate and organize their interests and values and to turn them into collective action (political function, advocacy function), to create and to help to deliver vital human services (health, education, counselling, aid to the poor, etc. (service function), to empower the disadvantaged, and to bring unaddressed problems to public attention (empowerment function), to give expression to artistic, religious, cultural, ethnic, social, and recreational impulses of individuals (expressive functions), to build community and foster the bonds of trust and reciprocity (community building function), to mobilize individual initiative in the pursuit of the common good (integrative function) and to develop the community (World Economic Forum: 2013).

Before 1994 CSOs in South Africa were very vibrant and played a very critical role in the fight against the illegitimate apartheid government. Post-1994 CSOs had to redefine their roles, responsibilities, strategies and identity within the democratic structure and associated civil liberties (Weidema: 2015). CSOs reached a sector crisis which resulted in a contraction of the sector and a decline in its impact. Donor funding was now directed to the democratically elected government and CSOs were forced to downsize or close (O'Riordan 2014, Greenberg and Ndlovu 2004). Later in the 1990s CSOs recovered but remained small and less effective. However, in the early 2000s CSOs rose to prominence when the ANC-led government adopted the GEAR policy as its macro-economic strategy (Weidema: 2015). It was argued that this macro-economic strategy caused an increase in poverty and inequality. New CSOs

emerged as a direct consequence. The relationship between the state and CSOs deteriorated, in occasions where relations did not deteriorate was because CSOs had taken on a service delivery function (Weidema: 2015).

Conceptual approaches to service provision

The rise in the homeless population has provided a plethora of evidence that points to the complex needs of the street homeless population for services around housing and benefits, food and clothing, health, counselling or general advice and information (Reid and Klee: 1999). Globally, there are disparities in the roles of CSOs and the state as service providers for homeless people. In Europe, most services available to the street homeless population are provided by non-statutory agencies such as FBOs and to a large degree these FBOs are financed by the state to run particular activities such as accommodating homeless individuals (Busch-Geertsema: 2010). In Europe services provided to homeless persons are focused on covering basic needs and the most urgent needs of homeless individuals (Busch-Geertsema: 2010). In addition, the role of service providers is not only limited to lessening the immediate crisis of homelessness and providing destitute and homeless people with a roof over their head or with something to eat. Services such as education, training, and employment are an important element of service provision (Busch-Geertsema: 2010). In South Africa, although local authorities have a statutory duty to provide services to the population, the nature of the services differs and as well as the allocation of these services.

Statutory agencies

Services that are provided by the state include health care, education, housing, social development and water and sanitation. Services have been uneven across the country with different issues facing different areas (Democracy, Governance and Service Delivery (DGSD) Programme: 2016). Due to socio-economic conditions and municipal competence, people living in urban areas have more access to services as compared to rural areas (Cooperative Governance and Traditional Affairs: 2009). According to Naidoo (2010), the South African national legislation does not specifically deal with street homelessness. The obligation of the state to provide services for its population is outlined in the Constitution of South Africa. Chapter 2 of the Bill of Rights identifies everyone's right to adequate housing, health care, food, water and social security. Within its available resources, the state needs to ensure that these rights are realised (Constitution of the Republic of South Africa Act 108 of 1996). The state provides its citizens with an enforced right to social support where individuals can claim this right when they are faced with a difficult time. However, this does not cover the entire population, individuals

such as those of working age and who are not disabled have no form of social security. The right to adequate housing is a statutory duty, this constitutional right is important for the basis of ensuring that the state provides and creates adequate services and strengthens the position of those in need of services. However, the quality of these services is influenced by the availability of resources made available (Naidoo: 2010).

In South Africa, national government agents that are responsible for the homeless are the Department of Social Development and the Department of Human Settlements (du Toit: 2010). Through funding initiatives at the state and local level, these agencies work to address issues of shelters and poverty. Spending is directed to support civil society programmes that provide emergency shelters to homeless people living on the streets (Cross and Seager: 2010). These emergency shelters have proven to provide benefits to street homeless people (such as food, a bed, shower and toilet facilities, medical care, legal help, help getting ID documents, counselling, resume preparation assistance, a computer room, and laundry facilities) but accessing these services is difficult. Not all street homeless people have been able to access emergency shelters, transitional housing and conventional subsidised housing (Cross and Seager: 2010). This might be because there is a criterion that homeless individuals must meet in order to gain access to services (Tshwane Homeless Forum: 2015). Research shows that the South African government provides more support (support in the form shelters) to the homeless than some of the advanced democracies such as the United States (Cross and Seager: 2010). Even though this is promising, South Africa does not have a completely clear picture of how to best direct spending to help the street homeless (Cross and Seager: 2010).

In Europe, there is a split of duties for the development, implementation, and financing of service provision for the homeless population. Local government has the main responsibility for providing funding of services for homeless people and they collaborate with NGOs as they are the central providers of services for homeless individuals (Busch-Geertsema: 2010). State responsibility has been decentralized to increase the autonomy of municipalities to ensure that homeless individuals have access to services.

Non-statutory agencies

This study has taken an interest in the reasons why non-statutory agencies have become involved in the task of caring for and serving homeless people. There are different kinds of agencies with different motives and beliefs which can be summarized as follows: those that proselytize, those that expect changes in attitude and lifestyle, and those that provide unconditional care (Cloke *et al*: 2005).

According to Thomas (2017), agencies that proselytize expect service users to convert from one religion, opinion or belief to another. Some agencies that provide services do not necessarily want service users to convert, but they want to empower service users to try and change how they live in the future and avoid recurrence of homelessness (Cloke *et al*: 2010). These are agencies that just offer services to service users without expecting anything in return. Non-statutory agencies express different opinions about the people they are serving and at these agencies one finds people with different faiths and people motivated by secular humanism[4]. These different faiths and secular humanism represent the ethos of care that organisations follow. Globally, there is plethora of evidence showing that non-statutory agencies have long been providing services for homeless and destitute individuals. These non-statutory agencies are known as FBOs, NGOs, CSOs, Non-Profit Organisations (NPOs), and Non-Profit Companies (NPC). In most cases agencies get funding from the state; however, there are some CSO service providers that do not get funding from the government and rely on private donations, charitable funds and voluntary work such as the distribution of food and clothes (Busch-Geertsema: 2010). In many societies rough sleeping is seen as a phenomenon that non-statutory agencies should deal with – as is the case in the USA. As a result, non-statutory agencies have helped place homelessness on the political agenda. In this regard, non-statutory agencies have provided initiatives to provide care to the street homeless people and shelter provision has been implemented, but street homelessness continues to grow (Cross and Seager: 2010).

In the context of the provision of homeless services, FBOs have been more public and influential. In Britain, this increasing prominence reflects how FBOs have established what they call 'spaces of hope'.[5] Central to this process, academics argue that FBOs provide these services as an 'ethic of care' in which through extraordinary acts of kindness they empower homeless individuals and facilitate their engagement in purposeful agency (Milligan and Conradson: 2006). The organisations do not command and control, they provide individuals with agency and autonomy so that individuals can make decisions that are best suitable for their lives. Through this, organisations can define their purpose, and what drives their organisation to best suit individual needs. This has also been identified in other European countries (FACIT: 2008) and in North America (Cnaan and Boddie: 2002). The ethic of care which is

[4] Cloke et al (2010) define secular humanism as the belief that serving people should be focused on non-religious beliefs that is secular subjects.

[5] These 'spaces of hope' are soup kitchens, close to the street services that show compassion to homeless individuals (Milligan and Conradson: 2006). Soup kitchens represent an acceptance of homeless individuals and their street lifestyle. They are often a first point of contact for homeless individuals (Cloke et al: 2010).

reflected by these FBOs is commonly and unconditionally linked with Christian notions of 'agape'[6] and 'caritas'[7] the purest form of care (unconditional love for everyone) (Cloke *et al*: 2010). Coles (1997) suggests agape (love) and caritas (charity) provide an ethical framework for the way we live in the world. Faith is motivated by the love for everyone, but not self-serving and is encapsulated in the concept of what they call a 'voluntary attitude'. Many FBOs provide exemplary care and demonstrate an unambiguously positive contribution in creating spaces of refuge, compassion and security for many homeless people (Cloke *et al*: 2010).

Cloke *et al* (2010) argue that 'voluntary attitude' of care and compassion is not exclusive to FBOs and that there are many secular agencies that espouse and deliver a similar ethic. The author argues that there has been a rapprochement between the secular and the religious to create 'post-secular' service spaces, which are "spaces of praxis in which secular and faith motivation collude in new forms of ethical citizenship" (Cloke *et al*: 2010: 2). Organisations, staff and volunteers with no specific faith, or with a mixing of different faiths, religions, political and ideological motivations work together to provide services to homeless individuals. This builds trust between service providers and service users, there is a sense of openness and belonging and an environment where individuals feel accepted for who they are is created. More honest relationships are facilitated between service providers and service users. Within the spaces of praxis, secular/religious rapprochement play a crucial role and act as an umbrella for organisations. Secular care is characterized by the absence of the spiritual dimension in holistic recovering, which means that non-statutory agencies are providing services with Christian principles but with a practice of service without strings (Johnsen et al: 2005). Non-statutory agencies see the service without strings as a pinnacle of achievement for their organisation by which services are given freely without the expectation that service users should respond in specific ways.

Post-secular rapprochement identifies spaces located in the city where groups from the voluntary sector, faith-based and other organisations work together to address needs, often relating to social action (Cloke and Beaumont: 2012). Post-secular rapprochement is not only located in cities but also in suburban and rural areas. This represents the notion of post-secularism and has grown over the years in relation to service provision amongst non-statutory agencies. Soup Kitchens are mostly aligned with post-secular ethos. This is because soup kitchens are located within cities. Post-secularism is the

[6] 'Agape' meaning love.
[7] 'Caritas' meaning charity.

provision of services by FBOs with and (through) love (Lancione: 2014). In this sense, generosity is associated with care and love and not with charity.

Johnsen et al (2005) uses the term 'spaces of care' to describe contemporary soup runs (soup kitchens) in Britain. Care in this sense is used to refer to a mere holistic sense of human welfare that encompasses the social and emotional domain (Johnsen et al: 2005). Care is conceived as not a charitable feeling but as a practice of showing kindness and doing good. Care is also showing interest in the well-being of others in practical ways where service providers help or take the time to listen empathically to service users. The spaces that are created by those offering spaces of care usually have an open-door policy to create an inclusive environment where differences are tolerated and welcomed (Johnsen et al: 2005). These organisations see themselves as non-interventionist. They view their organisations as spaces of acceptance that put emphases on the provision of essential resources to help people survive on a day-to-day basis (Johnsen et al: 2005). The spaces are sites of resources, service users can get advice and assistance with things such as applying for welfare or housing.

However, other organisations view themselves as rehabilitative and challenge service users to change their lifestyle (Johnsen et al: 2005). As noted, those are organisations that proselytize and those that expect changes in attitude and lifestyle. This shows that spaces of care can be both inclusive and exclusive, which means that services are open to anyone provided that homeless individuals are willing to change their attitude and lifestyle. Lancione (2013) argues that love is never unconditional, there is always a condition whereby a form and context of care is abstracted and turned into sets of territorialised assemblages that relationally affect subject experiences of homelessness. What this means is that love is seen as a tool that can be used to influence the behaviour of other people or that can be used over someone. Lancione (2014) suggests using the notion 'entanglements of faith' rather than 'love for the poor' when providing services. This is to allow for contextual critique, because service provision is not always neutral.

Johnsen, Cloke and May (2005) identify four different types of homelessness service ethos that are present. This is shown in the table below. The context of how services operates varies for many organisations, and ethos as well as professionalism play important roles in service provision. In the context of table 1 above, organisations professionalise their services and this can be understood as double edged. This is because the quality of services is improved and the framework of specific outcomes depends on the organisations funding (Murray and Johnsen: 2011). Professionalising services also involves hiring paid staff and allows organisations to have a business-like approach. This enables

organisations to legitimise their homeless services (Whiteford, 2007; Murray and Johnson, 2011). When services are professionalised organisations can keep formal records and measure outcomes in service users, this allows organisations to measure the successes in the services they provide, and also provide justification for the services they provide (Buckingham: 2009).

Table 1: Types of homelessness service by ethos

Name of approach	Ethos	Professionalised
Faith-based, non-professionalised	Religious	No
Faith-based, professionalised	Religious	Yes
Shift from faith-based, professionalised	Secular	Yes
Secular-based, professional	Secular	Yes

Types of services provided to homeless people by non-statutory agencies

There is a difference between the availability of services to homeless individuals and the extent to which homeless individuals are aware of the existence of these services (Reid and Klee: 1999). The various services provided to homeless individuals range from providing basic needs to programs that are used to alleviate poverty (Tshwane Homeless Forum: 2015). For example, the Haven Night Shelter is an NPO that has been operational for the past 35 years. It has over 15 operational shelters in Cape Town and over a thousand head bed spaces (The Haven Night Shelter). The Haven Night Shelter is an example of how CSOs provide temporary shelter, physical care and social welfare to homeless individuals. In a nutshell services include food, shelter, housing, clothing, life skills (such as conflict management) and individual counselling. These services are run by community organisations or agencies (often with the help volunteers). There are factors that affect street homeless people using these services due to reasons such as (a) the confidence of homeless individuals in approaching these services (b) the need of a particular service and (c) confidence in whether the advice or support will be of value to them (Reid and Klee: 1999). This might lead to the street homeless population being unwilling to use statutory and non-statutory services regardless of them being homeless. However, the conditions that the street homeless population live under show that there is a need to create practical forms of support services, this is particularly important in addressing any gaps in service provision.

Service provision that is specifically aimed at the street homeless population shows that in South Africa services provided by organisations are mostly based on basic needs required for human survival. These

services focus on specific target groups of homeless persons which are referred to as priority needs, for example, women or the elderly, or specific areas of support such as accommodation (Tshwane Homeless Forum: 2015). Research from other contexts show that specialized services lead to fewer direct access to services for street homeless people, especially where service access is determined by recommendations from other institutions and on specific eligibility criteria that are being satisfied (Busch-Geertsema: 2010). For example, a male cannot get entry into a homeless shelter that is designed for women with children. Homeless individuals who do not meet the predefined conditions of the specialist service provision may face obstacles of service entitlement (Busch-Geertsema: 2010).

Chapter Summary

In conclusion, while much is known about homelessness and the various definitions that are attached to homelessness, little is known about the experiences of service providers as well as the kind of services they provide to homeless individuals. Using JOSH as a case study on homelessness and service provision will offer insight into the experiences of JOSH as a service provider. This also show how these experiences inform the kind of services JOSH provides. This literature review has operationalised the important concepts and helped the reader understand the broader topic of homelessness. It included a description of the different definitions used to understand what constitutes homelessness. The literature has showed that there is not a single definition of homelessness and homelessness descriptions are informed by different understandings of homelessness. As a result, there are different typologies that have been used to aid in the understanding of what constitutes homelessness. The literature also discussed the different actors in service provision and examined the types of services they provide. Services perform different but vital roles. Even though they are reliant on funding non-statutory agencies continue to provide services to most homeless individuals. Post-secular rapprochement is discussed, and it is seen as a model that CSOs use to engage with their community. Through rapprochement, organisations can collaborate in spaces of praxis to show care with no strings attached.

CHAPTER THREE: RESEARCH METHODOLOGY

Introduction

This section discusses the methodological approach to researching service provision administered by JOSH in the City of Johannesburg. It provides an overview of how data was collected to answer the research question as well as meet the study objectives. Data for this research was obtained by using a qualitative methodology. A qualitative approach allows for obtaining in-depth views on attitudes, behaviours and experiences (Dawson, 2006 and Kumar: 2005). It is descriptive and narrative in orientation and allows for deeper exploration of meaning, experiences and perceptions (Dawson, 2006 and Kumar: 2005). This methodology uses small samples and sees everyone as a unique being. In addition, it is more concerned with the depth of the data and calls for the researcher to play an active role in the data collection process (Babbie: 2014). The qualitative method used included (face-to-face) interviews with 15 key representatives of JOSH. The purpose of this research project was to explore the role of JOSH in administering services to homeless individuals. It is important to note that this study does not purposefully attempt to generalise the experiences of JOSH. Rather, this study tried to capture the meanings and experiences from the perspective of those involved with JOSH, which allow us to understand the experiences of JOSH as an organisation in providing services to homeless individuals.

Research design

This research answered the research question: What are the experiences of JOSH as a CSO in providing services to homeless individuals in the City of Johannesburg?

This paper was also aimed at answering the following sub-questions:

i) What services are provided to homeless people by JOSH?

ii) What informs the approach taken for service provision by JOSH?

iii) How does JOSH understand their experiences of service provision?

The different ways in which data is going to be collected is known as a research method. McMillan and Schumacher (1993:31), refer to the research design as a strategy used by a researcher to gather evidence which will assist in answering the research question. A research design looks at the tools to be used, in order to get relevant knowledge and information from the right people. These tools are referred to as the research methods.

This research examines the experiences JOSH as a CSO in providing services to homeless individuals in the City of Johannesburg. In order to examine these experiences, this research employed a qualitative approach to produce relevant findings. According to Thomas (2003), a qualitative approach is one

method which can be used to describe people's characteristics and events without having to compare them in terms of measurement. Bogdan and Biklen (2003) maintain that qualitative research cannot be explained through statistics because it is rich in the description of people and places. Researchers seek to make sense of personal stories and the ways in which they interact. In the stories they tell, the researcher can interpret their feelings, beliefs, actions and preferences.

Qualitative techniques are more detailed and afford the researcher an opportunity to gather data in the form of words from people in their actual settings. Whereby data is portrayed through words rather than numbers. A qualitative approach is important in a way that it enables the researcher to understand the social phenomenon from the perspective of the participant. It is a form of social inquiry focusing on the ways in which people interpret events as well as the space in which they live in (McMillan et al 1993:373). This therefore helps the researcher to understand the social reality of participants' culture. Holloway (1997:01) supports this by stating that "the basis of qualitative research lies in the interpretive approach to social reality". The study conducted focused on the experiences of JOSH as a CSO in providing services to homeless individuals in the city of Johannesburg. Therefore, since experiences cannot be compared in terms of measurements, a qualitative approach was used as means of collecting the stories and experiences of the JOSH members in the selected organisation. This was an easy instrument to find out the participants views on what they think their experiences are in the application of their roles.

This study also employed a participant observation approach. This enabled me to have an in-depth understanding of JOSH as a case study. Participant observation required me to spend time with people who are most knowledgeable about the culture of service provision at JOSH. The observations took place at JOSH located at, Randburg, during the times (09:00-13:00) the organisation JOSH was providing these services. This enabled me to examine service provision for homeless individuals from the point of view and perspective of the CSO as a service provider.

Research scope

The scope of the research was limited to one service provider in the Gauteng province South Africa-Randburg. I chose this service provider due to its accessibility and convenience. Access to participants was very important for this study. I was a member of the CUBES research team and as a member I was required to attend seminars and research discussions working on issues of homelessness. The seminars that I attended with the CUBES research team focused on research discussions amongst those working on issues of homelessness (students and lecturers). This stimulated my research interest and influenced

my decision of choosing JOSH as a case study. CUBES already had connections to JOSH due to their involvement in formulating the Johannesburg Homelessness Network (JHN) and various organisations in 2017 and 2018. Gaining access to JOSH was easy since the CUBEs team has worked with JOSH and JOSH is a partner of the JHN.

Population and sample

According to Babbie (2008), a study population is any group that forms the subject of the research interest and from which the sample group is selected. Breakwel, Hammond and Fife-Schaw (2000:251) define sample as a set of individuals selected from the larger population to help in drawing conclusions about the whole population as they are intended to represent it. A sample could be said to be the plan that is used for participants chosen from the population to gain information and knowledge about the larger group. In other words, it refers to the participants chosen to represent the whole population. The sample is more likely to have a better understanding and knowledge of the phenomena than the population. The sample group in this regard included the Directors, Volunteers, and the Staff at JOSH. The total sample group was 15 participants. The bulk of data was obtained by interviewing the founder of JOSH Ms Mary Gillett-de Klerk and one of the directors of JOSH Rev Sikawu Makubalo. Rev Sikawu Makubalo is a priest at the Randburg Methodist church.

Purposeful sampling method was used in this research. Purposeful sampling is a method whereby a researcher depends on his or her own decision when choosing participants for the study (Babbie: 2014). Purposive sampling is relevant to qualitative approaches and to a group of people who are knowledgeable in that field (Rafael and Rassel 2010: 96). The chosen sample group at JOSH was relevant as it was well informed about the experiences of JOSH as a service provider to homeless individuals. As it was anticipated Directors, Volunteers, and the Staff at JOSH provided accurate and detailed responses.

In-depth semi-structured interviews were used to talk the Directors of JOSH as well as other participants. The reason why I used this approach is because they allowed open-ended responses, which therefore allowed me to gather more information to questions that I did not prepare beforehand. To probe further, extra information from secondary data was paraphrased and quoted where necessary to illustrate certain events.

Data collection techniques

Data collection needs to be objective, systematic and repeatable (Gerrish and Lacy: 2010). As Robison (2014) suggested, the researcher should use the simplest manner of collecting data in order to get answers to the research question, the researcher must also avoid collecting more data than necessary.

With these recommendations in mind, data for this study was collected using 15 interviews with key informants. The interviews were semi-structured and were between 30-40 minutes long. I contacted each potential interviewee face-to-face and explained the purpose of my research and reasons for wanting to interview them. All the interviews took place at the Randburg Methodist Church where JOSH is situated. I used a digital voice recorder to record the interviews, with the interviewee's permission. During each interview, I focused all my attention on the interviewee, to ensure that all the data that was needed was collected, considering my feelings, body, and intuition to assist in the collection of data. Through interviews service providers were asked to describe their experiences, the kind of services provided and what informs the services they provide. Service providers were also asked to reflect on the approach they have chosen to service provision, and why they have chosen this approach. They were also asked about what they saw as strengths and limitations of their approach. Using this type of data collection left room for probing and further discussion of topics on both the side of the researcher and the participant. The interviewed individuals are directly involved with service providers which enabled me to look at the experiences of service providers through descriptions that were provided by the JOSH managers, staff as well as volunteers that represent their organisation as service providers.

Case Study

The method which was used is the case study technique. According to Yin (2009: 13) "a case study is an empirical inquiry that investigates about a contemporary phenomenon within the context of real life when the boundaries between phenomena and context are not clearly evident". I used a case study because it provided real-life context to research. The respondents provided detailed descriptive accounts of JOSH as a service provider and their experiences in providing services to homeless individuals. The case study enabled me to understand what services are provided, what informs their provision and the barriers faced in providing services to homeless individuals. One case study was examined. Data for this study was collected by visiting and looking at the experiences of Johannesburg Organisation of Services to the Homeless (JOSH) as a service provider to homeless individuals in the City of Johannesburg. JOSH is important for my research because they provide a spectrum of services and they fall under the CSOs which is the primary focus of this research. JOSH is an organisation that is always involved and outspoken about homelessness discussions. They run projects such as counselling and skills assessments. In addition, they also have a soup kitchen directory which will be discussed further in chapter 4.

Data Analysis

Data analysis is an integrated part of the research design (Parahoo: 2006). It entails interpreting the data before presenting it in a simple manner. Data analysis comes after the sample has been identified, data has been collected, recorded and prepared (Flick 2013). Flick (2013:23) defines it as "the classification and interpretation of linguistic material to make statements about implicit and explicit dimensions and structures of meaning-making in the material and what is represented in it". Then Flick further maintains that data analysis helps reduce a large volume of data into core elements and expand small data by means of interpretations. Qualitative data analysis is in a form of written language, this includes the transcription of interviews to identify supporting and repetitive themes.

Data was analysed using thematic analysis. This is a qualitative analytic method for identifying, analysing and recording emerging themes from data that has been collected (Braun and Clarke: 2006). It organises and describes the data set in adequate detail as well as interpreting various aspects of the research question itself (Braun and Clark: 2006). This is achieved through familiarity with the data, generating initial codes, searching for themes, reviewing themes, defining and naming themes and finally, producing the report (Braun and Clark: 2006). It is also important to ensure that themes are coherent and consistent and do not fall into a narrative pattern. The information was manually coded. Furthermore, the method of inductive coding, where themes determined by the literature review, was used.

Observations

In August 2018, I had an opportunity to observe the volunteers and services users[8] before and after services were administered. I shared the purpose of my study to the JOSH volunteers and I administered face-to-face interviews at different stages. This occurred during the time when services were rendered to participants who were willing to participate in the study. Due to the transient nature of the homeless population and in order to stay connected with the volunteers, it required that I be present on site longer than I had originally anticipated. I had expected that I would be present only when the volunteers were rendering the services, but, after numerous conversations with the staff, it was decided that if I were to get in-depth data I needed to be present when the volunteers were preparing the services. For example, for the soup kitchen, I had to help the volunteers prepare the sandwiches and help with cooking the soup. But there were some limitations to the observations I did, because the service users noticed that I was an unfamiliar face, I was taking field notes and observing behaviour and process. The

[8] Service users in this research refer to homeless individuals.

volunteers found my presence intrusive and disruptive. Some service users inquired about my purpose for being there. I assured the service users as well as the volunteers that their comments were private. Observing the service users was a very powerful and humbling experience. I kept on thinking about their stories, families as well as future. I interacted a lot with the service users and volunteers to the point that they started greeting me every time they saw me.

The main service I was involved in was the soup kitchen. The soup kitchen is open Monday and Fridays from 11:00 am to 01:00 pm. During this time service users are free to simply walk in with no registration necessary. Service users can eat as much as they want as many times as they want. Service users are served a hot meal and sit with other service users. During this time, service users engage in conversation with other service users, or even with staff and volunteers who are around. Before conducting formal interviews, I spent 3 days at JOSH helping at the soup kitchen. I mostly helped to clean up the office and the dirty dishes. This allowed me to have informal conversations about the services offered at JOSH with the staff and volunteers.

Ethical Considerations

Kamar (2005) states that researchers need to ensure informed consent, which is an agreement to participating in a study. This consent can be reached by means of the researcher's ability to provide adequate information on the study, purpose and relevance of the study. It is important to note that ongoing informed consent is key in long-term research as participants have the right to withdraw from the study at any point during the duration of the research. In order to comply with the university rules and regulations on conducting research, this project has undergone scrutiny by the ethics committee to ensure that the research does not negatively impact the research participants. An application was lodged with JOSH and permission was obtained to conduct the research. I attached a copy of the Participant Information Sheet, as described in my application for ethical approval, it outlined what my research was aiming to achieve. At the start of each interview I asked the interviewee to sign a Participant's Informed Consent which seemed straightforward. The participant's informed consent also included me explaining to participants that the interviews will not disadvantage them in any way.

Babbie (2014) suggests that it is important to protect the identity of those that are participating in research. It is therefore the researcher's responsibility to ensure that participants remain anonymous. In seeking ethical approval for my research from the faculty of humanities research ethics committee, I noted that confidentiality and anonymity were important for participants. The people I interviewed included public figures, such as church leaders; individuals who could be identified. However, this

project was based on one organisation and individual informed consent is not possible, but I aimed to protect the identity of all people I interviewed. In cases this was not be possible, I negotiated with the participant, and if their identity cannot be hidden, I gave them an opportunity to see how I have written about them. The information shared by the participants will be kept in confidentiality and will only be shared with my supervisor and will be accessed through the library portal. As interpretations are subjective, the validity of the study cannot be empirically determined.

There are a lot of ethical consideration that came into play when involving service providers and service users with regards to homelessness. The major consideration that was specific to this study included the issue of power. Some of the ethical challenges that I encountered as a researcher is the notion that as a researcher I was perceived as financially stable and educated as compared to the service users. Many of the service users according to JOSH had low levels of education and lived in poverty. A power difference existed between me and service users as well as the volunteers and service users. This perhaps resulted in resistance within the service users being observed by a university student. For me to be in the same level as the volunteers and service providers I dressed casually and was cautious of my language. Through being present at the organisation when sandwiches were prepared during the duration of my study, I was able to build relations with some of the volunteers and felt comfortable to ask them to participate in my study. This was particularly important for my study; I needed to ensure that a range of experiences were reflected with regards to JOSH instead of only talking to the directors and staff members of JOSH.

Lessons learned

I met with the Director of JOSH to discuss the purpose of my dissertation and the possibility of completing my study at JOSH. I explained that the purpose of my study was to explore the experiences of JOSH as a service provider to homeless individuals in the City of Johannesburg. My primary goal was to explore the approach JOSH has taken to transform the dispositions of homeless individuals living on the streets. My main concerns were (a) obtaining access to JOSH on a regular basis to meet with the participants and (b) as well as staying connected with the participants at JOSH throughout all phases of the study. Working with the JOSH community presented unique research opportunities and challenges. I had to plan ahead. To gather information for my study, I realised that I needed to be present (on site) and transparent to the JOSH staff and volunteers about the purpose of study. To my astonishment JOSH staff and volunteers wanted to share their stories, struggles and faith and participate in the study. With the support from the JOSH director, JOSH leaders, staff and volunteers were welcoming and embraced

my presence every time I was on site. I was able to blend into the environment as if I was one of the volunteers working at JOSH. I learned that participation observation was important for me because I was able to get the feel about how things are organised and prioritised and how the participants interrelate. I had to give adequate time to meet with the directors, volunteers and staff at JOSH. Sending a letter and conducting interviews only was not enough. I had to conduct multiple in-person visits to build relationship and trust.

Conclusion

This chapter has covered parts of the methodology. Data collection, methods of data collection, the segment of the population, data analysis as well as ethical consideration, just to ensure that participants are aware of their voluntary participation as well as the risks and benefits of participating. In this regard, qualitative approaches were regarded as the perfect methods to collect data to answer the research question and address the problem statement. The sample consisted of 15 individuals who were working closely with JOSH in providing services to homeless individuals. A semi-structured interview was used in the administering of 15 face to face discussions. The next chapter will look at data analysis of the raw data collected from the field.

CHAPTER FOUR: RESEARCH FINDINGS, ANALYSIS AND INTERPRETAION

Introduction

The previous chapter discussed the methodology used in this study, including methods of data collection. This chapter will therefore discuss research findings of the data collected. As means of data collection, fifteen interviews were conducted, with the Directors, Volunteers, and the Staff at JOSH. Themes have been formulated according to the research objectives to answer the overall research question. This includes what kind of organization JOSH is (what is its history, its mission and aims, structure), JOSH's view on homelessness, a snapshot of JOSH's services, defining JOSH's homeless services and the challenges faced by JOSH. To The aim of the study was to explore the experiences of JOSH regarding service provision in the city of Johannesburg. This chapter will contextualize the findings and direct quotations will be used as means of substantiation.

About JOSH

JOSH is a social enterprise registered as a Non-Profit Company through the Companies and Intellectual Property Commission. It is located at the Phuthaditjaba building, Randburg Methodist Church, Randburg. JOSH's NPC operational model seeks to take the homeless on a journey from social exclusion to one of social inclusion. In short JOSH aims to enable homeless individuals to:

- **J**ourney
- **O**ff the
- **S**treets into work and
- **H**omes and communities

JOSH was founded by Ms Mary Gillett-de Klerk, a social entrepreneur with qualifications in Social Work and a Social Entrepreneur Certificate Programme (SECP) at the Gordon Institute of Business Science (GIBS). JOSH offers homeless individuals with skills that they can use to look for permanent employment. Its aim is to create sustainable and innovative solutions to address issues arising from homelessness. At the time of the data collection, JOSH was currently in the process of being registered as an NPO as well as a Section 18A organisation status in order to have access to further public benefits to provide services to homeless individuals. As an NPC JOSH is registered with the Companies and Intellectual Properties Commission (CIPC). NPC status allows JOSH to be more complex in structure and sets a high standard of conduct for directors, provides protection for the stakeholders of the organisation. JOSH can have both NPC and NPO status. The purpose of JOSH registering as an NPO is to receive grants and donor funding from the state. Registering as an NPO will serve as proof that JOSH exists and is a legal entity. When JOSH requires funding, funders can access the database of the

Department of Social Development to see if JOSH has complied with the NPO Act and filled narrative reports and financial statements (Ms. Gillett-de Klerk: 2019).

JOSH has been operational since 2013, and its mission statement is focused on creating sustainable and innovative solutions to address homeliness in the City of Johannesburg and is supported by the efforts of many volunteers.

JOSH's mission is to enable the homeless to journey off the streets into work and homes through a chain of services based on research and global best practice.

> "It works with the homeless to make a positive difference to their lives, by giving them hope… (Ms Gillett-de Klerk: August 2018).

Ms. Gillett-de Klerk worked with homeless individuals in Cape Town with different organisations and with her social work background she realised that social work does not make homeless individuals self-sustainable. Meaning that homeless individuals were not given opportunities that would enable them to live in a healthy state without outside assistance. JOSH is focused on changing the approach to homelessness. There are many reasons why people become homeless, including losing a job, having a family breakdown or substance abuse problems. Most organisations expect an individual to sort these problems first without providing for the physical needs an individual requires. JOSH focuses on providing physical needs first such as providing homeless individuals with showers, food and other material resources. Ms. Gillett-de Klerk tried to look for a new model for service provision and found that the social enterprise model[9] was more equipped. According to Ms. Gillett-de Klerk social enterprise is seen as new organisations in the third sector. They have an entrepreneurial dynamic and allow organisations to have a multiple goal which can either be social or economic or both and have multi-stakeholders. An organisation that is registered as a social enterprise has a mixture of goals that are social, economic and socio-political (Talbot et al: 2012).

Ms. Gillett-de Klerk undertook further training in social enterprise and during this period was required to fulfil an advancement programme that required her to research a problem and try and find a creative solution that would address the problem. Her topic of interest was homelessness and researching this topic was easy because she has been involved with the Randburg Resident Association, which afforded

[9] Social enterprises trade to tackle social problems and challenges: to improve communities and people's life chances. They make their money from selling goods and services in the open market, but they reinvest their profits back into the business or the local community (Talbot et al: 2012). So, when they profit, society profits.

her the opportunity address two summits on the homeless in Johannesburg using Randburg as a case study. She saw homelessness as a real problem and that services for homeless individuals were few and far in-between in Johannesburg. Based on global best practices and what was happening around the country regarding homelessness, Ms. Gillett-de Klerk looked for a sustainable model which would also be sustainable in the long run. This led to the creation of JOSH, where she constituted a board of individuals with different skills who would contribute to JOSH's long-term journey.

The Randburg Methodist Church is the significant partner[10] to JOSH. Even though the church has previously provided services to homeless individuals with a Christian background. According to Reverend Makubalo who a priest at the church and a director at JOSH, the church's the partnership with JOSH changed their outlook in the way they provided services. JOSH maintains a secular identity that is inclusive for everyone both the church and the wider community (Reverend Makubalo: 2018). The Randburg Methodist Church agreed to work with a secular organization and in the process has decided not to impose their Christian values to ensure that it does not influence JOSH and their mission (Reverend Makubalo: 2018).

JOSH achieves its vision by organising various projects to provide homeless individuals with skill sets that will enable them to move forward, for example, obtain permanent employment and access to shelter.

> "We will end up holding people's hands tightly in the beginning and lightly in the end" (Ms Gillett-de Klerk: August 2018).

JOSH's directors include: (1) an enterprise owner with a background in journalism, broadcasting, communications, human resources and marketing and branding (2) a partner at Deloittes Financial Services (3) a Chamber Manager at the Randburg Chamber of Commerce and Industry (4) a Minister of religion at the Randburg Methodist Church (5) a lawyer and (6) the owner of CST Governance (Pty) (Ltd). They are from a very diverse set of business backgrounds, the directors claimed that they had a shared passion for what they were doing for the Randburg community. Their goal is to provide more than simply the service they offer. The skills and expertise that the directors offer to JOSH has been demonstrated to be very crucial because they connect JOSH to the business community. This is important because JOSH will be able to sustain their projects and build positive relations with the business community and service users. JOSH directors hold bi-monthly meetings hosted by one of the directors. The meetings consist of time of information sharing, reporting on JOSH's day-to-day activities

[10] The Randburg Methodist Church partnership with JOSH entails that the church contributes money, labor, and skills to JOSH, and they also have a share in its profits, losses, and management.

and discussing ideas and initiatives as well as how JOSH can work with other organisations in providing services. JOSH's directors also get an opportunity to network.

A Snapshot of JOSH's Homeless Services

The interviews conducted with the directors, volunteers and staff at JOSH were guided by what they believe is needed by homeless individuals. When asked (a) what services help homeless individuals the most? (b) what services are most needed by homeless individuals? (c) what are the barriers that homeless individuals face getting these services? And (d) how do services respond to such complex needs? The most striking result to emerge from the data is that:

> "Providing effective services for homeless individuals with complex needs is a huge challenge" (Interviewee 5 JOSH volunteer: August 2018).

Homeless individuals with complex needs often fall through the gaps of service provision by encountering cultural, economic or social barriers to accessing services. They become even more disadvantaged when their basic needs are not met (Reid and Klee: 1995). For example, homeless individuals who are disabled may experience problems with accessing services that are meant to support them. Reasons may include discrimination. As a result, interaction with services is compromised and exclusion is perpetuated along with cultural, economic and social barriers (Tshwane Homeless Forum: 2015). Complex needs influence the ways service users interact with services provided. Service users use services for different reasons and providing resources to service users does not guarantee that the resources will be effective and result in a positive outcome (Busch-Geertsema: 2010).

There are a plethora of programs, strategies and advice given by JOSH to homeless individuals. However, individual's priorities evolve with changing circumstances and experience. Homeless individuals prioritise street survival needs (safety, food, personal hygiene) above securing accommodation or seeking help with other problems. According to Reverend Makubalo: August 2018

> "For significant numbers, meeting the demands for street survival initially takes precedence…and the most effective help is offered when the services are not constrained by enforcement (how services are administered) or conditionality".
>
> "Persistent encouragement and support are key to homeless individuals" (JOSH social worker: August 2018).

When services are provided using the 'voluntary attitude' many organisations provide exemplary care and demonstrate an unambiguously positive contribution in creating spaces of refuge, compassion and security for many homeless people (Cloke et al: 2010). Consistent with the findings by Cloke (2010), the idea behind JOSH's services is to offer a chain of services that the homeless can access voluntarily and enable the homeless to journey off the streets back into work and homes. The chains of services start with counselling and soup kitchens, which are used as funnels into the system. According to JOSH the services without strings attached is seen as a pinnacle of achievement that will lead to services not only being rolled out in Randburg, but across Johannesburg. According to Ms Gillett-de Klerk when one provides services without expecting a change in the attitude or behaviour of the homeless individuals, JOSH will be able to assist a lot of homeless individuals' journey off the streets.

JOSH's homeless services work with vulnerable groups of people, many of whom have multiple and complex needs. For example, JOSH service users require accommodation closer to the Randburg area so that they can search for employment, other service users require skills that will enable them to be competitive in the market. Financial and affordability difficulty is one of the issues that have been reported to affect homeless individuals. The findings of this study suggest that most of JOSH's service users are unemployed and do not have an income. This results in service users not being able to afford or access the services they require. Such as healthcare.

Even though JOSH is located at the Randburg Methodist Church, a person's religious beliefs does not affect whether that person will receive assistant from JOSH according to Reverend Makubalo. Ms. Gillett-de Klerk stated that JOSH's goal is merely to offer services to help homeless individuals become productive and useful members of society by being able to take part in the economy as well their respected communities. This is a type of secular care that is characterized by the absence of a religious affiliation in a holistic recovering, which means that non-statutory agencies are providing services with Christian principles but with a practice of service without strings (Johnsen et al: 2005). For example, Reverend Makubalo follows an ethic of care that is grounded by Christian values but does not enforce his religion on the service users. Although religious services and counselling is available to homeless individuals, they are not required to profess any beliefs to remain accessing services at JOSH. It is clear based on each interview that if a person is homeless and needs services they will not be turned away. The findings provide evidence that JOSH does not seem to try to only service individuals with religious beliefs. JOSH realises that homelessness has multiple solutions to address the needs of homeless individuals. Among the plausible explanations for these findings is that JOSH has the desire to end

homelessness and offer programs to address the needs of homeless individuals in several ways. Below are the different services provided at JOSH:

Basic Needs Services

JOSH provides access to toilets, shower, personal hygiene items, and clothing and laundry facilities. Clothing is provided free of charge when stocks are available. JOSH directors, staff and volunteers expressed that some of the most significant needs for homeless individuals is having access to showers and clean clothes to enable them to get a job. Having the ability to wash, clean and buy clothes (to maintain oneself) was discussed as being difficult when one is sleeping on the streets. The shower and laundry facility are the service that was utilised the most by service users. This is because service users were able to use the facilities privately to wash up and to do laundry by hand in the sink. JOSH keeps these facilities open to ensure that service users can use the service any convenient time.

Voucher Scheme

JOSH has developed a voucher scheme to be implemented in 2019 once they has partnered with a series of soup kitchens (such as Ferndale Bible Church, Christ Church of Blairgowrie). The establishment of the voucher scheme was motivated by the idea that giving homeless people money on the street will result in them purchasing drugs and alcohol. JOSH believes that if the public were to give money and know that the money would be used for a meal then donations would substantially increase. JOSH states that the voucher scheme is an innovative, responsible way to help homeless individuals. The vouchers provide a meal, hygiene pack or clothing as well as access to support (skills training) and rehabilitative services (counselling). Each pack contains 5 vouchers and cost R25. One can buy a voucher and give it to a homeless individual, who then redeems the voucher at the Randburg Methodist Church or participating soup kitchens (Ferndale Bible Church, Christ Church of Blairgowrie) for clothing or food Monday to Friday. The Voucher Scheme was first launched on 18 July 2017 and has proven to be a success with the support of the Randburg Residents. The Voucher Scheme has a serial number that will allow JOSH to track the footprint of the vouchers, this will enable the organisation to create a database and track were the vouchers were bought to better understand the needs of homeless individuals (The Randburg Sun: 2017). The general public can buy the vouchers in Randburg at any Engen Garage or Pick n Pay stores. The money from the voucher purchased goes directly towards the services JOSH offers.

Soup Kitchen

Food has been identified as the most accessible service for homeless individuals, it is considered reliable and consistent. The JOSH soup kitchen is based on soup kitchens world-wide. JOSH's soup kitchen gives

hot meals to the homeless, needy and unemployed in Randburg every Monday and Friday from 11:30 AM to 1:00 PM. The soup kitchen provides meals at no cost to individuals and it is sustained by committed volunteers and, by the contributions of donors. The Soup Kitchen relies completely on the generosity of individuals, businesses and select foundations for support. Volunteers range from the coordinator of the kitchen, soup maker, sandwich maker, kitchen helper, beverage maker, servers, and clean-up (kitchen, serving line, eating area).

Through partnering with the Ferndale Bible Church, Christ Church of Blairgowrie and the Randburg Methodist church, JOSH wishes to compile a soup kitchen directory that will provide homeless individuals with a hot meal. The voucher ticket can be taken to a participating soup kitchen (Ferndale Bible Church, Christ Church of Blairgowrie) where counselling will be offered.

> "So, the homeless individual will still get the soup from the participating organization as well as counselling which will enable them to get into homeless shelters across Johannesburg" (Interviewee 2. JOSH volunteer: August 2018).

Counselling and Skills Assessment

JOSH offers wide range of counselling skills services. These services include:

- Assessment/ case management (assisting homeless individuals focus on what s/he can do);
- Soft skills development (communication, time management);
- Job search training (interviewing skills and resume development, job search strategies);

JOSH places emphasis on helping homeless individuals to identify a job or a career that they want to pursue and assisting them in preparing for that job. JOSH focuses on helping homeless individuals to move up the ladder of independence, with employment as the goal. While JOSH relies on its own staff to deliver services to homeless individuals, they also rely on partnerships outside of the organisation to obtain the best services and resources for homeless individuals.

When homeless individuals arrive at JOSH, the social worker makes the homeless individual aware of the services that are available at the organisation. Once the homeless individual indicates a willingness to receive services, the social worker will begin the process of preparing and determining the direct needs the homeless individual. Once this is developed the homeless individual will work with the social worker to meet his or her goals. For some, this may mean pursuing appropriate training. For others, it may mean beginning the search for employment.

The skills assessment programme is based on the A2B Transformation Movement developed by Ms. Vivienne Schultz. JOSH explains that this approach is intended to move people from a stagnant state of believing all they can do is beg to one being self-directed, entrepreneurial and motivated to get the skills needed to become self-sufficient. Counselling is now offered at two soup kitchens in Randburg. This will be further expanded once counsellors are trained to the needs of the JOSH approach.

The provision of employment skills was described as propelling individual's development through skills enhancing programs. This is seen as one of the most effective ways through which homeless individuals can be empowered out of the state of homelessness. JOSH believes that providing skills development may contribute to the lowering of possible involvement in criminal activities as individuals can use these skills to secure employment.

Overnight Shelter

Eventually, JOSH's vision for the future is a model that involves a chain of overnight shelters being established across Johannesburg. Often, when communities are faced with homelessness, community members try to solve homelessness by evicting homeless individuals from the premises of the community. JOSH indicated that research and practice have proven that moving the homeless off one location only results in them relocating elsewhere in the same vicinity. The JOSH Management are in the process of finding a site to establish an overnight shelter in Randburg. The overnight shelter will be connected to a training centre where the job-skills projects will be located. The shelter scheme is based on the Haven Night Shelter Organization in Cape Town. JOSH plans to provide the overnight shelters by partnering and co-operating with religious institutions, organisations, welfare bodies, service providers, businesses, government departments, local authorities and individuals concerned with the care and welfare of the destitute.

The overnight shelter is part of a broader change to provide solutions and implement measures that address the underlying causes of homelessness and assist homeless individuals achieve housing stabilisation and self-reliance. According to JOSH the primary goal is to prevent and end homelessness by providing an overnight shelter with on-site supportive services to help those experiencing homelessness resolve their immediate housing crisis and rapidly return to stable housing. Reverend Makubalo stated:

> "The overnight shelter will provide not only a safe, warm place to sleep, but a wide range of services including housing navigation, employment training, life skills, food, medical care, storage, counselling and connections to long-term community support."

The provision of shelter is seen as a pathway to dealing with the issues arising from homelessness. JOSH directors, staff and volunteers expressed that a shelter will provide a haven for homeless individuals beyond providing physical needs. A shelter is a type of home that can create an environment where homeless individuals can regain their identity and dignity. JOSH directors, staff and volunteers believe that a shelter will meet the basic needs of homeless individuals. When physical needs of shelter, food and hygiene are met, homeless individuals will be able to move to meeting other needs such as physical and mental wellbeing.

Ms. Gillett-de Klerk stated that currently they are facing several challenges with regards to opening the overnight shelter. Firstly, Real estate, nearby residents in the suburban area are opposing the establishment of the overnight shelter in the Randburg area. Secondly, building space, if a building is secured, there is a need to have security, an office, and kitchen, serving room for food and a large communal room and bedrooms. There will most likely be a need to build a custom building or extensively renovate an existing one. Thirdly, regular cost, salary of employees, food, electricity, internet, repairing damages and constant clean up. No real income from the services and heavy operating costs pose a real challenge. Lastly, the overnight shelter must comply with the city by-laws. JOSH is currently working with the community partners including government agencies (Department of Social Development) and service providers, Randburg residents to assist and come up with solutions for the proposed overnight shelter.

Defining JOSH's Homeless Services

Services usually focus on specific target groups such as specific areas of support that homeless individuals require (Tshwane Homeless Forum: 2015). This is in good agreement with the results of the present study. JOSH's types of homeless responses target specific individuals at specific stages of their homelessness. For example, when a homeless individual enters JOSH, they are assessed by the social worker to determine the type of services that are needed by the homeless individual. This range from preventative measures for those who are at risk of experiencing homelessness to outreach programs for individuals who are sleeping rough. For individuals who are at risk of becoming homeless, JOSH uses a prevention and early intervention approach. This is aimed at sustaining individuals in their current accommodation. A more intensive response approach is taken for rough sleepers. This approach is an intervention and recognises that once a person is homeless a more rigorous intervention is required to help that individual journey out of homelessness. Across this range of service responses, JOSH identifies the importance of an individual centred approach to prevent or address the individual's homelessness.

An individual centred approach puts the individual at the centre and determines the service response based on the individual's circumstances and needs. This is done through service integration and case management.

Service Integration

Homeless people require support from a series of agencies that specialise in providing personal and social support, emergency and transitional housing and a variety of other services. However, agencies providing these services work independently from each other. JOSH has recognised this problem of services being disconnected, for this reason they have adopted a policy that promotes integrated arrangements as a way of meeting the needs of homeless individuals.

> "Improving the individual's outcome is the main objective" (Reverend Makubalo: August 2018).

JOSH brings together the efforts of local communities to reduce homelessness by enhancing service integration and coordination between:

- The state;
- The community services sector;
- The philanthropic sector;
- Volunteer organisations; and
- The private sector
- and service consumers.

JOSH described this as a way of helping homeless individuals get ahead and different institutions can work together for stronger services. For JOSH, the state, the community service sector, volunteer organisations, philanthropic and the private sector are responding to the dynamic nature of homelessness in different ways. For example, the Department of Social Development responds to homelessness by funding homeless shelters while Faith Based Organisations (FBOs) such as the Ferndale Bible Church run soup kitchens to meet the daily needs of homeless individuals. JOSH believes that when these different institutions work together through formal or informal agreements to meet one or more goals this could lead to the improvement of the effectiveness of services, access to services, performance of services and duplication of services.

Case Management

JOSH uses a case management system that works to coordinate and provide services to people with complex needs. Case management is used to support anyone who is experiencing homelessness. A

social worker assesses the needs of the homeless individual, who is then assisted to receive the services they need by linking them to both the formal and informal helping-service networks within a community. The social worker then follows up to ensure that the homeless has received the resources and social services required.

> "A case file is used for the timely provision of resources to meet the basic needs of highly vulnerable populations…JOSH helps locate, advise, coordinate, monitor, expedite, and coordinate fragmented services offered by different organisations" (JOSH social worker: August 2018).

Johnsen et al (2005) uses the term 'spaces of care' to describe contemporary soup runs. Through soup kitchens service providers can show interest in the well-being of others in practical ways and aid or take the time to listen empathically to service users. Homeless individuals often visit soup kitchens, accept sandwiches from mobile food distribution centres, accept blankets in the cold weather and occasionally accept overnight shelter and receive health care from medical clinics (Cloke: 2011). JOSH members see this as the point of entry for homeless individuals. For JOSH the goal of case management is service not therapy. A bond is developed by the social worker and the homeless individual with the belief of a helping relationship and an authentic contract. Both the social worker and the homeless individual bond in the objective that mutually agreed upon activities will bring about changes that will benefit the homeless individual and enhance their self-worth in the process (JOSH: 2018). Though not therapy, all interactions are intended to benefit the homeless individual and are therefore therapeutic (Johnsen et al: 2005).

JOSH's view on homelessness

Many CSOs have an idea of who is homeless and why people become homeless. This idea is influenced by how an organisation interprets and analyses homelessness through their own experiences (Tipple and Speak: 2009). For JOSH homelessness can affect people living anywhere in South Africa, in both urban and rural areas. What is considered to be the cause of homelessness and who is the homeless vary significantly and can affect people from any community. In its interpretation and analysis of homelessness JOSH sees the homeless population as a diverse and varied group of individuals who are different in terms of age, ethnicity, and family circumstances. Therefore, this may include people who are rough sleepers (sleeping on the streets, parks, buildings and any place not designed for human habitation), or people who are living in temporary accommodation (homeless shelters). In their paper, Tipple and Speak (2009) found that these terms try to describe a certain condition of/type of

homelessness, but they do not always cover the same people, making homelessness a multifaceted term that does not have a correct single definition.

To expand my understanding of homeless individuals and to contextualise their homelessness, I sought the views of JOSH as a service provider on the homeless experience. I asked directors of JOSH, volunteers at JOSH and staff at JOSH to tell me about their work, the services they provide and to express what homelessness meant to them. These members of JOSH expressed different opinions about the people they are serving. Most of the responses described homelessness as lacking a place to sleep, as struggling because of lack of jobs and not having support (someone/a family member who can assist with basic needs such as food and clothing). Responses focused on the shortcomings of the existing social system stemming from a lack of affordable housing and a system that does not provide adequate social support thus, resulting in homeless individuals needing an intervention and change in order to improve their lives. People working at JOSH recognised the heterogeneous nature of the homeless population and showed sympathetic ideas of the different causes of homelessness. These members of JOSH also saw homeless individuals as having common needs which their services aimed to provide. Overall, responses from the directors, volunteers and staff at JOSH were empathetic about the work that JOSH does and were eager to do whatever they could for homeless individuals. JOSH members positioned service users as needing support while also highlighting the support their services offer. The kind of support identified varied and drew on material, skill-based and psychological needs. JOSH highlighted that the support needed focused on providing care for individuals who are using their services. This form of support represents an 'ethic of care' which was identified by Milligan and Conradson (2006). This was informed by JOSH's view on wanting to create responsible and autonomous citizens. JOSH aims to do this by creating services as spaces of care which are informed by the idea that service users require support.

JOSH's views provided insight into the conceptualising of homelessness from a broader perspective. After listening to the interview's multiple times, I created a list of the terms JOSH used to talk about the characteristics of homeless individuals and what was needed to provide support to homeless individuals. The words JOSH used to describe the characteristics of homeless individuals included:

- Lack of income
- No family/friends to turn to for help
- No support system
- Lack of resources

- Stranded
- Hungry
- Drained
- No Job skills

JOSH demonstrated that some of their service users were temporarily homeless because they lived far from the Randburg centre. Randburg is a place where service users searched for employment and because of a lack of income and resources, service users are unable to afford to travel every day from their respective homes to go search for employment. As a result, service users become rough sleepers from Monday to Friday and only travel back to their respective homes on Saturday and Sunday. With no support system within the Randburg centre, service users often stay with no food to eat and are left without any means to move from one place to another due to no family/ friends to turn to for help. Sleeping rough[11] is used as a strategy to reduce cost.

The words JOSH used to describe what is needed to provide support to homeless individuals included:

- Getting on track
- Employment
- Needing direction
- Need a stable home
- Transportation (using a vehicle, bus, or other method of transportation to get somewhere like a workplace)

JOSH believes that service users require support such as providing for physical needs and skills enhancement. This will assist homeless individuals get on track and search for employment so that they can secure housing as well as transportation.

According to Ms. Gillett-de Klerk, JOSH tries not to adopt a single definition of homelessness because they want their services to be inclusive[12]. Groenewald *et al* (2015) found that adopting one-dimensional descriptions of homelessness might exclude certain groups of people and result in the misrepresentation of the homeless population. According to JOSH homeless individuals felt like they were lacking in inner resources (such as skills required for employment) to get themselves out of homelessness. JOSH is seen as being in a position of power to meet the needs of homeless individuals by

[11] In this study rough sleeping and being homeless is used interchangeably.
[12] Inclusive meaning: including all social groups, race, ethnicity etc.

providing them with supportive services. Cloke et al (2005) indicated that there are organisations that provide services with unconditional care. JOSH identifies itself as such an organisation (Reverend Makubalo: February 2019). How JOSH views homeless individuals is important. Because it determines the ethos in service provision, it reflects the kind of language and labels used that apply to people using services (Groenewald *et al*: 2015).

Approach taken by JOSH

The primary aim of a social enterprise is to benefit the community or specific beneficiary group. The organisation's social mission must be explicit, and the organisation should be able to explain and justify the value of change they aim to accomplish (The Homeless Hub: 2018). Talbot et al (2012) maintains that social enterprises are businesses with social objectives. However, the authors further state that a social enterprise is not only a business with social objectives, but it is an organisation where people can work together for the well-being of the community. JOSH corresponds to the social enterprise identified by (Talbot et al: 2012). Ms. Gillett-de Klerk spoke about JOSH, describing the way different people from various business backgrounds have come together to benefit the community. JOSH directors were not specific when they talked about initiatives designed to eradicate homelessness, but in each situation they expressed a concern for homeless individuals. The diversity of organisations that are involved with JOSH is an interesting feature of a social enterprise despite different political, moral, ethnic and faith-based stances, they can work together to deliver on social justice concerns such as unemployment (The Homeless Hub: 2018). As an NPC Ms. Gillett-de Klerk argues that JOSH cannot solely rely on a traditional funding model such as grants and subsidies. JOSH is presented with a lot of financial stress and pressure which limits the organisation. With increased competition for funding and changing donor preferences JOSH is increasingly under pressure to find alternative ways to generate additional and sustainable income in order to run their programmes and further their mission. The social enterprise model has been adopted to reduce dependency of JOSH on external funding. In general, for JOSH a social enterprise model adheres to the principles of an income generating service with primarily social objectives, whereby profits are also invested in that social purpose. Ms. Gillett-de Klerk stressed the importance of additional income for the sustainability of JOSH:

> "Relying on outside donors can be unreliable and JOSH does not want to stop the impact that it is doing if suddenly the funding disappears. Supplying your own funding and taking accountability for what you need to do for your organisation is important… this allows you to focus on the kind of impact and programmes that work best for the organisation".

The voucher scheme is one way of JOSH selling goods and services in order to reinvest the money back into the organisation. This allows JOSH to improve the lives of homeless individuals. Social enterprises achieve their objectives and specific missions by enlisting different stakeholders such as volunteers, staff, beneficiaries and promoters. This is reflected in JOSH's work with the JHN, the Randburg Methodist Church and the Hot 91.9 radio station. As a social enterprise JOSH relies on the open market (selling goods and services), subsidies and other forms of monetary and non-monetary contributions to survive. For the organisation to be financially viable it depends on the efforts of its members to secure adequate resources to support JOSH's mission. These resources come from the general public, the state and voluntary resources.

The provision of services has shifted from the state "onto the shoulders of personal and collective citizenship" (Cloke, Thomas, and Williams 2013:3). This has provided organisations such as JOSH with the opportunity to become major players in providing services and engage with other organisations such as the Randburg Methodist Church to provide care for vulnerable individuals. For example, members of the Randburg Methodist Church sometimes donate things such as clothing for homeless individuals and sometimes also volunteer their time to work at the soup kitchen. In the literature the argument is that faith by dogma is replaced by faith by praxis when the church joins others in rapprochement (Cloke, 2010, 2012 and 2013). Christians are encouraged to discover what faith means as it is practised rather than faith being an individualised relationship with God (Cloke, Thomas, and Williams 2013: 9). But this means that the church must provide care without strings attached. Reverend Makubalo states that this is something that is practiced by the Randburg Methodist Church. This may be a challenge for the Randburg Methodist Church because part of Christianity means that the church must practise evangelism. The church must spread the Christian gospel. But "doing something is better than doing nothing" (Cloke and Beaumont 2012: 43).

The social enterprise model is a form of rapprochement that offers JOSH an opportunity to provide homeless people resources without strings attached and to engage with homeless individuals to address issues of social justice. JOSH directors, staff and volunteers discussed how they became involved in-service provision. Some individuals were motivated by religious beliefs and Christian values. This was the case for Interviewee 2 JOSH Volunteer, who stated her voluntary role:

"Me volunteering at JOSH is a calling from God… I am just happy to be helping."

For other participants, engaging in homelessness service provision was not about religious or Christian values but secular a foundation, as was the case for Interviewee 12 JOSH Volunteer, who said:

"I have always been interested in homelessness… I always wanted to volunteer."

This shows that getting into service provision is underpinned by decisions relating to an ethos or ethic. This resonated from the deep personal satisfaction the volunteers felt in their role. Many of the participants felt their role as service providers to be rewarding, because they were perceived to be making a difference in the lives of service users. This was the case across all participants regardless of their reason of being involved in service provision (for example there are some individuals whom were motivated by religious reasons and others were not). The social enterprise model that is adopted by JOSH offers a practical way to show love and care for the homeless community by also working with others to respond effectively to social justice[13]. JOSH was initiated as a response of delivering services through the involvement of the local community in Randburg. From the outset, JOSH has included different organisations and volunteers, and this has led to a greater involvement in local events and activities such as the World Homelessness Day and the JHN, in support for homeless individuals. Within JOSH, people come from a wide range of social, political, religious and moral backgrounds. This includes Christians and people of different faiths. Their engagement in JOSH's activities shows spaces of praxis. Cloke and Beaumont (2012: 44) suggest that this "enables crossover narratives that in turn relate to crossover practices that are capable of blurring some of the boundaries between religious and secular action in the public sphere". For JOSH, even though the Randburg Methodist Church is part of it, faith issues are not relevant to the purpose it serves.

> "Faith remains in the background" (Reverend Makubalo: August 2018).

Which means that their role at JOSH is not determined by their faith. JOSH is an example of post-secular rapprochement (Cloke: 2011). Cloke (2011) identifies post-secular rapprochement as a set up whereby FBOs as well as non-religious organisations working together regardless of their faiths, religions, political and ideological motivations. This includes staff and volunteers. What is important in post-secular rapprochement is that there is a willingness to work together with people from different backgrounds for people with different backgrounds. The established church has an opportunity to work with JOSH because they share the same passion for supporting and growing the local community. The established church offers their skills in service to homeless individuals. Rapprochement can be understood as a

[13] By social justice I mean access to health care, education and employment.

response of organisations working together to meet the needs of communities in areas where the welfare system is failing to meet the needs of vulnerable individuals (Cloke: 2011). This as I have shown above is the role played by JOSH.

A culture of support at JOSH

Due to the large difference in social status, JOSH volunteers and staff keep some boundaries between themselves and service users to remain professional. Many of the volunteers noted that they were there to help homeless individuals. This indicated that there is a power difference that existed between the service users and volunteers. Volunteers noted that homeless individuals needed support and JOSH staff and volunteers were in a position and had the resources to provide such support or to a certain point alleviate some of the difficulties faced by homeless individuals. As a result, JOSH volunteers and staff were friendly to service users, but they placed emphasis on the need to remain professional. The volunteers and staff stated that their role was to help and not to be friends with service users. As Volunteer 7 stated:

> We can't be friends with them, because if we become friends, they contact us at awkward hours and also expect us to help them outside of JOSH- we are always friendly but there is a border line that stops us from being friends.

Another volunteer noted that being friends with service users can cause problems because it could lead to the perception of favouritism. This could hinder volunteers and staff doing their job fairly. Maintaining boundaries between the volunteers, staff and service users held a deeper meaning. The volunteers came to JOSH because they wanted to help homeless individuals. Being professional and maintaining boundaries was the best way for them to help homeless individuals.

JOSH's services are designed to meet the physical needs of homeless individuals. JOSH's staff and volunteers identify these services as playing a significant role in alleviating the hardships that homeless individuals face. Meeting the physical needs is seen by JOSH staff and volunteers as a practical way to help homeless individuals. For JOSH staff and volunteers, supporting homeless individuals helps them find meaning in their work.

Services at JOSH do not only aim to meet physical needs, JOSH is also a place where emotional needs are met. The volunteers noted that service users often describe their feelings towards JOSH as a place where every time they walk in, they are supported emotionally. For example, during my observations I noticed that service users casually walked into the JOSH office to ask for any kind of help they required

(such as charging their phones whenever they wanted and were also able to leave their belongings overnight). These are service that JOSH does not have to offer as Ms. Gillett-de Klerk stated during our interview. In this respect, JOSH goes out of its way to support service users. The staff and volunteers want to maintain professional distance but on the other hand they also want to support service users emotionally. For the staff and volunteers the best way to address the needs of service users is to remain professional, yet in the case where service users are casually charging their phone and leaving their belongings, for the sake of service users the staff and volunteers temporarily abandon their professional behaviour. This is because charging phones and leaving goods overnight is not a service that JOSH provides. Not offering this service does not imply that JOSH staff and volunteers are unprofessional. Ms. Gillett-de Klerk stated that:

> The service users that seek JOSH's help are constantly searching for employment, so it is important that they have their phones charged in case they are needed for employment.

Even though JOSH mainly caters for physical needs there is also a philosophy of emotional support that is embedded in the staff and volunteers' work ethic. The services that are provided at JOSH helps service users in meeting their physical and softer needs (emotional support). JOSH staff and volunteers are sensitive to the needs of the service users and offer their support voluntarily.

Challenges faced by JOSH

The interviewees were asked about what services they found useful, what services are not needed and what services needed but are not offered.

Usage of services

Challenges with using services is one of the themes that was expressed by JOSH members. JOSH members identified that when homeless individuals are using services, service users are mostly concerned with restrictions in using and accessing services. This is a point that was noted by Reid and Klee (1999). JOSH indicated that most of their service users do not stay at a shelter. This is because there were restrictions in the shelters about drugs and alcohol and there were rigid requirements that needed homeless individuals to have such as a valid Identity documents. JOSH service users are rough sleepers (Ms. Gillett-de Klerk: August 2018) so when they are asleep their things get stolen, which makes it difficult for them to produce the necessary documents when they require services.

Participants also spoke about the lack of resources and facilities for JOSH to do all it wished. The lack of resources made it difficult for service providers to work with service users, which adds pressure on their

work. JOSH has a small office space which is an office and a storage for all the goods that are donated at JOSH. Ms. Gillett-de Klerk states that the donated goods sometimes get stolen and closely monitoring the goods has proven to be difficult. She showed feelings of being restricted when attempting to provide services. She also stated that they can only work within the resources they have. The lack of resources directly impacted on the types of service they were offering such as a lack of computer access for service users. This also affects JOSH's objective of providing services.

Services Needed

Services needed is a secondary theme that was identified through the qualitative analysis. JOSH members discussed these both in terms of what their concern and problem was and provided suggestions to how to address this problem. One of the primary concerns that was mentioned is that most JOSH service users had no form of transportation and taxi fare to enable their job-seeking efforts. JOSH indicated that this made it difficult for these individuals to obtain the kind of services they required. For example, Reverend Makubalo voiced out that some of the JOSH service users resided in informal settlements and townships and they frequently travelled to the Randburg area to search for employment. For that reason, they were forced to be rough sleepers from Monday to Friday while they were looking for employment and would then travel back to the informal settlements or townships during the weekends. In order to address this problem, JOSH will be required to provide transportation services, which is a service they are currently not providing and a service they cannot afford. But, to compensate for the transportation issues service users are facing and to best assist them. In the alternative strategy of sleeping rough, JOSH provides sanitary facilities enabling service users to wash their clothing and take a shower to ensure that they are able to search for employment.

Shelter

A shelter was reported as the most service that was needed. Currently there are no homeless shelters in the Randburg area. JOSH members reported that JOSH service users either sleep in the fields, on nearby roof tops or behind buildings. According to Ms. Gillett-de Klerk JOSH currently has no direct access to accommodation service for service users. She stated that at the top of their priority list is establishing a shelter within the Randburg area.

Funding

Ms. Gillett-de Klerk indicated that JOSH's primary source of funding is heavily reliant on personal donations. The pattern of primary funding varies between project types. However, like many other NPOs or NPCs JOSH is afflicted with insufficient funding, especially since it is based on donations mainly from

the Randburg Methodist Church, general public and all JOSH staff. Due to a lack of funds, JOSH is unable to hire trained persons who are willing or trained to work with the organisation. Professionally trained persons also have high expectations in terms of salaries, status, opportunities for their growth in the career of their choice. JOSH is also unable to spend more funds for giving training to the people at the organization.

Conclusion

This chapter presented the findings of the study and provided a brief analysis of the findings in line with the literature gathered from previous studies. The basic needs (such as food, counselling, personal hygiene and clothing) of homeless individuals now are met by JOSH. JOSH is empathetic and provides an understanding to the needs of homeless individuals. This chapter frames the setting of JOSH and provides a lens into their experiences as service providers. Service provision has been analysed and the ideals of it show that there is a strong commitment from JOSH directors, staff and volunteers in providing support to service users. Support means meeting both physical and emotional needs such as food, shelter, clothing, life skills and individual counselling. JOSH directors, staff and volunteers spoke about the reasons for becoming involved in service provision and how fulfilling service provision was. They also pointed to a lack of resources and how this affected the daily realities of service provision. However, JOSH directors, staff and volunteers spoke about services as a space of care that is informed by the idea that service users require support without being judged or pressurised to change. A space of care accompanied by support in this context means that service users can use the services provided by JOSH to enhance their lives. Service users can use the food services, hygiene facilities and skills programme to help them search for employment without being forced to change their religious beliefs or attitude. This 'ethic of care' was evident in service providers with different religious believes and ideologies. JOSH's view on homelessness is very complex reflecting the way homeless individuals are understood by the organisation. The following chapter will provide the conclusions and recommendations of the study.

CHAPTER FIVE: CONCLUSION

Introduction

The research study provides in depth analysis on the provision of services to homeless individuals. The study was aimed to understand the role JOSH plays in service provision. In doing so, the study tried to understand what informs the approach to service provision. This study describes the experiences of 15 individuals who included the directors of JOSH, staff at JOSH and volunteers at JOSH. The experiences and perceptions of those engaged in the process of service provision at JOSH were explored as well as the met and unmet needs of service users. This is in line with shelter, food and skills assessment specifically in relation to service provision by JOSH an NPC that provides services to homeless individuals in the Randburg area. The findings of the research question are summarised, and the chapter concludes with recommendations.

Overview of the Study

Chapter one of the study provided a contextual understanding of homelessness as a social problem in South Africa. It highlighted that not much is known about the structures and experiences of CSOs in service provision. In addition, the study presented the significance of the study by emphasizing on the role CSOs play in assisting homeless individuals. Secondly, by contributing to research, the study aimed at documenting current service provision as well as met and unmet needs of homeless individuals as understood by service providers. The chapter one further discussed the research topic and the research limitation.

Chapter two presented a discussion on the important concepts of the broader topic of homelessness. The chapter provided an outline on the conceptual approaches to service provision that feeds into different approaches taken to deliver services to homeless individuals all which are rooted in the ethos of care. In addressing the issue of service provision, the paper focused on (1) statutory agencies (2) non-statutory agencies and (3) the types of services provided to homeless individuals by non-statutory agencies.

Chapter three described the methodology used for the study. Firstly, the research design is outlined. Secondly, the population and sampling method is discussed. The chapter then addresses the data collection tools and data apparatus. The study concludes by describing the data analysis as well as the limitations to methods and problems experienced during data collection.

Chapter four presented findings and discussions from the analysed data. (1) The chapter provided a brief background of JOSH (2) the findings were discussed in accordance with research objectives. The themes

that were used for the study focused on JOSH's view on homelessness, a snapshot of JOSH's services, defining JOSH's homeless services and the challenges faced by JOSH. Ideals of service provision were discussed. This was important for understanding how service providers viewed their role.

Research question: What are the experiences of JOSH as a Civil Society Organisation (CSO) in providing services to homeless individuals in the City of Johannesburg?

The focus of this study is the experiences of JOSH as a CSO in providing services to homeless individuals in the city of Johannesburg. The data collected helps illustrate that JOSH is playing an essential role in providing services to homeless individuals. Overall, the findings in this paper indicate that JOSH offer a wide range of services to homeless persons and their adopted model along with available resources make them valuable.

This study has revealed that not only does JOSH offer food, but also job skills assessment and counselling services to homeless individuals. JOSH members expressed some of the most significant needs that JOSH service users require such as having access to showers, clean clothes, transportation to enable them to get a job (in search of a job) as well as a safe place to sleep. The soup kitchen was identified as the most accessible service for homeless individuals. This is because the soup kitchen was being both reliable and consistent. However, the soup kitchen is only open on Mondays and Fridays and closed during weekends.

An overnight shelter within the Randburg area was described by JOSH members a service that homeless individuals required, and this was a service that JOSH was currently not offering. JOSH members described a shelter as a space that would meet physical and psychological needs for homeless individuals. The period which service users are enlisted at the shelter would allow service users to focus on other needs such their mental well-being. Ms Gillett-de Klerk expressed some of the challenges JOSH was facing in opening an overnight shelter. These included challenges with the real estate and the Randburg residents, securing a building space in a suburban area, the general costs of operating an overnight shelter and the city by-laws. This is problematic for JOSH because if they do not comply with the city by-laws and if they do not have support from the Randburg community then JOSH would be unable to provide a shelter service. JOSH directors, staff and volunteers spoke about how important fulling service provision was. However, the lack of resources made it difficult for JOSH to achieve its mission.

A Social enterprise model

The founder of JOSH Ms Gillett-de Klerk expressed a real spirit of optimism regarding issues faced by homeless individuals. The service providers I interviewed also showed vision and passion and were motivated or concerned about social justice. They expressed a can-do approach to meet the needs of homeless individuals.

JOSH shows interesting features of a social enterprise. By using the social enterprise model JOSH claims to identify innovative ways to build solutions that are sustainable and meaningful to the lives of homeless individuals. Social enterprises are mission related. This is the case with JOSH. JOSH has registered as a social enterprise to ensure that it does not divert its resources just to please donor interest to secure funding. JOSH focuses on the perceived needs of homeless individuals. Ms. Gillet-de Klerk has noticed a problem or an unmet need for homeless individuals within the Randburg area and through Ms. Gillet-de Klerk own social enterprise tries to solve this problem by adopting a business model as well as an NPC. As a social enterprise profits accumulated from the voucher scheme can occur within JOSH as an organisation, but it is not the primary motivation. The profits that are accumulated are allied to an economic agenda of generating and reinvesting income which is generated to ensure that JOSH's programmes can run long-term rather than profits being distributed to JOSH's owners. The social enterprise can lead to programs and services that provide new revenue streams for JOSH since the revenue is not donor funded. Social enterprises do not only value profit but social change (Talbot et al: 2012).

This model is an example of rapprochement that Cloke (2011) identifies as a post-secular concept. JOSH claims to be uniting service providers to work together to find solutions to homelessness by developing an entry service delivery system that will allow people to be identified quickly, assess their needs and strengths and matching them with tailored services. Individuals who are involved with JOSH have very different political, moral, ethnic and faith-based stances. Despite this, they can cooperate effectively to deliver services. This form of partnership develops because individuals identify a gap in service provision within their local community. This creates 'spaces of praxis' (Cloke et al: 2010).

2010).

The role of services in the lives of service users

JOSH directors, staff and volunteers spoke about the perceived roles of services should play in the lives of homeless individuals. These included various aspects of service provision such as the belief that services are for individuals who are excluded from the mainstream society, who did not have other

means of accessing services. Providing service users with resources that were inaccessible was an important part of service provision.

Within service provision JOSH directors, staff and volunteers saw helping service users move onto other services and activities important for service users. For example, JOSH social worker suggested that the role of JOSH was to help homeless individuals to progress by moving on from JOSH services. For example, helping homeless individuals attain skills they can use to get employment and be able to sustain themselves. The JOSH social worker saw this form of progression as key to service provision (Cloke et al 2010).

JOSH directors, staff and volunteers also highlighted the caring aspect of service provision as important to the provision of services. The ethic of care needed to be visible regardless of whether service providers came from a Christian background or not. Service providers described transmitting care by being nice to service users and helping them get on their feet. Accepting service users and welcoming a diverse mix of service users was also seen as an element of care. With the accounts of JOSH directors, staff and volunteers the ethic of care was evident in almost all the cases regardless of religious affiliation. At the core of this care socialising was described to be a key element of service provision. When JOSH staff and volunteers are friendly, service users feel welcomed and become open about their lives and the kinds of services they feel are most important to them.

Research limitations

This study only focused on certain methodological boundaries to achieve the study's aims and objectives. The sample and population of the study was recruited from one CSO in the Johannesburg metropolitan area. Recruiting participants from a single organization meant that the experiences were limited to this organization, as interviewing participants from various organizations would have provided a better understanding of service provision. This site was chosen because it is a service provider to homeless individuals of all backgrounds and experiences and it provides diverse services. This organization is different from traditional homeless organizations. Homeless individuals receive assistance in the form of counselling, assistance with employment and other basic needs such as food. Many organizations do not provide all these resources, which may have played a role in the organization experiences as a service provider. The largest limitation of the study is that through the themes that emerged, there are many issues that JOSH is facing and not all of which could be covered within this short study. Due to individual differences it is difficult to generalise information beyond those within this specific study.

Recommendations

Studies often focus on the perspective of the homeless individual when working on issues relating to homelessness. Few studies have looked at the perspective of CSOs in terms of service provision and their staff workers. For future studies a comparative study comparing the perspectives of individuals experiencing homelessness and staff workers at CSOs may be useful and would provide valuable information for future studies. A comparative study might highlight discrepancies between what CSOs think they are offering and what homeless individuals believe they are receiving.

This study has examined the services that are provided on a small scale, the results of the study provide an opportunity towards a wider scale of research on homeless services that go beyond the City of Johannesburg. Research can focus on the challenges faced in providing services and find comprehensive solutions that will enable service provision to be more efficient and effective. It is apparent that food services are the most accessible, it is a short coming that they are only offered on Monday and Friday and not on weekends. Collaboration between other food service providers should be formalised to make provision of services during weekend.

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APPENDIX A: Ethics Approval

school of SOCIAL SCIENCES

SOSS Human Research Ethics Committee

Clearance Certificate

Protocol Number:	**DEV/18/05/05**
Project Title:	**'Homelessness and service provision in the City of Johannesburg'**
Investigator's Name:	**Miss Kate Mercia Mlauzi (684971)**
Department:	**Development Studies**
Date Reviewed:	**May 2018**
Decision of Committee:	**Approved**
Expiry Date:	**June 2020**
Date:	**21 June 2018**

Head of School

Professor Mucha Musemwa

CC supervisor: **Professor Sarah Charlton**

Declaration of Investigator

To be completed in duplicate and one copy to be returned to Ms. Sarah Mfupa in the School of Social Sciences, Room 152, 1st Floor, Robert Sobukwe Block.

I fully understand the conditions under which I am authorised to carry out the abovementioned research and I guarantee to ensure compliance with these conditions. If any departure from the research procedure as approved, I undertake to resubmit the protocol to the committee.

Student Signature

25/06/2018

Date

APPENDIX B: Participant Information Sheet

Good day,

I am Kate Mercia Mlauzi a Development studies Masters Student at the University of Witwatersrand.

I am conducting a study on the experiences of Civil Society Organisations (CSOs) as service providers to homeless individuals in the City of Johannesburg as part my research project. The aim of the project is to look at the importance and complexities of tackling homelessness and look at what different strategies have been put in place to deal with homelessness. This kind of research is significant because it will fill in the gap in research about the different strategies put in place to deal with homelessness.

I would like you to be part of my study because you are staff/volunteer/expert in the organisation– I would then require approximately 30 minutes of your time for an interview/audio recording. All information gathered will be used for academic use only and your details will be kept anonymous. Your participation is voluntary, and you may withdraw at any time. You will not gain financially in any way from being part of this study.

Should you have any further questions or queries you are welcome to contact myself or my Supervisor, Sarah Charlton at any time at contact details provided below.

Yours Sincerely

Researcher	Supervisor
Ms. Kate Mlauzi	Dr. Sarah Charlton
684971@students.wits.ac.za	Sarah.Charlton@wits.ac.za
Tel.: 071 566 5735	Tel.: 011 717 7717

APPENDIX C: Participant Consent Form

TITLE: Homelessness and Service Provision: A Case study of Johannesburg Organisation of Services to the Homeless (JOSH).

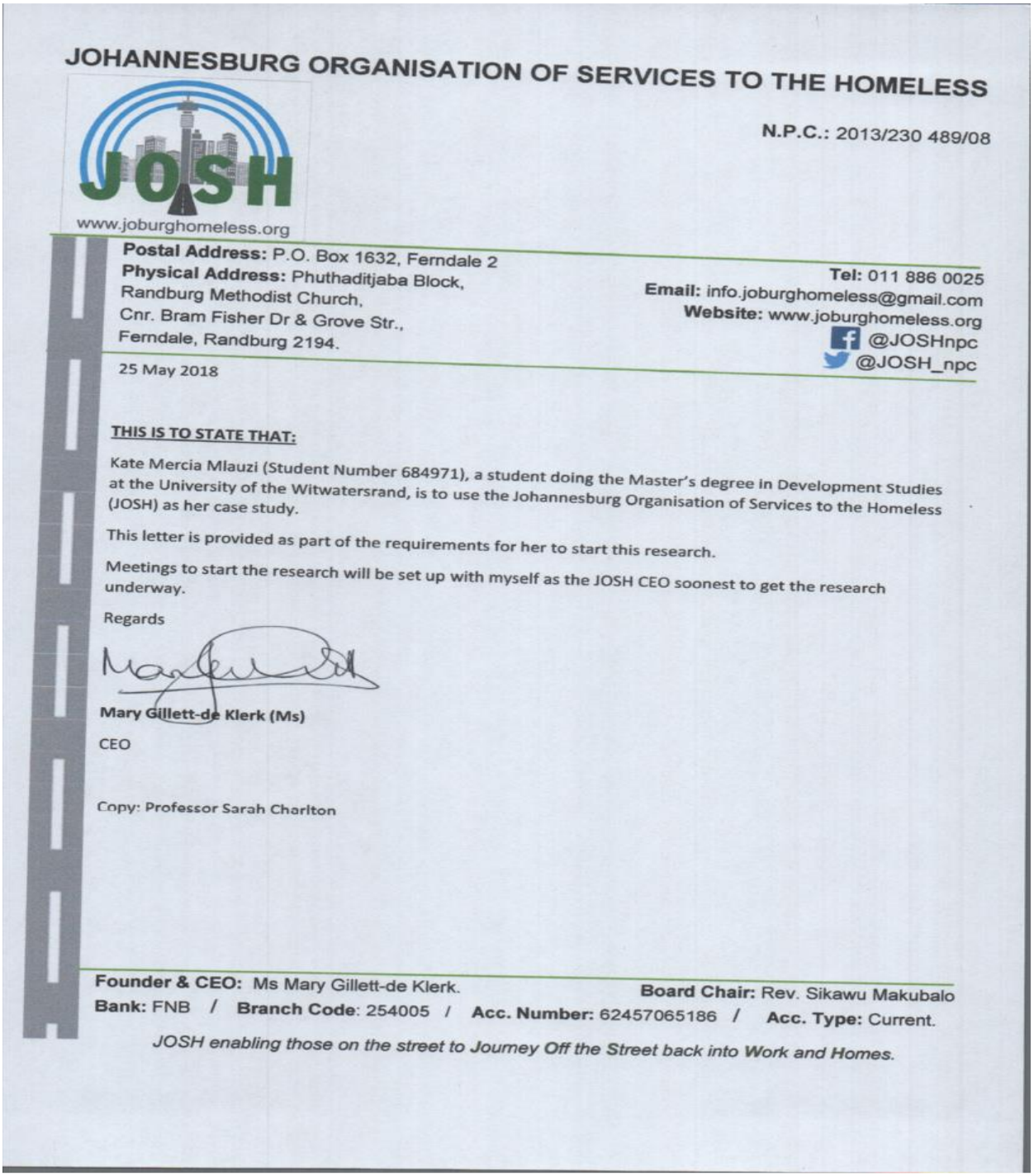
Name of Researcher: Kate Mlauzi Please initial all

I ……. agree to be interviewed as part of Kate Mercia Mlauzi study that is based on the experiences of JOSH as a Civil Society Organisation (CSO) in providing services to homeless individuals in the City of Johannesburg.

1. I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason. ☐
2. I agree that the researcher may take photos of me (but not my face). ☐
3. I agree that the researcher may audio record the interview. ☐

Name of Participant	Date	Signature

APPENDIX D: Permission to conduct research at JOSH



JOHANNESBURG ORGANISATION OF SERVICES TO THE HOMELESS

N.P.C.: 2013/230 489/08

www.joburghomeless.org

Postal Address: P.O. Box 1632, Ferndale 2
Physical Address: Phuthaditjaba Block,
Randburg Methodist Church,
Cnr. Bram Fisher Dr & Grove Str.,
Ferndale, Randburg 2194.

Tel: 011 886 0025
Email: info.joburghomeless@gmail.com
Website: www.joburghomeless.org
@JOSHnpc
@JOSH_npc

25 May 2018

THIS IS TO STATE THAT:

Kate Mercia Mlauzi (Student Number 684971), a student doing the Master's degree in Development Studies at the University of the Witwatersrand, is to use the Johannesburg Organisation of Services to the Homeless (JOSH) as her case study.

This letter is provided as part of the requirements for her to start this research.

Meetings to start the research will be set up with myself as the JOSH CEO soonest to get the research underway.

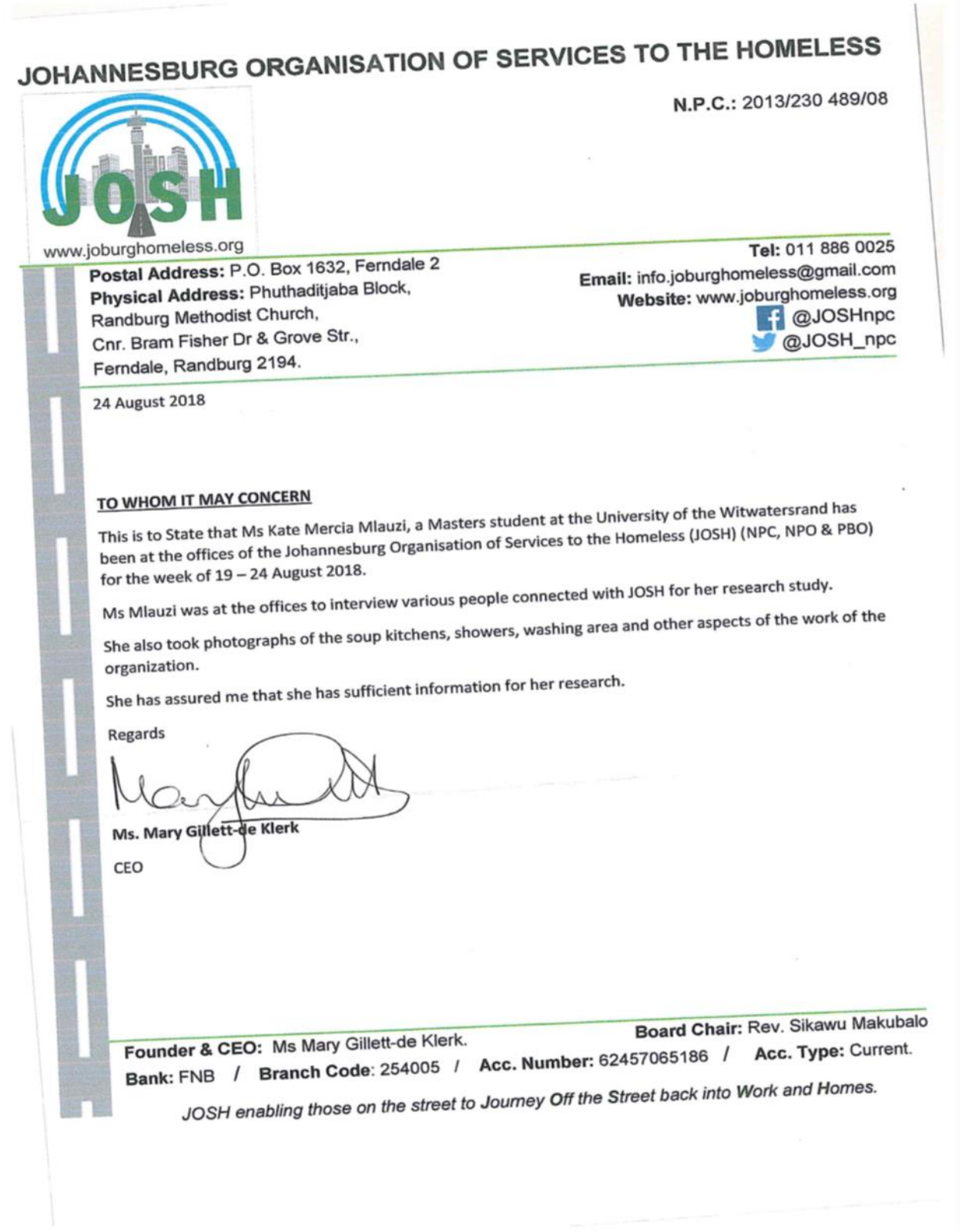
Regards

Mary Gillett-de Klerk (Ms)

CEO

Copy: Professor Sarah Charlton

APPENDIX E: Proof of research conducted



JOHANNESBURG ORGANISATION OF SERVICES TO THE HOMELESS

N.P.C.: 2013/230 489/08

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Tel: 011 886 0025
Email: info.joburghomeless@gmail.com
Website: www.joburghomeless.org
@JOSHnpc
@JOSH_npc

24 August 2018

TO WHOM IT MAY CONCERN

This is to State that Ms Kate Mercia Mlauzi, a Masters student at the University of the Witwatersrand has been at the offices of the Johannesburg Organisation of Services to the Homeless (JOSH) (NPC, NPO & PBO) for the week of 19 – 24 August 2018.

Ms Mlauzi was at the offices to interview various people connected with JOSH for her research study.

She also took photographs of the soup kitchens, showers, washing area and other aspects of the work of the organization.

She has assured me that she has sufficient information for her research.

Regards

Ms. Mary Gillett-de Klerk

CEO

APPENDIX F: Interview Questions

RESEARCH QUESTION: What are the experiences of JOSH as a Civil Society Organisation (CSO) in providing services to homeless individuals in the City of Johannesburg?	INTERVIEW QUESTIONS	LITERATURE/ THEORY
(COMPONENTS OF THE RESEACH QUESTION) A. What is JOSH (what's it's history, it's mission and aims, structure)	1. Can you give me a brief history of JOSH? 2. How is the organization structured, and governed? 3. What are its aims 4. etc. (funding, staffing etc.)	Secular/post-secular spaces
B. JOSH and interpretation/ analysis of homelessness	5. How does JOSH conceptualize Homelessness?	What's in the Name Homelessness?
C. JOSH and service provision	6. What kind of services does JOSH offer? 7. Why these services? 8. What informs the choice/ orientation of service provision? /What are the motivations to the services provided by JOSH? What is the philosophy or logic behind this? 9. Have the services shifted or evolved over time? Why? 10. Does JOSH have a relationship with the government? 11. Are there other kinds of services to the homeless that JOSH would like to provide? 12. And services that JOSH does not see a role for itself in? What are some of the constraints that JOSH faces in providing services? 13. What are the primary concerns about service provision?	Types of services provided
D. JOSH and its view/ assessment of appropriateness of its service	14. Who makes use of the various services (what's the profile of the users, what does JOSH know about them – e.g. from which areas in JHB do people come, what's the age and gender profile, regular and long term users vs many different people etc.)? 15. How do people hear about the services offered? 16. Are the street homeless population aware of the existence of these service? (How appropriate are they once they have located the services?)	Approaches to service provision

	17. What services are most in demand? 18. What affects the street homeless population from using these services? 19. What barriers do street homeless people face in getting these services? 20. What can CSOs like JOSH do to tackle these concerns?	

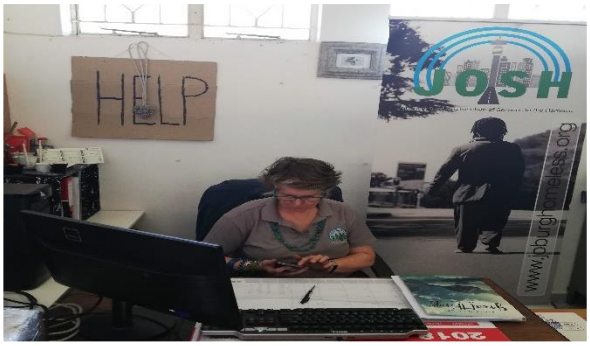
APPENDIX G: List of Participants

1. Ms. Gillett-de Klerk. The Founder. JOSH. Interviewed on 21 August 2018.
2. Rev Sikawu Makubalo. Director. Interviewed on 24 August 2018.
3. Mr Willie Van Der Schyf. Director. Interviewed on 24 August 2018.
4. Interviewee 1. JOSH social worker. Interviewed on 20 August 2018.
5. Interviewee 2. JOSH volunteer. Interviewed on 20 August 2018.
6. Interviewee 3. JOSH volunteer. Interviewed on 20 August 2018.
7. Interviewee 4. JOSH volunteer. Interviewed on 20 August 2018.
8. Interviewee 5. JOSH volunteer. Interviewed on 20 August 2018.
9. Interviewee 6. JOSH volunteer. Interviewed on 20 August 2018.
10. Interviewee 7. JOSH volunteer. Interviewed on 20 August 2018.
11. Interviewee 8. JOSH volunteer. Interviewed on 24 August 2018.
12. Interviewee 9. JOSH volunteer. Interviewed on 24 August 2018.
13. Interviewee 10. JOSH volunteer. Interviewed on 24 August 2018.
14. Interviewee 11. JOSH volunteer. Interviewed on 24 August 2018.
15. Interviewee 12. JOSH volunteer. Interviewed on 24 August 2018.

APPENDIX H: Pictures from JOSH



Office space donated by the Church



JOSH office



Donated Soup



The Soup kitchen



Donated Clothing



Donated sleeping bags