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*“Giving people a hand up, not a hand out,
is the way forward.”*

- Hugh Jackman



Dear MID Members,

This special newsletter is to provide you with further details of the new Service Centre for homeless people in Muizenberg.

The Muizenberg Service Centre, which had a ‘soft launch’ last week, is the culmination of many months of hard work by MID and U-Turn. Myself

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The U-Turn Service Centre forms a pivotal part of the MID's broader social development vision for Muizenberg and is aligned with our approach of 'Giving a Hand-Up, Not a Hand-out'. As such, MID has committed to partially funding the centre for an initial period.

MID is also supporting the centre by lobbying for residential and business buy-in, which is absolutely crucial to ensure the success of the project. So far the response from the community has been overwhelmingly positive; residents and businesses alike seem to recognise the dire need for an NPO like U-Turn, which has an excellent track record, to be operating in Muizenberg.

We are confident that with continued support from MID, the local community and visitors, U-Turn will be able to equip many people in the area with the skills and support needed to overcome homelessness.

Peter Corbett

MID Chair

About The Muizenberg Service Centre

The new centre is situated in Killarney Road and services homeless people from the immediate area, stretching into Kalk Bay. It will serve two meals a day via a voucher system.



Twinned with the meal programme is a voluntary rehabilitation programme that equips people with the skills and support to overcome homelessness, ranging from drug and/or alcohol rehabilitation to work skills.



People experiencing homelessness will be brought to the centre through 'word of mouth', a dedicated outreach worker, and through being given a U-Turn voucher by a member of the Muizenberg community.

How The Voucher System Works

Residents and visitors purchase vouchers (R100 for a pack of 5 vouchers) from supporting shops/businesses or from the U-Turn [website](#).



R100 FOR 5 VOUCHERS

Residents/visitors can then give these vouchers directly to people on the streets who are in need, instead of giving cash. The U-Turn voucher can be exchanged at the Service Centre for a meal or item of clothing. This reduces the flow of money onto the streets and enables residents to give responsibly.

Why Vouchers Work

We all want to do something to help people in dire need. This need has been amplified by the Covid-19 crisis, which has led to a steep increase in poverty and homelessness. But giving ad-hoc cash to people on the street is not sustainable, nor is it empowering. Worse yet, it may be enabling a drug and/or alcohol dependency that keeps vulnerable people trapped in a cycle of addiction, abuse and destitution.

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By buying vouchers for a credible, accredited programme like U-Turn, you are empowering people in need by providing them with basic needs (food and clothing) along with access to a support and rehabilitation journey with a good success rate for permanent employment and sobriety.

In short, you are giving people in need a Hand-up, not a Hand-out.

Where To Get U-Turn Vouchers

Currently there are 2 shops in Muizenberg, Epic Print and Sparrow Society (both on the corners of Atlantic and Killarney Roads), selling vouchers to the public. MID is working closely with U-Turn to ensure vouchers will soon be available at most, if not all, retail outlets in Muizenberg.

In St James/Kalk Bay, you can currently buy vouchers from The Folk Café and The Courtyard Café (more to come).

MUIZENBERG *Gives* RESPONSIBLY

REDUCE HOMELESSNESS, PROVIDE A VOUCHER TO SUPPORT SERVICES



Basic needs



Rehabilitation



Lessons



Sheltered Employment

R100 FOR 5 VOUCHERS

OVER 80% of
U-turn graduates
remain sober
and employed
after graduation

Please follow us on Facebook [@MIDMuizenberg](#) for updates on more outlets to buy U-Turn vouchers in the coming weeks.

Vouchers are also available from the U-Turn [website](#).

How Residents And Visitors Can Help

Quite simply: stop giving hand-outs (cash, food, clothes, blankets, etc.) to people on the streets and rather give a hand-up by buying vouchers.

We realise this is a 'hard ask' when you are faced with people in desperate need, but please bear in mind that direct hand-outs are proven to keep street people dependent and, often, stuck in a cycle of addiction, abuse and destitution.



YOU can help break that cycle by giving responsibly: buy U-Turn vouchers and give these directly to people in need.

How Businesses Can Help

MID is calling on all retail businesses in Muizenberg to support the Muizenberg Service Centre by stocking U-Turn vouchers that residents and visitors can buy.

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Her store, Oggi, has been reselling U-turn vouchers in Claremont for over 4 years.

"I saw an increase in homelessness and wanted to do more, but time is limited. I chose to support an organisation already doing the work effectively, with a long term rehabilitation programme."

Gail believes that everyone needs help sometimes, and without the help she's received her life would be different. She says, "This is my way of paying it forward."

If you would like to stock U-Turn vouchers, please contact Leila Suleman at U-Turn: leila@homeless.org.za / 021-674 6119.

If you have a non-retail business in Muizenberg, you can support the Muizenberg Service Centre via donations, volunteering and/or buying vouchers. For more info on how to get involved, [click here](#)

MID's Involvement In the Muizenberg Service Centre

MID's monthly social development budget is R8,000 and the board has committed to contribute this funding to the U-Turn centre for an initial 12-month period. The hope is that U-Turn will become more financially sustainable after the first year and that MID's contribution can be lessened or will no longer be needed at all.



After a rigorous process, the MID board voted to support the U-Turn Service Centre for several key reasons:

1. U-Turn is a credible NPO with an excellent track record.
2. U-Turn has been working informally in the area for many months and has existing relationships with street people in the area.
3. U-Turn's ethos aligns with MID's in terms of 'giving a hand-up, not a hand-out', in that MID's criteria for social development initiatives focus on sustainably, dignity and longevity.
4. The U-Turn Service Centre fits into MID's broader vision for sustainable social development in Muizenberg, which also encompasses a 'safe space' for vulnerable people in the area. We envisage this to be a safe, dry place to sleep and use bathroom facilities overnight. MID has been looking for a suitable location in the area, and continues to work on finding one [#WatchThisSpace](#).

About U-Turn

U-Turn is a registered NGO that has been running rehabilitation programmes in Cape Town since 1997 with an excellent track record in equipping homeless people with the skills and support to overcome homelessness.

U-turn by numbers



Over **80 000** vouchers has been redeemed since 2009.



More than **80%** of participants remain employed and sober after graduating from the programme.



Every year over **1000** people start a journey to employment by accessing basic needs such as food and clothing.

U-Turn's phased programme starts with basic needs relief, like food and clothing, available at a Service Centre. It continues on to Drug and Alcohol Rehabilitation Support, and finally culminates in a work-based learnership, called the 'Life Change' programme, which lasts an average of 18 months and nurtures an individual's personal and vocational skills, as well as relapse prevention.

[#DidYouKnow?](#) Six months after graduating from the U-Turn programme more than 80% of participants remain employed and sober.

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U-Turn's rehabilitation model is based on the following:

- A cashless voucher system entitling the holder to a meal or clothing. Importantly, the voucher is a ticket to support services and activities to ignite motivation for change.
- Occupational therapy to establish practical tools to overcome life challenges.
- U-Turn employees and volunteers work alongside the people they serve, enabling them to subsidise stipends and for them to serve others still living on the streets.
- U-Turn self-generates a third of its income through social enterprises such as its software consultancy agency to other NPOs, called Connect Consulting, and a retail Charity Shop business.

For more on U-Turn's work, [click here](#)

Success Stories

U-Turn has had some phenomenal success stories over the years, from Max who went from being a car guard to practicing law, to Thandile who



View some of the many success stories [here](#)

Frequently Asked Questions

Through intensive engagement with U-Turn, the MID board has asked hard questions and done our best to address queries and concerns residents and/or businesses may have about the new Service Centre. Here are the most common FAQs and our answers:

Q: Where is it the centre?

5 Killarney Road, in Muizenberg village.

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No – experience from U-Turn’s centre in Claremont shows that homeless people tend to walk up to 4km with a U-Turn voucher to receive a meal or clothing. The implementation of the voucher system may actually decrease the number of homeless people in Muizenberg if easy money cannot be made on the streets: those who want assistance will go to the Centre and access services, while those who don’t will move out of Muizenberg to a place where it is easier to get money.

Q: The Service Centre is located at the entrance to Muizenberg Village. Won’t this encourage more homeless people to come to the Village?

If you stand on Killarney Road for any length of time you will be surprised about how many homeless people are walking up and down the road on their way to the village to knock on doors for food/money. The centre will reduce the need for people to do this and actually take them off the streets during the hours of operation, thus reducing the number of people walking the streets of the Village during the day.

Q: Will homeless people loiter around the Service Centre?

No. U-Turn is using a servitude adjacent to the centre for clients to queue for entry to ensure there is no loitering on the streets or outside businesses / residences in Killarney Road.

Furthermore, U-Turn has committed to monitoring activities outside the centre to ensure there is no loitering after services have finished.

MID will monitor and residents/businesses are welcome to report any incidents of loitering to the Ops Manager via ops@mid.org.za (please include date and time of the incident and, if possible, pictures).

Please note that MID’s high-definition security cameras enable us to check on loitering at any time, and effectively investigate any complaints of loitering.

Q: What are the Service Centre’s opening times?

The centre is currently open from 9:30am until 1pm on Monday, Wednesday and Friday, and from 10am until 1pm on Tuesday and Thursday.

During this time a variety of sessions are provided as well as breakfast and lunch. Clothing is available (in exchange for a voucher) on a Friday. It is hoped that in time services will also extend into the afternoon. Follow MID on Facebook for updates: [@MIDMuizenberg](#)

Q: What sort of skills programmes does U-Turn offer?

When someone is on the street they are often in a ‘stuck’ mentality and not realising there is a possibility of change. At the centre, U-Turn has a

happen at this point, instead the focus is on preparation for change. Once this readiness for change has been built, U-Turn then supports each person on a journey for change. Often this includes referral to a shelter and entry into a drug/alcohol rehab, which is then sponsored by U-Turn. After graduation from the drug/alcohol rehab, U-Turn has a work-readiness programme (based in Kenilworth), which includes vocational and life-skills training and involves a work-placement at one of U-Turn's 7 charity stores across the City.

Q: Do homeless people need to do anything/participate in programmes to get meals?

Aside from having vouchers, no. U-Turn's supplementary programmes (drug and alcohol rehabilitation, work skills programmes, etc.) are voluntary. No person will ever be turned away for meals should they chose not to partake in any U-Turn programme.

Q: U-Turn is a Christian faith-based organisation. Do beneficiaries have to be Christian/subscribe to Christian values or participate in Christian-based programmes in order to receive assistance?

No. U-Turn does not turn away any person based on faith and does not make subscribing to Christian values or programmes mandatory to receive meals and other support. The programme is carefully structured so if someone does not want to join a bible-study, they do not miss out on the change readiness sessions that are available.

Q: Does U-Turn force people to go into rehabilitation programmes in order to get food/clothes for their vouchers?

No. Anyone who has a voucher can access food and clothing. Anyone who doesn't have a voucher can do an activity to earn one. There is no requirement to attend the programme every day or attend a rehabilitation programme. Instead, U-Turn works to build a relationship of trust with people and then prepare them for the change they need to make in order to being the journey off the streets.

Q: How do I know my money is going to the U-Turn programme when I buy vouchers?

U-Turn exists to equip the homeless with skills to overcome homelessness. The money from vouchers purchased go to U-Turn and is used towards all the programmes U-Turn has with the homeless in Cape Town (see the U-Turn 2020 annual report for more details). The 2021 budget for the Muizenberg Service Centre includes an income line from selling vouchers in Muizenberg, so these funds are required to ensure the sustainability of the centre.

Q: Why should I buy vouchers instead of giving money/clothes/food direct?

option to rehabilitate and/or gain the skills needed to overcome homelessness.

Q: Where can I buy U-Turn vouchers?

Currently, Epic Print and Sparrow Society (both on the corners of Atlantic Road and Killarney Road) stock U-Turn vouchers in Muizenberg. In St James/Kalk Bay, you can currently buy vouchers from The Folk Café and The Courtyard Café (more to come).

MID is working with U-Turn to have more retail outlets in Muizenberg stock the vouchers. Please follow us on Facebook [@MIDMuizenberg](#) for updates on more outlets to buy U-Turn vouchers in the coming weeks.

Vouchers are also available from the U-Turn website (INSERT LINK <https://homeless.org.za/vouchers>).

Q: What can recipients get with U-Turn vouchers?

Food and clothing. Importantly, these vouchers are a 'gateway' to connect with a social support system that provides access to programmes to equip people with the skills and support to overcome homelessness.

Q: Can any destitute person get vouchers / access the centre, or is it strictly for homeless people?

U-Turn does not turn anyone away, however their primary focus is on people living on the streets and the long-term goal of equipping them with the skills and support to overcome homelessness.

MID suggests that other people in need (i.e. those in need but who are not living on the streets) rather turn to the Muizenberg Community Action Network (CAN), which is now focussing on providing meals to low-income/vulnerable households.

Add Your FAQ

Do you have a question not covered in the above FAQs? Please send to admin@mid.org.za and we'll address your query ASAP.

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