



angels'  
care

# Annual Report - 2023

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# Message from our Chairlady

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Angels Care Centre has, since 2002, been a place where hope flourishes and children nurtured, regardless of their background. While the COVID-19 pandemic influenced the variety of programmes delivered to communities during 2020 and 2021, the Centre grew its delivery of food parcels, our education initiatives became more creative and health and crisis care essential. Such situations can feel overwhelming but we recognise that with challenge comes opportunity, and despite years of hard lockdowns the Centre strategically, through local and international support, purchased the Old Agricultural Hall during 2021 and subsequently in 2022 the vacant land adjacent to our original Morling Street campus.

At Angels Care Centre we believe that investing in a child's well-being starts with a strong foundation. During 2023 the Centre upgraded existing health care facilities and built a state of the art Early Childhood Development Centre (preschool) where 150 vulnerable young children will develop necessary literacy, numeracy, and critical thinking skills crucial for empowering them to access further knowledge and participate actively in society. The unique architectural design ensures that amidst colourful walls and playful spaces, our staff use play-based activities to deliver engaging lessons and guide each child on a journey of self-discovery. Additionally the renovations to our first "home" at 38 Morling Street have substantially increased our ability to deliver quality health and crisis care facilities, create a dedicated classroom space for our 10 bridging class children and incorporate a wonderful new library especially designed with young children in mind.

At our Centre quality healthcare forms part of the holistic care we provide to each child. Our healthcare team provided medical care to a total of 362 children and our Crisis Centre assisted 59 child victims of sexual assault along with 100 children suffering differing forms of trauma including neglect and grief. Taking into account our emergency overnight facility, 196 children and their families were counselled and supported. 360 children received ongoing and unrestricted access to daily nutritional meals with a total of 81670 meals being served during 2023.

Our forms of community outreach are many and varied and saw the continuation of our after school program for 150 primary and high school children, our winter warmth program and the provision of help to households affected by fire, floods and economic marginalisation. 4979 community members were educated through our educational outreach programs. Educating children about their rights, fostering open communication with trusted adults, and addressing harmful societal norms are crucial. This empowers children to identify and report abuse for our professional and proactive social workers, nurses and community care givers.

Our holistic approach paves the way for a brighter future, not just for individual children, but for society in general. Education equips children with knowledge, healthcare safeguards their physical well-being, community outreach provides a support system, and preventing gender-based violence ensures their safety. With warm, supportive care from our volunteers and staff, young minds will blossom and the ill and traumatized will find assistance, love and care.

*Carolyn Hancock*

# Our Mission

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The mission of Angels' Care Centre is to provide for the optimal growth and development (mentally, physically and spiritually) of the children we serve in a safe and loving environment. The Centre provides an environment where they are provided care, guidance and protection from people and things that seek to deny these God given rights intentionally, unintentionally or through apathy.

We accomplish this through providing not only for the basic needs of the children we serve but also their caregivers through access to health care and other human services as well as by providing excellent educational services.

Since all our decisions are driven by what is best for the children we serve we will always seek long-term sustainable solutions. This will require us to be in partnership with others not only locally but also nationally and internationally.

# Our Values

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Faith, Integrity, Partnership,  
Discipline, Diversity, Respect,  
Courage, Empowerment,  
Impact





# Our Focus Areas:

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**Encouraging Hope. Educating Children. Empowering Communities. Enriching Lives. Enabling Healing.**



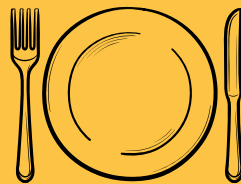
## **ECD Education**

**Our Early Childhood Development Centre educates 150 children from Grade RRR to Grade R as well as 10 bridging class children. We have two classes per grade.**



## **Youth Development**

**Our after school facility keeps children safe and fed. Homework assistance and life skills development are provided to children under the age of 18.**



## **Nutrition**

**Our nutritional programmes feed hundreds of underprivileged children Monday - Saturday.**



## **Community Outreach**

**We help at-risk communities through a variety of interventions. These include winter warmth campaigns, educational talks, home-based visits and care, support groups and attending to immediate community needs.**



## **Health & Crisis Care**

**Mental and physical health care provided by forensic & enrolled nurses and social workers.**

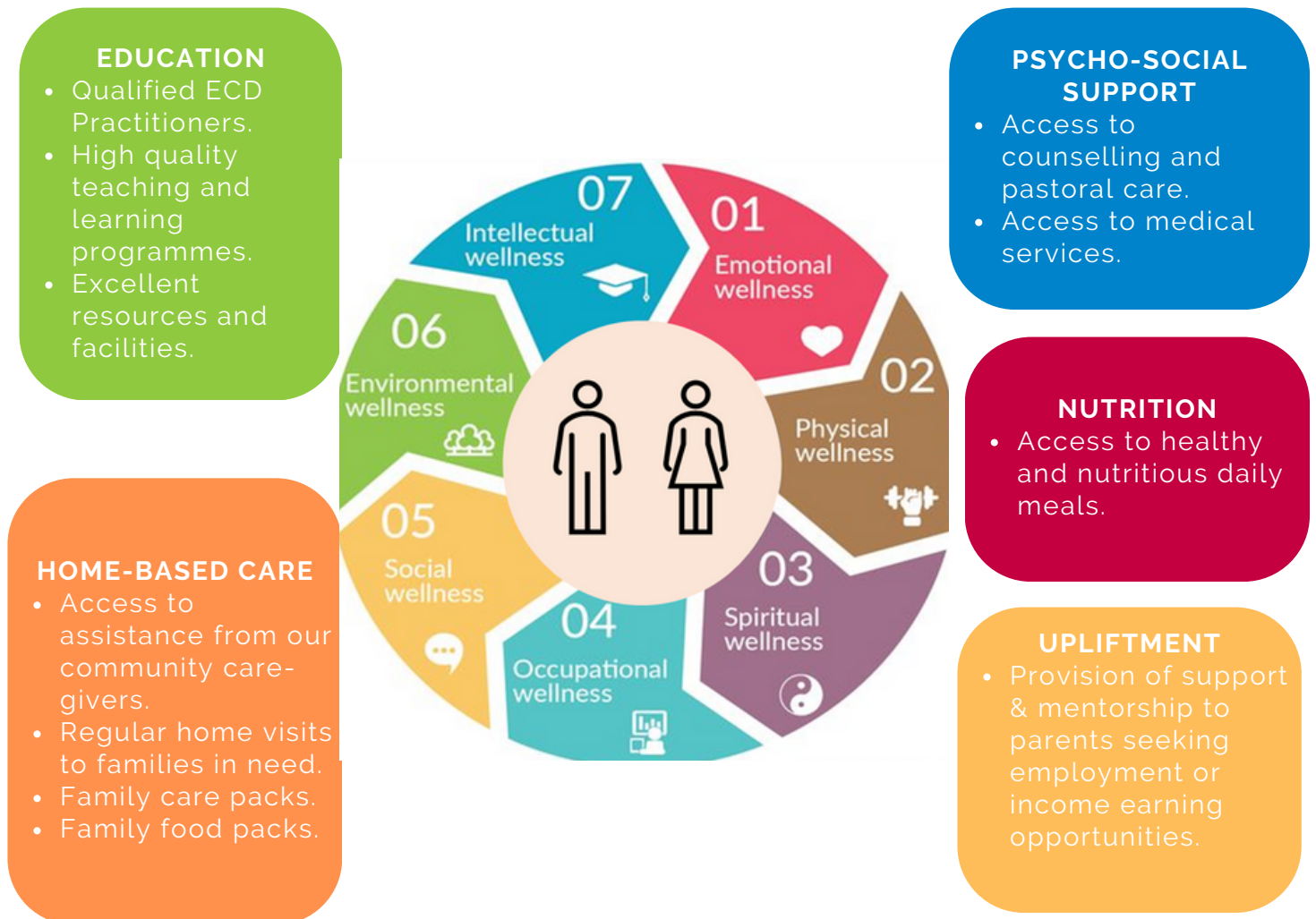


# Caring for our Community

## Our Approach

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Angels' Care Centre is committed to providing holistic services to children to ensure they grow and thrive academically, emotionally, physically and spiritually. The infographic below highlights our key focus areas.



**Angels' Care Centre strives to play a vital role in breaking the cycle of poverty and providing underprivileged children with the tools they need to thrive.**

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# Exciting Growth Opportunities

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## Angels Care Expansion

In 2022 Angels' Care Centre purchased a subdivision of vacant land, adjacent to our property at 38 Morling Street. The two properties which now form one large campus, house a brand new, state of the art, pre-school, as well as sensory playgrounds and all our health and crisis care facilities have been renovated and upgraded.

January 2024 saw Grade RRR - Grade R as well as our bridging class moving into their new School. This addition is allowing us to expand our impactful offering to the community by providing the children in our care with the best education possible.

Our sincere thanks to all who donated their time and resources to this project. We are extremely grateful to the South African Muslim Charitable Trust for the land donation and to Bankers Healthcare Group and CUSP (Creating Unity, Shaping Purpose) in the USA for funding all construction, landscaping and furnishings.

Angels' Care Centre is now the proud owner of three properties, all with a specific focus on breaking the cycle of poverty in our community, and ensuring that we bring holistic, appropriate care and education to vulnerable children, most of whom live in extreme poverty.

In 2024, we will be renovating the Old Agricultural Hall. This is to offer expanded, improved afterschool programmes for youth and well equipped food preparation areas for our substantial nutritional programmes. Spaces will be created to accommodate the provision of spiritual support groups to children and their families. Additionally there will be storage for food, donated clothing. Exciting, stimulating outdoor play areas for all ages will be created along with stunning landscaping. The renovations also include a coffee shop and retail area which will be open to the general public. Here local residents, and visitors to the Howick Falls will be able to enjoy refreshments and learn more about the all encompassing education and outreach services available through Angels Care Centre.





# ECD (Pre-School)

**150 children  
attended  
the ECD  
Programme**

**10 Bridging  
class  
children**

**31050 Pre-  
School  
meals  
served**

Early Childhood Development (ECD) education is essential in shaping the future of children, especially those from underprivileged backgrounds. Angels' Care Centre stands as a beacon of hope, offering children from poverty stricken homes access to safe, nurturing, quality foundational education programmes which would otherwise be out of reach for them due to financial constraints.

It is during the formative years, from birth to age five, that a child's brain undergoes rapid development, laying the foundation for all future learning, behaviour, and health. Our comprehensive education focuses on interactive play, structured learning activities, and individualised attention, ensuring each child is empowered to reach their full academic potential.

Our holistic approach ensures children receive not only age appropriate, quality academic programmes but also access to well balanced nutrition as well as spiritual and emotional support. This overall sense of security is crucial for their growth and well-being, making them feel loved and valued. It also lays the groundwork for them to form positive relationships and develop resilience in the face of adversity, setting children on a path to success in school and beyond.

By investing in quality Early Childhood Development at Angels' Care Centre, we are uplifting not only individual children, but also, ultimately strengthening communities and economies. Studies consistently show that children who receive quality foundational education are more likely to graduate from high school, pursue higher education, and secure stable employment. Additionally, they are less likely to engage in criminal activities or experience chronic health issues. By prioritising Early Childhood Development, we are building a brighter and more equitable future for generations to come.

Our education programmes always focus on the following key elements:

- Hands-on and differentiated lessons and activities delivered by our teachers
- Quality resources and classroom facilities
- Stimulating classroom and outdoor play areas
- Nutritious and wholesome brainfood
- Working closely with the parents and caregivers of the children we educate, ensuring they become part of the learning journey of their child
- Regular health check-ups to ensure the children are able to learn optimally
- Holistic individual psychosocial support.



# Youth Development

**150 children  
attended  
Afterschool  
Programmes**

**31050 Meals  
Served to  
Children and  
Youth**

Angels' Care After-School facilities serve as a crucial support system for children, offering a nurturing environment that goes beyond mere supervision. In these spaces, children are provided with resources and opportunities that contribute significantly to their holistic development.

One of the benefits of Angels' Care After-School Facilities is their provision of academic support, mostly for 20 local high school children. Many children face barriers to completing homework assignments at home due to lack of resources, parental support, or a conducive environment. By offering dedicated time and assistance for homework completion, these facilities help bridge the gap between school and home, ensuring that children have the support they need to succeed academically.

Moreover, Angels' Care After-School Facilities play a pivotal role in imparting essential life skills to children. Through structured activities and life skills talks, children learn valuable skills. These life skills programmes are run by our Crisis Centre staff who have a wealth of knowledge.

Beyond academics and life skills, these facilities also provide a safe space for children to play and learn. In communities where safety is a concern, Angels' Care After-School facilities offer a haven where children can engage in recreational activities, interact with peers, and have fun after school under the supervision of caring adults. This safe and supportive environment is essential for children's overall well-being and development. Our partnership with Hilton College has meant that our children get to interact and learn from people from a diversity of social backgrounds.

Additionally, Angels' Care After-School Facilities recognise the importance of nutrition in children's growth and development. By providing a nutritious meal, these facilities ensure that children have access to essential nutrients that support their physical and cognitive development. For many children from underprivileged backgrounds, this may be the only meal they receive during the day, making it a vital component of their overall health and well-being. We look forward to growing our after school facilities in 2024, with the renovation of the space at the Agricultural hall, both indoors and outdoors.





# Nutrition



**81670 Meals  
Served to  
Children in  
2023**

**31050 Pre-  
School  
Meals**

**2070  
Bridging  
Class Meals**

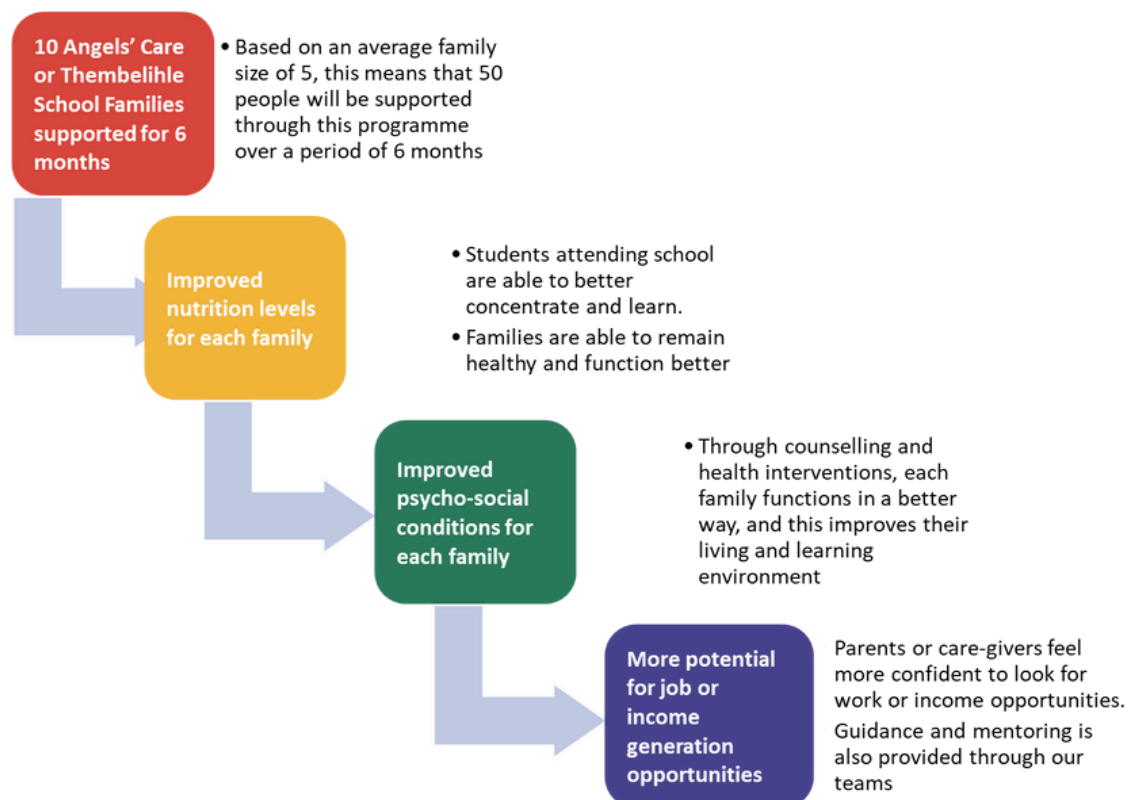
**17500  
Saturday  
Feeding  
Food Packs**

**31050  
Aftercare  
Meals**

**We served 81670 wholesome and nutritious meals to children during 2023 optimising their ability to grow, thrive and learn when attending school.**

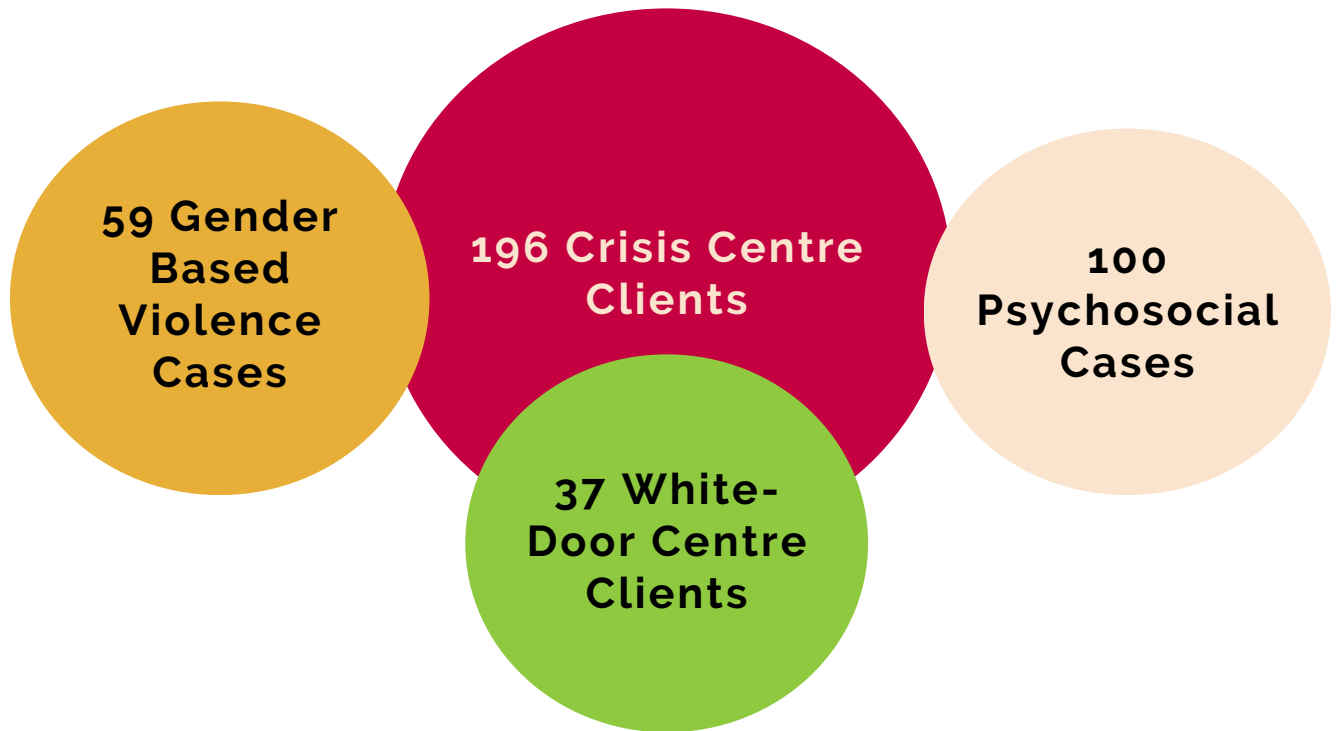
- **31050** individual meals served to the 150 children attending our ECD.
- **2070** individual meals served to 10 bridging class children throughout the school year.
- **17500** individual food packs distributed through our Saturday feeding programme (catering to 350 children each Saturday)
- **31050** individual meals served to children attending our afterschool youth programme, an average of 150 children per afternoon.

**41 families were supported through the provision of wholesome food parcels:**



# Health Services: Crisis Care

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Angels' Care is uniquely focused on caring for children of abuse in the Howick area in the KZN Midlands within the Umngeni local municipality. The need for such a facility exists as sexual offences committed against women and children has reached alarming levels in South Africa.

The Centre provides children and their caregivers with access to every form of assistance they would require in the event of their being victims of any forms of gender-based violence (GBV) including rape, sexual assault, domestic violence, neglect, physical abuse, or mental trauma. We also have services for children affected by grief due to losing loved ones to chronic diseases such as HIV, TB or violence.

## Emergency short term housing

During 2018 we were registered as an official Emergency Overnight Shelter by the Department of Social Development, enabling the Centre to upgrade our overnight shelter facilities and offer 24 hour care to victims of abuse. In 2023, we were able to upgrade our White Door Centre, ensuring that all clients feel safe, loved and cared for while in our hands. Our 'little home' has a bedroom, a caretakers room, a sitting room, full disabled bathroom with baby changing station, kitchen and dining area.

During 2023, 37 victims were provided with counselling, medical care and shelter until long term solutions to their safety had been secured.

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# Benefits of Angels' Care Crisis Centre

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- Decentralisation of Gender Based Violence services in the KwaZulu-Natal Midlands, including our semi-rural town of Howick.
- Access to medical, legal and psychosocial support services under one roof reducing secondary victimization.
- Reduction of long distances to be travelled by victims before accessing assistance.
- Reduction in the influx of cases to Edendale TCC and Northdale State hospitals.
- Improvement of the management of sexual violence cases by different stakeholders such as the Police, Department of Health and National Prosecuting Authority.
- Increased access to medical treatment required by victims e.g. Antiretrovirals to prevent HIV infection.
- Strengthen educational programs for sexual violence survivors which will empower them with information and thereby increase reporting of cases.
- Working with the local clinic to provide more care to those who need it.

## Crisis Centre Dinner Fundraiser

October 2023 saw our first ever Angels' Care Fundraising dinner. The fundraiser focused on raising much needed funds for our health and crisis care centre. It was held at a stunning venue - The Old Mushroom Farm in the Karkloof. Delicious meals were served by the Corner Store, a captivating talk was given by Douglas Rattray from Fugitives Drift, amazing auction items were donated, a phenomenal service and cash bar was done by Service Excellence. Talks and videos were provided by Angels' Care, Carolyn Hancock and Sandy Chowles. All in all it was a huge success that helped us raise funds and increase awareness around Gender-Based Violence in South Africa and our community.

We look forward to hosting more events which enable us to spread the word about what we do at Angels Care Centre. As we reach more people, we are able to educate people on where victims of sexual violence can obtain help when needed. Additionally events afford us the opportunity to let people know how they can financially help us sustain the Crisis Centre.



# Crisis Centre - 2023 Case Study

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A 10 year old female child was physically abused by a relative, intended to be her guardian and taking care of her. The child concerned was a pupil at Lions River Primary School in grade 4. In August 2023 our social worker received a call from the School Principal reporting the alleged physical abuse involving the child concerned. The matter was immediately investigated by our social worker. The physical and verbal evidence all indicated a case of severe child abuse. The girl had obtained a swollen black eye on the left side and a broken tooth through the beating she received from her guardian as she apparently had not prepared and cooked a meal as instructed. That night, due to the unsafe and threatening environment in which the child was residing, she was kept at Angels Care Centre's emergency overnight facility (White Door Centre) to ensure her ongoing safety and protection.

A case of physical assault was opened at the Howick SAPS. Furthermore the child was also taken to Northdale Hospital, as our resident nurse was not available on the day, for medical attention, and a J88, a physical evidence examination report was completed. Due to the dire home circumstances, it was recommended that the child concerned should subsequently be placed back under the care of her biological mother who currently resides in Gauteng Province where she would be safe, protected and able to continue attending school to ensure her educational rights were not abruptly disrupted. Sadly, the perpetrator was not arrested by the SAPS but rather instructed to simply undergo a Parental Skills Programme.

Despite the perpetrator not being formally held accountable, our crisis care team successfully restored the child's mental and physical health, and ensured she now continues her life in a safe loving environment.





# General Health Care Services



Angels' Care has employed a Forensic Nurse and an Enrolled Nurse, who, together, provide general health care to all children who attend programs at the Centre. Their services include:

- Medical preparation of the patient/survivor such as: vital signs, relevant tests (pregnancy, HIV, STI) and specimen taking
- Signing of consent forms, medical orientation as stipulated by National and provincial DoH protocols
- Treatment of, and referral when necessary, of sick children and staff members to the clinic.
- Treatment of children with minor ailments.
- Monthly developmental status assessments for all children who attend educational programmes, including constant monitoring of their height, weight and head circumference; all measures which assist in determining whether the child is reaching age appropriate milestones or may be malnourished or chronically ill
- All child vaccinations are up-to-date.
- Physical examination and treatment of victims of sexual or physical assault and neglect.
- Medical screening, treatment and counselling for children suffering from HIV and TB.
- Contraceptive services for young women.
- Support for young mothers and their babies.



**362  
individual  
medical  
cases  
attended**

**160 school  
children  
received  
medical care  
and  
monitoring**



# General Health Care

## Case studies

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A nine year old boy from Thembelihle Primary School was brought to the health care team at Angels' Care clinic with an injury on the forehead which was bleeding profusely. He was injured while playing with his school friends. The onsite nurse applied disinfectant and a dry dressing, reassured the child and made sure he was calm and not in any pain. Thereafter he was taken by the nurse to a local doctor where he received stitches (sutures) and painkillers to take home. Angels Care Centre covered the costs of this medical account and took him to the doctor for a repeat visit to have the sutures removed when the child was fully recovered.

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A 14 year old girl was brought to Angels Care Centre by our community care workers after they heard she had a history of being sexually abused by man known to both her and the family. She divulged to our social worker that while she was preparing to go to school early in the morning, a man came by her house and asked for some water to drink. She opened the door for him in order to give him water and did not initially feel threatened as she knew him. Once he was inside the house, he instructed her at knife point to go and lie in her bed and raped her.



When examined thoroughly by our forensic nursing sister she confirmed that her injuries were consistent with what she had told the social worker. Our forensic nurse then collected physical evidence, including DNA, and completed the compulsory J88 form for the South African Police Services (SAPS) and National Prosecuting Authority (NPA). The nurse also checked her vital signs and accompanied her to the Howick Clinic for HIV testing and Post Exposure Prophylaxis. The child has subsequently received ongoing counseling and emotional support. The case is ongoing and our forensic nurse will testify in the court proceedings.

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# Community Outreach

We delivered a wide variety of outreach programmes to local schools and community groups within Howick and the surrounding areas. The talks ranged from GBV awareness, teenage pregnancy, human rights, substance abuse, and anti-bullying campaigns. Our team also focused on teenage girls and boys and young mothers.

Through partnerships with other local organisations, we were able to expand our offering to deliver the following:

- HIV / Aids assessments and counselling with Howick Hospice,
- Talks at the Howick Clinic
- Working with Ethembeni Youth Centre & Pregnancy Centre
- 16 Days of Activism education programmes and community events with The Jes Foord Foundation, The uMngeni Municipality and The Department of Social Development
- Aftercare programmes with Hilton College
- Saturday feeding support from St. Anne's Diocesan School for Girls
- Working with local shops like Pick n Pay Athlone and Greendale Spar on campaigns

Through all our outreach programmes the following were delivered to children and families in need:

**348  
blankets  
distributed**

**163 home  
visits  
conducted**

**73 care  
packs  
distributed**

**4979 people  
reached  
through 39  
talks**

During the 16 days of activism, multiple women and children benefited from our partnership with the Jes Foord Foundation (JFF) and Ethembeni pregnancy and youth Centre. Three full days of educational talks were provided different support groups, local communities. These talks and partnerships are always inspiring whilst a harsh reminder of the dire need for better support, education and care in so many areas of South Africa. Working together and sharing our knowledge is one step closer to helping more people in need.



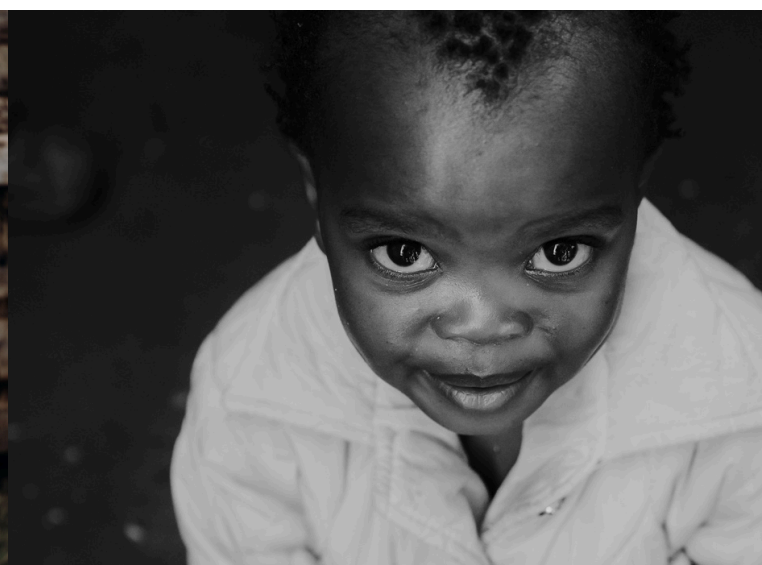
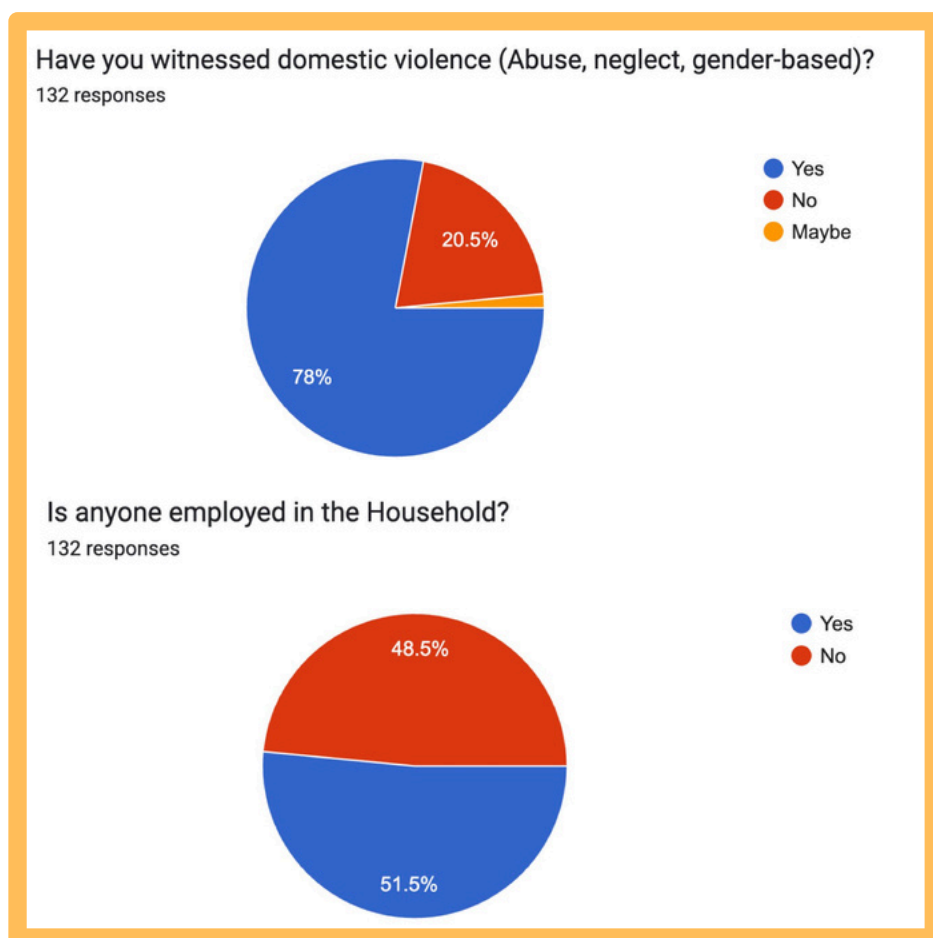


# Community Outreach

Angels Care Centre has two wonderful community caregivers, who are constantly making sure that community members in need of help receive what they require. They focus on home based care, educational talks, spiritual and emotional support groups, home visits when requested by our social worker, winter warmth campaigns, clothing drives and proactively reacting in cases of emergency.

The work that our community caregivers and crisis centre staff do is crucial as they also ensure we can assist victims of GBV as well as help families in dire need.

Below are two graphs that show the immense need that we have in the community that we serve. From **132** responses **78%** stated that they have witnessed domestic violence and close to **50%** have no one employed in their household. Those employed mostly only had casual labour work.



# Stories of HOPE

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## Community Assistance:

Our community caregivers were informed about a elderly woman, who had suffered a stroke in the informal settlement, she was in need of immediate care. During their home visit they found that the elderly woman was paralysed on the right side and needs daily care. Her three sons are alcoholics and were taking her grant money for alcohol, she therefore did not have enough money for food as well as had no means of getting her medication. Her room was very dirty as she was unable to get to the toilet and she was doing everything in one small room. Our team cleaned the house, linen, helped the lady bathe, cooked her lunch and provided her with a food parcel. The neighbour was asked to assist when she could, which she was happy to. Our caregivers then worked with the Department of Health to collect medication on her behalf and ensure she takes it, as well as apply for a wheelchair for her. A month later we received a wheelchair and delivered it. Our social worker is working with the Department of Social Development to see if the elderly woman can be moved to a place of safety.

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## Assistance with Fire Victims (Disaster Relief)

Every year we deal with homes burning to the ground, this is a harsh reality of people living in informal settlements. The use of fires for warmth, candles for lights (as there is no electricity), the materials the homes are built of and the close proximity of the homes to each other, normally means devastation for the families that lose their homes as everything burns to the ground. In 2023, we assisted with 5 different fires in informal settlements surrounding Howick. We assisted the families by purchasing new uniforms for children, providing them with food parcels, donating blankets and clothing that we had in storage, assisted with any household items and kitchen items that were donated and were able to help some families with a few building materials.

We try to give these families some immediate relief and then work alongside our local government to assist further if we can.

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# Christmas

We celebrated Christmas in style in 2023, by arranging a Christmas party for all the children who have benefitted from our programmes during the year. We served close to 550 meals and handed out 650 Christmas gifts to children ranging from 18 months to 18 years of age. We were very privileged to receive several large donations of child-appropriate gifts to distribute to our precious children.

All children received a hotdog, fruit, juice and a gift. The excitement and joy on each of their faces was palpable! Hilton College made the day EXTRA special, by providing jumping castles as well as balloons and extra hands on the day. It is always such a wonderful way to end the year.

We need to thank the following schools and organisations for their generosity in providing the various gifts, food and party items.

- Hilton College - for the donation of 350 sweet bags, gifts, jumping castles, balloons, and providing help on the day.
- St Charles College - for the donation of 50 pairs of school shoes for our Grade R classes, as well as 100 pre-school Christmas gifts AND an additional 120 gifts towards our main Christmas celebration. The entire preschool and primary school at St. Charles were heart warmly involved.
- Republic Lifestyle - for the donation of 133 umbrellas.
- St Anne's Diocesan College - for the donation of 100 Christmas gifts.
- Dental Zone - for the donation of Christmas gifts.
- Jacaranda Pre-Primary.

Many other individuals who donated Christmas gifts.





# How to help

**We are a registered Non Profit, Public Benefit Organization:**

- **Public Benefit Organisation 930004928**
- **Non Profit Organisation NPO 020-084**

## **BANK DETAILS:**

**Angels Care Centre**

**First National Bank: Business Cheque**

**Howick Branch: 220725**

**Account: 620 357 154 18**

**Swift code : FIRNZAJJ**

## **WEBSITE:**

**[www.angelscare.co.za](http://www.angelscare.co.za) offers PAYFAST and ZAPPER as additional donation options.**

## **FOLLOW US ON SOCIAL MEDIA:**

**FACEBOOK - Angels' Care Centre**

**INSTAGRAM - angels\_care\_centre**