



**THE COLLABORATIVE ROLE OF SOCIAL WORKERS AND HOMELESS
PEOPLE IN ADDRESSING STREET HOMELESSNESS**

by

TIMSON MAHLANGU

submitted in accordance with the requirements

for the degree of

MASTER OF SOCIAL WORK

at the

UNIVERSITY OF SOUTH AFRICA

SUPERVISOR: DR N. P. KGADIMA


DECEMBER 2020

DEDICATION

This report is dedicated to all those homeless people living under threat on the streets of Tshwane whilst struggling to make a living under precarious conditions and the nation because of their homeless status; those five individuals who were homeless, murdered on the streets of Tshwane and never received justice... may your souls rest in peace. As we continue to address the injustices and inequalities for a sensible society, I sincerely thank those social workers and civic movements advocating for the rights of these populations, whilst providing them a voice.

DECLARATION

I, Timson Mahlangu, the undersigned declare that the study: **The collaborative role of social workers and homeless people in addressing street homelessness**, is my own work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references.



SIGNATURE

11/12/2020

DATE

ACKNOWLEDGEMENT

I would like to express my appreciation by acknowledging the following individuals who made this study possible:

- Sincerely, I express my appreciation to my supervisor, Dr N. P. Kgadima, for his support, guidance, and commitment, *ngiyathokoza!* Thank you. Without his persistent support and guidance, the goal of this project would not have been realised.
- My fellow research student, Ms Lebogang Mphothi, was instrumental in defining the path of my research. For this, I am extremely grateful.
- I would like to pay my special regards to all the research participants who willingly participated in this study.
- I am indebted to my two mentors Ms Duduzile Sokhela; and Mr Lance Thomas; the time you invest in me does not go unnoticed.
- My warmest regard to my colleague Ms Petra Barkuizen, I thank you for tolerating my late arrival at work, and at times consenting to me leaving early because of this project.
- My warmest regard to my two friends Mr Jack Cooper; and Mr Muzikayise Mkhalihi; thank you for the continues messages of support and encouragement, you are the best.
- I wish to acknowledge the support and great love of my family, especially my mother, Linah Mahlangu; she never went to school but her wisdom is tremendous; my partner Tisha Mkhondo, thank you for your support and understanding when I had to cancel some of our dates on a last-minute because of this project; my brother Lucas Mahlangu; my three nieces, Puseletso, Relebogile, and Sakhile and my nephew Nicholas. Thank you for understanding when I could not watch cartoons, take a walk, or go out with you. You all kept me going. This work would not have been possible without your pursuit.

ABSTRACT

Homelessness is an increasing social challenge both locally and globally. Social problems associated with street homelessness and services provided to homeless people by social workers are well documented in South Africa. Little is known though concerning the collaborative role of social workers and homeless people in addressing street homelessness. This study explored the role of social workers in promoting social justice through a collaborative purpose amongst the homeless people in addressing street homelessness. A qualitative, explorative, descriptive, and contextual study was undertaken with 14 homeless participants aged 21 to 63, and eight social work participants aged 25 to 38. This study was informed by an amalgamation of two theories, indicating the collaboration theory and the structural theory. Data were collected through semi-structured interviews, analysed by following Tesch's eight steps (Creswell, 2009:186). The data was collected and verified, employing the Lincoln and Guba's model of trustworthiness. The ethical considerations adhered throughout this study are informed consent, confidentiality and anonymity, management of information and debriefing. The major findings identified first, poverty and unemployment as major homelessness causes. Second, deprived, or non-existing family support, family or marital breakdown, substance use, migration of individuals from rural or foreign countries to city centres, as major contributing factors towards homelessness. Third, homeless people are more vulnerable to personal harm than the housed population. Fourth, the society and derogatory labels, such as crazy, *nyaopes*, and criminals are often used to describe these individuals. Finally, homelessness places homeless people at substantial risk of elevated mental health conditions. Implications for social work and recommendations for future research are presented.

Key concepts

Collaborative, role, social workers, homeless people, homeless, homelessness, poor, underprivileged, street homelessness.

TABLE OF CONTENT

DEDICATION	i
DECLARATION	ii
ACKNOWLEDGEMENT	iii
ABSTRACT	iv
TABLE OF CONTENT	v
ACRONYMS AND ABBREVIATIONS	xii
LIST OF FIGURES	xiii
LIST OF TABLES	xiv
CHAPTER 1 : GENERAL ORIENTATION TO THE STUDY	1
1.1 Introduction	1
1.1.1 Background to the study	1
1.1.2 Problem statement.....	10
1.1.3 Rationale for the study.....	12
1.2 Theoretical framework.....	13
1.2.1 The place and role of theory in qualitative study.....	13
1.2.2 Collaboration theory.....	13
1.2.3 Structural theory.....	14
1.3 Research question, goal, and objectives.....	16
1.3.1 Research question.....	16
1.3.2 Research goal.....	17
1.3.3 Research objectives	17
1.4 Research approach	18
1.5 Ethical considerations	18
1.5.1 Informed consent	18
1.5.2 Confidentiality and anonymity	19
1.5.3 Management of information	20
1.5.4 Debriefing of participants	20
1.6 Clarification of main concepts	21
1.6.1 Social work profession.....	21
1.6.2 The social worker.....	22
1.6.3 Homeless.....	22
1.6.4 Homeless people	22

1.6.5	Homelessness	23
1.6.6	Street homelessness	23
1.6.7	Collaboration.....	24
1.6.8	Role	24
1.7	Structure/format of the study	24
CHAPTER 2 : APPLICATION OF THE QUALITATIVE RESEARCH PROCESS.		26
2.1	Introduction	26
2.2	Research methodology	26
2.3	Research approach.....	26
2.4	Research design	28
2.4.1	Explorative design	28
2.4.2	Descriptive design	29
2.4.3	Contextual design	29
2.5	Research methods	32
2.5.1	Population.....	33
2.5.2	Sampling.....	33
2.5.3	Sampling methods	34
2.6	Data collection.....	36
2.6.1	Preparation for data collection	36
2.6.2	Methods of data collection	37
2.6.3	Pilot study	38
2.6.3.1	The purpose of the pilot study	39
2.6.3.2	The process of a pilot study	39
2.6.3.3	The outcome of the pilot study	40
2.6.4	Method of data analysis	47
2.6.5	Methods of data verification	48
2.6.5.1	Credibility	48
2.6.5.2	Transferability.....	49
2.6.5.3	Dependability and confirmability.....	50
2.7	Conclusion	50
CHAPTER 3 : THE RESEARCH FINDINGS ON EXPERIENCES OF INDIVIDUALS ENCOUNTERING HOMELESSNESS ON THE STREETS OF TSHWANE		51
3.1	Introduction	51

3.2	Demographic profiling of participants	52
3.2.1	Participants' gender	55
3.2.2	Participants' age	55
3.2.3	Participants' race	56
3.2.4	Participants' education and occupation	56
3.2.5	Participants' duration being homeless	58
3.2.6	Participants' whereabouts to their families, contact with family, and times contact with family	58
3.3	Discussion on themes and sub-themes concerning literature	59
3.3.1	Theme 1: Participants' perceptions of homelessness and its causes	61
3.3.1.1	Sub-theme 1.1: Participants' understanding of homelessness...	61
3.3.1.2	Sub-theme 1.2: Homelessness as a choice	66
3.3.1.3	Sub-theme 1.3: Contribution of families towards homelessness	67
3.3.1.4	Sub-theme 1.4: Attitudes of family members towards participants	70
3.3.1.5	Sub-theme 1.5: Addiction to illegal chemical substances compel participants to remain on the street	71
3.3.2	Theme 2: Challenges, risks, and consequences of homelessness...	72
3.3.2.1	Sub-theme 2.1: Risk of personal harm	72
3.3.2.2	Sub-theme 2.2: Risk of physical and mental health	75
3.3.3	Theme 3: Attitudes of society towards homeless people	82
3.3.4	Theme 4: Participants' attitudes towards their current situation.....	85
3.3.4.1	Sub-theme 4.1: Participants' emotions of hopelessness	85
3.3.4.2	Sub-theme 4.2: Participants' self-determination.....	87
3.3.4.3	Sub-theme 4.3: Participants' hope for the future and trust in God	89
3.3.4.4	Sub-theme 4.4: Hope and trust in social workers.....	91
3.3.5	Theme 5: Exploitation of the homeless by the public and private sectors	92
3.3.5.1	Sub-theme 5.1: Exploitation of the homeless by government officials, non-profit organisations' staff and the media personnel	92
3.3.5.2	Sub-theme 5.2: Impediments to effective involvement of participants in addressing homelessness	95

3.3.5.3	Sub-theme 5.3: Challenges with the corruption amongst government officials.....	97
3.3.5.4	Sub-theme 5.4: Sabotage of participants' efforts to address homelessness by NPOs	99
3.3.6	Theme 6: Social work intervention with homeless people	100
3.3.6.1	Sub-theme 6.1: The participants' understanding of the social work profession	100
3.3.6.2	Sub-theme 6.2: Participants' experiences of using social work services	105
3.3.6.3	Sub-theme 6.3: Participants' reluctance to use available resources	109
3.3.7	Theme 7: Participants' perceptions of collaboration between social workers and participants to address homelessness.....	112
3.3.7.1	Sub-theme 7.1: Suggestions for social work services	112
3.3.7.2	Sub-theme 7.2: Current efforts by participants to address homelessness.....	114
3.3.7.3	Sub-theme 7.3: Future roles of the participants in collaboration with social workers.....	117
3.3.7	Theme 8: Participants' suggestions for social work services	118
3.3.8.1	Sub-theme 8.1: Homelessness suggested social work interventions	118
3.3.8.2	Sub-theme 8.2: Partnership between social workers and homeless people	122
3.3.8.3	Sub-theme 8.3: Outreach programmes for the homeless	124
3.3.8.4	Sub-theme 8.4: Reunite participants with their families.....	125
3.3.8.5	Sub-theme 8.5: Facilitate access to technology	126
3.4	Conclusion	127
CHAPTER 4 : PRESENTING THE RESEARCH FINDINGS ON THE EXPERIENCES OF SOCIAL WORKERS PROVIDING SERVICES TO HOMELESS PEOPLE IN TSHWANE		129
4.1	Introduction	129
4.2	Demographic profiling of participants	129
4.3	Discussion on themes and sub-themes concerning literature	131

4.3.1	Theme 1: Participants' understanding of homelessness and views on causes thereof.....	132
4.3.1.1	Sub-theme 1.1: Participants' understanding of homelessness.	132
4.3.1.2	Sub-theme 1.2: Participants' experiences on homelessness causes.....	134
4.3.1.3	Sub-theme 1.3: Participants' concerns regarding homeless people	137
4.3.2	Theme 2: Challenges and consequences experienced by homeless people	138
4.3.3	Theme 3: Available programmes and services provided to homeless people	141
4.3.3.1	Sub-theme 3.1: Develop trust and building a working professional relationship with homeless people	142
4.3.3.2	Sub-theme 3.2: Approaches and skills used by the participants.....	143
4.3.3.3	Sub-theme 3.3: Services for homeless substance abusers.....	146
4.3.3.4	Sub-theme 3.4: Family reunification.....	151
4.3.3.5	Sub-theme 3.5: Community work services	153
4.3.3.6	Sub-theme 3.6: Benefits of social work intervention for homeless people	154
4.3.4	Theme 4: Collaboration with stakeholders to assist homeless people	156
4.3.5	Theme 5: Participants' challenges when providing services to homeless people	160
4.3.5.1	Sub-theme 5.1: Social workers perceived as "miracle workers"	160
4.3.5.2	Sub-theme 5.2: Provision of inaccurate information to social workers	162
4.3.5.3	Sub-theme 5.3: Service users' lack of self-determination	163
4.3.5.4	Sub-theme 5.4: Service users' inability to adapt to rules at shelters	164
4.3.5.5	Sub-theme 5.5: Some service users revert to their former ways before social work intervention	164

4.3.5.6	Sub-theme 5.6: Participants' non-judgemental attitude towards homeless people	166
4.3.5.7	Sub-theme 5.7: Participants' satisfaction with the intervention outcomes.....	167
4.3.5.8	Sub-theme 5.8: Participants' frustration with undesirable intervention outcomes.....	168
4.3.5.9	Sub-theme 5.9: Danger, risk, and trauma of working with homeless people	171
4.3.6	Theme 6: Participants' suggestions and recommendations for future practice in homeless people.....	173
4.4	Conclusion	177
CHAPTER 5 : SUMMARIES, CONCLUSIONS, AND RECOMMENDATIONS...		178
5.1	Introduction	178
5.2	Summary of the previous chapters.....	178
5.3	Conclusions based on the research process.....	179
5.3.1	Research questions	179
5.3.2	Research goals and objectives.....	179
5.3.3	Research approach	180
5.3.4	Research design.....	180
5.3.5	Ethical considerations.....	181
5.4	Conclusions based on the research findings.....	181
5.4.1	Research findings on homeless participants (Group A).....	181
5.4.1.1	Theme 1: Participants perceptions of homelessness and its causes	182
5.4.1.2	Theme 2: Challenges, risks, and consequences of homelessness	182
5.4.1.3	Theme 3: Attitudes of society towards homeless people	183
5.4.1.4	Theme 4: Participants' attitudes towards their current situation	183
5.4.1.5	Theme 5: Exploitation of the homeless by the public and private sectors	183
5.4.1.6	Theme 6: Social work intervention with homeless people	183
5.4.1.7	Theme 7: Participants' perceptions of collaboration between social workers and participants to address homelessness	184

5.4.1.8	Theme 8: Participants' suggestions for social work services....	184
5.4.2	Research findings on social work participants (Group B)	185
5.4.2.1	Theme 1: Participants' understanding of homelessness and views on causes thereof	185
5.4.2.2	Theme 2: Participants' observations on the challenges and consequences of homelessness.....	185
5.4.2.3	Theme 3: Available programmes and services provided to homeless people	186
5.4.2.4	Theme 4: Collaboration with stakeholders to assist homeless people.....	186
5.4.2.5	Theme 5: Participants' challenges when providing services to homeless people	187
5.4.2.6	Theme 6: Participants' suggestions and recommendations for future practice in collaborating with homeless people	187
5.5	Recommendations	188
5.5.1	Recommendations for practice	188
5.5.2	Recommendations for policy review	189
5.5.3	Recommendations for education	190
5.5.4	Recommendations for further and future research	190
5.6	Conclusions.....	190
	REFERENCES.....	192
	ADDENDUM A: INTRODUCTORY AND LETTER OF INVITATION TO PARTICIPATE IN THE STUDY	232
	ADDENDUM B: INFORMED CONSENT TO PARTICIPATE IN THE STUDY....	238
	ADDENDUM C: LETTER OF DEBRIEFING OF PARTICIPANTS.....	239
	ADDENDUM D: ETHICAL CLEARANCE TO CONDUCT THE STUDY	240
	ADDENDUM E: LETTER OF CONFIRMATION OF DATA SATURATION	241
	ADDENDUM F: ARTICLE ON HOMELESS PEOPLE, REMEMBERING FIVE MURDERED INDIVIDUALS	242
	ADDENDUM G: ARTICLE ON ATTACK ON A HOMELESS MEN.....	239
	ADDENDUM H: LANGUAGE EDITING CERTIFICATE: ACADEMIC AND PROFESSIONAL EDITING SERVICES.....	244

ACRONYMS AND ABBREVIATIONS

AIDS	Acquired Immunodeficiency Syndrome
ANC	African National Congress
CBD	Central Business District
COSUP	Community Oriented Substance Use Programme
CoT	City of Tshwane
CYCC	Child and Youth Care Centres
DHS	Department of Human Settlement
DSD	Department of Social Development
FAMSA	Family and Marriage of South Africa
FBO	Faith-Based Organisations
HIV	Human Immunodeficiency Virus
HSRC	Human Science Research Council
ID	Identity Document
NDP	National Development Plan
NPO	Non-Profit Organisations
PCA	Person-Centred Approach
SACSSP	South African Council for Social Service Professions
SAPS	South African Police Services
SASSA	South African Social Security Agency
SPCR	Surveying Prisoners' Crime Reduction
THF	Tshwane Homelessness Forum
TLF	Tshwane Leadership Foundation
TMPD	Tshwane Metro Police Department

LIST OF FIGURES

Figure 2.1: A homeless person sleeping rough, Marabastad (Photographer: Timson Mahlangu).....	30
Figure 2.2: 10 October 2019 World homelessness Day march by homeless people, social workers and non-governmental organisations' leaders; Pretoria central (photographer: Timson Mahlangu).....	31
Figure 2.3: 10 October 2018, World Homelessness Day, homeless people, social workers and non-governmental organisations' leaders; clean-up and awareness campaign (photographer: Timson Mahlangu).....	31
Figure 2.4: Homeless people queueing for food (photographer: Timson Mahlangu).....	32

LIST OF TABLES

Table 3.1: A summary of participants' demographic details	52
Table 3.2: Themes and sub-themes.....	60
Table 4.1: Demographic details of the eight participants.....	129
Table 4.2: Themes and sub-themes.....	131

CHAPTER 1: GENERAL ORIENTATION TO THE STUDY

1.1 Introduction

This chapter provides an orientation to the study on the collaborative role of social workers and homeless people in addressing street homelessness. The background to the study, statement of the problem, and rationale for the study are provided, ensued by a brief outline of the research methodology, data analysis, and chapter outline.

1.1.1 Background to the study

Social workers are committed to reinforce, influence and enable structures and systems, encouragingly addressing the main causes and consequences of inequalities and injustices (Pierson, 2010:26; Global Agenda for social work and Social Development, 2014:3; Goldbach, Amaro, Vega & Walter, 2015:3; Keet, 2015:273). Social inequalities and injustices occur in a society with unequal access to basic human needs, opportunities to work and wealth (Kgatla, 2013:127). Social workers are in the frontline of addressing the hardships and challenges experienced by individuals, groups, and communities (Lombard, 2015:482; South African Council for Social Service Professions (SACSSP), 2018).

The introduction of the National Development Plan (NDP) Vision 2030 (2012) reaffirms the relevance of social work practice in South Africa as the main stakeholder in addressing social inequalities and injustices experienced by individuals, groups or communities such as the homeless population. The NDP Vision 2030 cannot be undertaken in isolation from the 2030 United Nations Global Agenda for Sustainable Development (UN-GAfSD) Framework adopted in 2015 on the emphasis that “no one should be left behind” including the homeless people (United Nations General Assembly, 2015:14). To address the social inequalities and injustices that often excludes certain populations, such as homeless people, it requires the role of the social workers and homeless people’s collaboration.

Collaboration is a shared relationship amongst two or more individuals with diverse insights, sharing information whilst directing their role to address a common social

problem as explained by Mapurazi (2016:35) and further supported by Bedwell, Wildman, DiazGranados, Salazar, Kramer and Eduardo (2012:130) as an evolving process where two or more individuals are actively and reciprocally engaged in a joint role, aimed at achieving a shared goal addressing street homelessness in this study. Bedwell et al (2012:135) furthermore unpack collaboration aspects as follows:

- **Collaboration is an evolving process:** collaboration is a developing process preferred to a compulsory state of arrangement. The social workers and homeless people should be engaged in a collaborative role willingly to address street homelessness.
- **Collaboration requires two or more individuals:** for collaboration to occur two or more individuals should be involved in a shared relationship with a common interest. Collaboration in this study involves the role of social workers and homeless people in addressing street homelessness. Collaboration merely applies to two or more social entities.
- **Collaboration is reciprocal:** Bedwell et al (2012:134) postulate that collaboration cannot be one-sided, thus collaboration is reciprocal in the sense that all the involved individual's role is essential. In a situation where the one-party role is dictating and controlling another party's role cannot be reflected as a collaboration but as a delegation of work or coercion. Although the role of social workers and homeless people does not have to be equal, their roles must be interdependent to sufficiently contribute to addressing street homelessness.
- **Collaboration requires the participation of a joint role:** as a joint role, the decision-making process in collaboration considers all the parties' involved expertise (Bedwell et al 2012:134). The participation of a joint role renders the social workers and homeless people voices heard equally in addressing street homelessness.
- **Collaboration is aimed at addressing a shared social problem:** the existence of a common or shared goal is the essential element separating collaboration from all other forms of shared work. According to Bedwell et al (2012:134), common or shared goals render the collaboration role "collaborative". Without a common or shared goal of addressing street homelessness amongst the social

workers and homeless people, there would be no reason for them to work in collaboration.

Homelessness is an evolving social challenge, locally and globally. Homelessness is universal and not restricted to one part of the world, country, or city (Tshwane Leadership Foundation, 2018). Depending on how homelessness is defined in a country, it is estimated that globally, 100 million to one billion homeless people (Yuen, 2009:4). Additionally, it was observed as a global phenomenon, homelessness concerns poor individuals in developing and developed countries (Busch-Geertsema, Gilhane & Fitzpatrick, 2016:124; United Nations General Assembly, 2015:3).

Tipple and Speak (2006:60) contend that in developed countries, homelessness is not limited to a lack of housing but homeless people seem underprivileged. Homeless people in developed countries are often unemployed, but some homeless people can earn some income in developing countries, though inadequate and irregular (Tipple & Speak, 2006:76). In Europe, homeless people are not always forced onto the street because of unemployment and poverty as social benefits are available for unemployed individuals (Cross, Seager, Erasmus, Ward & O'Donovan, 2010:12). Though numerous communities are poor in South Africa as a developing country, it is not the same for the poor and homeless people (Mangayi, 2014:218). Individuals might be poor but with a home, protected from stigmatisation, dangers, or harms that those poor and homeless people are exposed to on the streets.

Numerous studies are conducted on homelessness. A study commissioned by the Human Science Research Council (HSRC) on street homelessness, estimated that 100 000 to 200 000 individuals living on the streets of the metropolitan cities and rural towns between 2005 and 2008 were established to be homeless (HSRC, 2010). Of those people, between 6 000 and 12 000 were estimated as adults residing in Gauteng, whereas more than 3 000 to 3 500 were children. The number of homeless people may have increased since the release of the HSRC report as the countenance of homelessness in both diversity and development is constantly evolving (De Beer, 2015b:2).

Although it is believed that homelessness does not discriminate concerning race, gender, age, culture, or nationality (Commonwealth of Australia, 2008:3), some racial groups are more involved in South Africa. Of the 6 244 homeless people in the City of Tshwane (CoT), 55%, influenced by homelessness, are black people, followed by 39% whites, 3,1% coloureds, 2,1% Indians and 0,6% others (Cross et al 2010:15; Makiwane, Tamasane & Schneider, 2010:40; Statistics South Africa (Stats SA, 2011). The forced removal of communities under the apartheid regime impacted negatively concerning most black individuals becoming homeless in South Africa (Mangayi, 2014:219).

After 1937, the apartheid regime implemented spatial policies resulting in a massive number of forced removals and dispossession in urban and rural areas (Cross et al 2010:14). Forced removals were a fundamental strategy of the apartheid regime to deprive black African individuals of all their political rights along with their citizenship (Kgatla, 2013:123). Although South Africa reached its 26th year of democracy, the legacy of apartheid continues to determine being of the majority, such as the homeless population (National Planning Commission, 2012). The above statistics of homelessness depicts the circumstances (Pretoria News, 2018:2). It is essential to acknowledge three homelessness categories identified by the Australian Bureau of Statistics (2018), as follows:

- **Primary homelessness:** is often referred to street homelessness or absolute homelessness and experienced by those individuals without any form of conventional accommodation, such as individuals living and sleeping rough on the street. Primary homelessness also refers to individuals sleeping on pavements of buildings or doorways, in parks, under bridges and bushes, dumping sites and in abandoned unsafe buildings, in taxi ranks, bus stations or train stations in the metropolitan cities or rural towns (Olufemi & Reeves, 2004:69; Seager & Tamasane, 2010:66; De Beer & Vally, 2015:5; Ntakirutimana, 2015:32; De Beer, 2017:389).
- **Secondary homelessness:** is experienced by individuals in crises who may be temporarily accommodated in specialised homelessness services and had to move from one accommodation to another, such as children or females in shelters, orphanage homes, hospitalised patients, offenders in correctional

centres of institutionalised mental health care users (Moore, Gerdtz & Manias, 2007:179; Commonwealth of Australia, 2008:3; Ntakirutimana, 2015:32).

- **Tertiary homelessness:** is experienced by those individuals residing in accommodation under minimum community standards, including caravan parks and boarding houses for short and long-term (Moore et al 2007:179; Commonwealth of Australia, 2008:3; Ntakirutimana, 2015:32).

Despite these three broad categories, De Beer and Vally (2015) contend that defining homelessness in a way that would make more appreciation within the South African context, proved to be a challenge. It can be expected that definitions and perspectives may exist in describing homeless people in conducting a societal problem analysis of homelessness from social work practice. Street homelessness may indicate more than a reasonable absence of accommodation or shelter; it is intricately linked with social and economic conditions (Naidoo, 2010:132). A reasonable absence of accommodation or shelter on its own does not explain that a person is homeless since street homelessness can also be linked to the absence of formal social or economic networks (Commonwealth of Australia, 2008:3).

Homeless people are not associated with a viable network of assistance or support, incapable of finding shelter at an essential time or place (Tipple & Speak, 2006:76; De Beer & Vally, 2015:5). Street homelessness is an observable manifestation of lacking any form of accommodation or shelter (Sanchez, 2010:110). Street homelessness concerns individuals living and sleeping directly on the street. A complicated feature of street homelessness is that those homeless people have a personal observation of a home (Sanchez, 2010:102). One of the participant's living and sleeping rough on the streets, interviewed by Kidd and Evans (2011:764) expressed his views on what a home is below:

*To me, a home is where you lay your head. It has a roof over it... It does not matter if it doesn't have a door. It's where you lay your head. That's what you call home. And for me, my Native people, home used to be the forest. That's what they called home. They didn't have no f*cking houses or shelters, they just live in what they had. That's basically what I do. Wherever I lay is my home. Any person that says any different is f*cked.*

For those individuals living and sleeping on the streets for longer durations, embody home more with a state of mind concerning physical structure (Kidd & Evans, 2011:756; Winetrobe, Rhodes, Rice, Milburn & Petering, 2017:17). Winetrobe et al (2017:17) further contend that those homeless people endorsing a home as a state of mind comprehend society's definition of homelessness as a building. Despite the realities of living and sleeping on the street, homeless people use diverse strategies to uphold a sense of identity and self-worth (Osborne, 2002:44).

Street homelessness has numerous causes including, but not limited to poverty, unemployment, expensive accommodation or housing, chemical substance use, mental health concerns, disability, underprivileged childhood and family or relationship breakdown (Commonwealth of Australia, 2008:3; Makiwane et al 2010:39; Mangayi, 2014:213; Moyo, Patel & Ross, 2015:17). Chemical substance use and poverty are agreeably considered as causes and consequences of street homelessness (Olufemi, 2000:231; Mckissick, 2017:21). Some of the main reasons for street homelessness amongst adults include loss of employment, domestic violence, and divorce particularly for females (Seager & Tamasane, 2010:67).

The reasons for teenage girls to leave home are amongst other things, negligence of children, resulting in parents or guardians abusing chemical substances, economic hardships, children domestic abuse and sexual abuse of teenage girls. Some families are impelled from their homes attributable to insolvency. Homelessness changed remarkably in the recent years of the post-apartheid South Africa with the considerable number of manifestations of foreign nationals, refugees or asylum-seekers finding the streets of the metropolitan cities as their home (De Beer, 2015b:7). Most of the asylum-seekers escaped political unrest or war in their country of origin and economic migration, observing the street as their home because they cannot afford accommodation (Mangayi, 2014:220).

In a post-apartheid South Africa, street homelessness needs to be comprehended concerning history, politics, and socio-economic matters, to be grasped and addressed (Sanchez, 2010:102). Since the service industry is the primary driver of South African economy, many individuals are attracted to the metropolitan cities with the hope of securing employment or to improve their standard of living

(Makiwane et al 2010:39) and the least successful of those individuals transpire as homeless (Morrow, 2010:55). For this reason, those homeless individuals families cannot support them with available resources to afford accommodation, therefore returning to their homes without a job, becomes impossible (Cross & Seager, 2010:148).

Traditionally, most homeless people are concentrated in the metropolitan cities (Renkin, 2015:72). Du Toit (2010:112) contends that in South Africa the concentration of homeless people more observable on the streets of metropolitan cities than in rural towns. Consequently, many homeless people migrated from rural to metropolitan cities to escape poverty (Makiwane et al 2010:40). Some authors caution that with the upsurge or urbanisation, migration and unemployment, a larger number of underprivileged individuals are highly at risk of becoming homeless (Schenck, Roman, Erasmus, Blaauw & Ryan, 2017:267).

The result of living and sleeping on the street can distress the homeless people in several ways. For instance, Moyo et al (2015:2) contend that several homeless people become mentally ill whilst living and sleeping on the streets, which can be linked to the harsh conditions and stresses subjected to on the streets and the associated stigma. Although homeless people encounter unique challenges on the street with various coping mechanisms, stigma is usually cited as a pushing factor perpetuating social inequalities and injustices (Goldbach et al 2015:3). Once stigmatised, homeless people' needs are further neglected; inequality and injustices are further entrenched (United Nations General Assembly, 2015:6).

Numerous interventions address homelessness by diverse performers, such as community-based organisations (CBOs), faith-based organisations (FBO), non-profit organisations (NPO) and governmental agencies (O'Donoqhue & Louw-Potgieter, 2013:569). Some CBOs, FBO's and NPO's manage drop-in centres to provide homeless people with bathing or showering facilities, food banks and soup kitchens (Moyo et al 2015:3). Despite these initiatives, the number of individuals living and sleeping on the street continues to increase (Cross & Seager, 2010:143). The role of the government through social spending, providing social grants and housing to address homelessness is difficult to establish either for prevention or

remediation; as a result, it is limited to address homelessness on the streets (Cross & Seager, 2010:144). In South Africa, the governmental agencies most concerned with homelessness are the national Department of Human Settlement (DHS) and the Department of Social Development (DSD), who were working to address poverty and shelter (Cross & Seager, 2010:143). The DHS intervention for addressing homelessness is through providing public housing to the poor individuals and the DSD intervention is to enable the poorer to secure a better life for themselves. Despite efforts by the DHS to address homelessness through housing delivery, the backlog is still huge (Moyo et al 2015:3). Hoffman (2014) identifies a backlog of 2,1 million housing units at the cost of R300 billion to address homelessness.

Governmental efforts are often criticised of focusing on observable homelessness, ignoring the main homelessness causes (United Nations General Assembly, 2015:18). In addressing street homelessness, most CBOs, FBOs, NPOs and the government agencies base their focus on the problem in preference to factors associated with the causal homelessness concerns (Moyo et al 2015:3). It is also acknowledged that a permanent or long-lasting solution to address street homelessness will not be established overnight (De Beer, 2015a).

Although in South Africa measures are established from the DSD's South African Social Security Agency (SASSA)¹ presents programmes to address poverty, such as social assistance grants, it guarded several underprivileged children and their families from absolute poverty, including homelessness (Cross & Seager, 2010:144). Cross and Seager (2010:144) contend that such intervention strategies often prioritise children and females through providing social assistance grants and placing them in shelters, they often neglect men, despite evidence indicating that most of the homeless population are males. The census research findings conducted by Stats SA (2011) reveals that from 100 % of the homeless population,

¹ The SASSA is a national agency that works on behalf of the DSD to manage and administer the payment of social assistance grants. SASSA's (2018) mandate as an agency is to safeguard the distribution of an inclusive social security against vulnerability and poverty within a legitimate governmental framework. The DSD only has an oversight function on the Agency and no operational control over it.

54 % are males. Studies also indicated that most of these males are unskilled with less chances of employment (Cross et al 2010:17).

The CoT partnered with the University of Pretoria, University of South Africa (Unisa), CBOs, FBOs, NPOs, homeless people, concurrently be affiliated with Tshwane homelessness Forum (THF). Their efforts are directed to addressing street homelessness through social work practice, psychology, theology, and other practices and multidisciplinary research (De Beer & Vally, 2015:3). The social workers affiliated with CoT metropolitan municipality are also actively involved with the THF, particularly on behalf of the CoT metropolitan municipality. The CoT metropolitan municipality in its commitment to addressing street homelessness, donated R500 000 in part to support THF with costs of running it, directed to the homeless population, including administration and awareness projects (Pretoria News, 2018:2).

Several scholars also describe homelessness as another form of social exclusion (Horsell, 2006:215; Moore et al 2007: 182; Mangayi, 2015:36; Manthorpe, Cornes, O'Hallorans & Joly, 2015:588; De Beer & Vally, 2017:338). Social exclusion is a continual process, denying certain individuals, groups or community's access to resources needed for participation in the social, economic, and political activity of society (Pierson, 2010:12). The kind of poverty, driving homeless people to migrate to metropolitan cities or rural towns was the main social problem requiring a policy response (Cross et in 2010:9).

According to Tipple and Speak (2006:66) in most of the countries, there is no official definition of homelessness for policy purposes. In South Africa, there is a divergence in the policy addressing the specific needs of homeless people (Olufemi & Reeves, 2004:72; De Beer, 2015a). Du Toit (2010:12) argues that a policy, legislation, and financial support may be or not received by municipalities from the national and provincial governments are more important than any other factor in addressing street homelessness.

The role of social work practice in addressing street homelessness from a policy framework provides a context for practice (Horsell, 2006:222), van der Berg and Prinsloo (in De Beer & Vally, 2015:29) identified a Child Protection Policy, the

Children's Act 38 of 2005 and the Constitution for providing services to the homeless people. The Child Protection Policy is mandated to safeguard the welfare of all children by protecting them from physical, sexual, verbal or emotional, or the neglect that allows such to occur; the Children's Act 38 of 2005, which upholds the best interest of the children; ultimately the Constitution of South Africa protects the rights of everyone residing in South Africa. Though social workers adopted the identified policies by van der Berg and Prinsloo to guide them in providing service to homeless people, there is no evidence indicating its success in addressing street homelessness. The study aimed to explore and describe the collaborative role of social workers and homeless people in addressing street homelessness.

1.1.2 Problem statement

The statement of the problem emphasises the concerns that need to be addressed concerning the phenomenon. In several cases, research findings do not necessarily address the problem but contributes to understanding it better (Wentz, 2018:2). The statement of the problem for the research may result from actual-world settings or generated from theoretical frameworks.

Of all individuals in South Africa, particularly those living in unsatisfactory and precarious housing that repudiates them a home in an inhabited society, the homeless people are the most excluded and distressed population (Cross & Seager, 2010:143). The homeless people encounter severe incidents on the street, such as assault, harassment and exposure to rape or disease (Makiwane et al 2010:40).

The homeless people suffer from stigmatisation from the society with the assumption they have alcohol or other chemical substance use problems, and the majority are labelled as mentally ill (Seager & Tamasane, 2010:63), immoral, irresponsible, disgusting and dangerous to society (Roche, 2015:230). For the homeless people, it is the labelling associated with street homelessness that makes it a problem for society (Roche, 2015:236). The generalisation and labelling of all homeless people as the same can result in negative psychological implications (van der Berg & Prinsloo in de Beer & Vally, 2015:32), such as anxiety and psychological distress.

Conversely, Goldbach et al (2015:4) contend that stigmatisation results in inequality through broad mechanisms, such as social exclusion. Attributable to society's stigmatising the homeless people on the street, it displays a lack of feeling sympathy and practising of *ubuntu*. Therefore, street homelessness primarily emphasises the absence or weak *ubuntu* practices (De Beer, 2015b:7). The concept of *ubuntu* is profoundly ingrained in an African culture. *Ubuntu's* main values are opposite to those of the Western culture where individuality is more valued than collaboration (Penceliah & Mathe, 2007:150; Dolamo, 2013:2). The concept of *ubuntu* expresses the value of the collaborative role and emphasises the importance of individuals collaborating to address a shared goal (Coghlan & Brydon-Miller, 2014:3).

Concerning the study, *ubuntu* can be referred to where community members value and empathise with one another. *Ubuntu* is founded on deeply held African ideals of one's personhood being one's interconnectedness with others (Van Breda, 2019:438). Often studies conducted on street homelessness focus separately either on the social work service rendered to the homeless people or on the lived experiences of the homeless people. According to the Commonwealth of Australia (2008), addressing street homelessness is everyone's responsibility. Attributable to the lack of policy mandated to address the specific needs of homeless people in South Africa, a coordinated strategy or intervention on how to address concerns affecting street homelessness also lacks (Roets, Botha, Greeff, Human, Strydom, Watson & Chigeza, 2016:625).

Whereas global street homelessness is considered as either a poverty or a housing problem, in South Africa it is observed as a housing problem which can be addressed through the DHS national housing delivery programme and the DSD's social assistance grants programme as a preventive measure (Cross et al 2010:6). Cross and Seager (2010:143) further assert that South Africa's effort in bringing residents from informal settlements into formal settlements was successful, whereas efforts to address street homelessness have yielded no success.

Efforts by the government to address homelessness still fail to address street homelessness because homeless people are often considered as needing to be saved in preference to them collaborating with homeless people. Social work

practice with individuals experiencing multiple exclusions may be observable in the CBOs, FBOs or NPOs and governmental agencies, however social work skills to address particular needs of individuals experiencing street homelessness or at risk of homelessness may seem less available (Manthorpe et al 2015:587). The collaboration between the social workers and homeless people is essential in addressing street homelessness since the role and responsibilities of homeless people as main participants in addressing street homelessness are often underestimated (Roets et al 2016:625).

The statement of the problem of this study was phrased as follows: although much was documented on the phenomenon of street homelessness and service rendered to homeless people, there is a dearth of literature on the collaborative part of social workers and homeless people in addressing street homelessness.

1.1.3 Rationale for the study

Two significant concerns were established as intriguing. First, the rationale to conduct this study derived from the researcher's awareness of various social work services provided by social workers to homeless people to address street homelessness but seem ineffective. The number of individuals becoming homeless continued to rise in the CoT attributable to migration (Pretoria News, 2014:10), unemployment, domestic abuse, and substance use; social work services also became more in demand for homeless people.

Secondly, it was observed that although social challenges associated with street homelessness and services provided to homeless people by social workers are well documented in South Africa, little is known concerning the collaborative role of social workers and homeless people in addressing street homelessness. Important to the study is that social workers providing services to homeless people observe them as demanding to be saved. Homeless people have the strength and the ability to survive (Green & Baldry, 2008:399). The rationale for the study can be linked to the Xitsonga word *akanani*, which means "let's build each other", – social workers and homeless people working in collaboration to address street homelessness.

There was a lack of qualitative understanding on the collaborative role of social workers and homeless people in addressing street homelessness; therefore, it was essential that a qualitative research be conducted within the social work discipline to explore the collaborative role of social workers and homeless people in addressing street homelessness. Roets et al (2016:625) recommend that further research on the active participative role of homeless people in exploring and analysing their situation of homelessness is necessary for the relevance and sustainability of social work intervention. The phenomenon of street homelessness, interventions, and performers (social workers and homeless people) are often researched as separate concepts. Therefore, qualitative research on the collaborative role of social workers and homeless people in addressing street homelessness was essential.

1.2 Theoretical framework

Throughout the research process, the main element is a theory as it guides the researcher on what to look for and where (Shaw, 2010:2; Imenda, 2014:189). Theoretical framework is the application of a theory drawn from either one or the same theory to offer a description of a circumstance or shed some light necessary for understanding a phenomenon (Imenda, 2014:189). Grant and Onsaloo (2014:12) explain that “theoretical framework serves the structure and support for the rationale for the study, the problem statement, purpose, the significance, and the research questions”. Under this subsection, a brief explanation of the place and role of theory in a qualitative study is provided. The two theories which guided this study are also briefly discussed.

1.2.1 The place and role of theory in a qualitative study

This study was conducted with a qualitative paradigm which uses inductive analysis as the main technique. “Inductive analysis means that the patterns, themes, and categories of analysis come from the data; they emerge out of the data rather than being imposed on them before data collection and analysis” (Bowen, 2006:13). It is, therefore, the data that guide where to find literature (Giske & Artinian, 2007:70). Authors assert that when the study adopted the qualitative approach “there is a need not to review the literature in the substantive area under study for fear of

contaminating, constraining, inhibiting, stifling, or impeding the researcher's analysis of codes emergent from the data" (Mills, Bonner & Francis, 2006:30).

Although the literature review before conducting the study may inform a study, it may also inadvertently hinder the emergence of phenomena by creating an unwanted channel, which may lessen the value of conducting a qualitative study (Yin, 2011:61; Bendassolli, 2014:164). Any review of the literature before conducting the study may "contaminate, constrain, inhibit, stifle, or impede the researcher's analysis of codes emergent from the data" (Mills et al 2006:30). The aim is to enter the field of research with no preconceived ideas (Bainbridge, Whiteside & McCalman, 2013:276). The authors caution that qualitative researchers should avoid reading pertinent or comprehensive literature until data collection was completed (Yin, 2011:62).

The researcher does not dismiss the importance of reviewing the literature. The researcher engaged in an extensive literature review during the proposal stage to provide an introduction and a general overview of the phenomenon. Most importantly, the researcher could identify divergences in knowledge and to frame the research problem.

It was based on the discussion above that a separate chapter on literature review was not included. Instead, literature was used to confirm or contrast the findings in Chapter 3 and Chapter 4.

1.2.2 Collaboration theory

This study was guided by the collaboration theory to inquire and explore the collaborative role of social workers and homeless people in addressing street homelessness. Understanding the nature of collaboration arises from experiencing it in its natural setting and knowing how best to apply collaboration develops from practice, interaction, or observation (English & Fauske, 2006:4). Homeless people as service users have the essential experience and expertise for the social work service providers to develop services or interventions that will primarily address their needs as they have a significant insight concerning the original homelessness causes and better ways to address homelessness (Lasker & Weiss, 2003:23).

A collaboration theory was deemed relevant to this study as its focus is on the ongoing interpersonal interaction and is characterised by significant power imbalance with the express purpose of addressing a common or shared social problem (English & Fauske, 2006:2; Colbry, Hurwitz & Adair, 2014:67). In an age where organisations offering social work services are underfunded and social problems are complex, the collaborative role between service providers and service users is essential in addressing inequalities and injustices effectively (Gajda, 2004:76). Lasker and Weiss (2003:18) assert that without an adequately broad-based collaborative role between social work service providers and users, it is challenging for communities to understand, develop local solutions and address the root causes and consequences of social problems.

1.2.3 Structural theory

Structural theory was particularly relevant to a study conducted in a country, such as South Africa, where inequality and injustices are common (Reza & Ahmmed, 2009:173). Sewpaul (2005:312) emphasises that to best be guided in understanding social justice as a necessary socially desired goal, structural theory needs to be considered. A need for social work theories in social crisis primarily aimed beyond individual, group or community root causes of problems and solutions are necessary (Narhi & Matthies, 2018:490). A structural theory offers an approach, considering social, political, economic and cultural realities, challenged on the grounds of the origin and existing power structures perpetuating inequalities and injustices (Reza & Ahmmed, 2009:173; Narhi & Matthies, 2018:492).

Social problems from a structural theory are observed, resulting from socio-economic realities against the failings of individuals, groups or communities (Reza & Ahmmed, 2009:173), such as an unfair distribution of wealth that their actions depend on, are to be blamed (Barnett, Melischek & Seethaler, 2011:2). Whereas social work services to individuals, groups or communities are essential, they ought to be guided by structural theory with the importance of working with the individuals, groups or communities affected by the social problem in preference to working for them (Sewpaul, 2005:313).

George and Barnoff (2007:6) discovered that guidance by structural theory in offering social work services creates an environment where service users become powerful agents of change. Hardcastle, Powers and Wenocur (2011:15) describe agents of change as individuals collaborating to produce a difference in their situation. Structural theory guides social workers in enabling service users to make their voices heard and discourages social exclusion (George & Barnoff, 2007:9). Social problems requiring an inclusive action, are difficult to address when service users are not involved in the process of formulating solutions to their problems (Lasker & Weiss, 2003:18).

Both theories complement the importance of the study, focusing on how the collaborative role of social workers and homeless people in addressing street homelessness may allow the primarily affected population (homeless people) to participate in the development of solutions relating to their experienced social problem (street homelessness). The theories inform the study that homeless people have the expertise that when used in collaboration with social workers can produce positive results in preference to when social workers develop solutions to street homelessness without involving the homeless people, producing insignificant results.

The theories consider the collaborative role of social workers and homeless people, essential in addressing street homelessness. Whereas the collaboration theory focuses on the importance of collaborating to address a common or shared social problem, the structural theory focuses on the observation that to address social inequalities and injustices experienced by the homeless people is to collaborate with them as their experience and expertise to address the inequalities and injustices are necessary.

1.3 Research question, goal, and objectives

1.3.1 Research question

A research question defines a study and provide a direction (Alvesson & Sanberg, 2013:2; O'Leary, 2018:4). It is commonly open-ended and primarily seeks to provide participants with an opportunity to answer fully (Staller & Salkind, 2012:6). A well-

thought research question instigates a process of discovery and exploration (Allen, 2018:5), and without presenting research questions it becomes impossible to discover and explore a specific phenomenon (Sullivan, Gibson & Riley, 2012:24). Allen (2018:4) suggests, for the research question to provide a specific direction, it should not be too broad. The research question below was formulated to confine the understanding of the study:

- What is the collaborative role of social workers and homeless people in addressing street homelessness?

1.3.2 Research goal

The research goal is a purpose statement that sets the stage for the entire study, conveying what the researcher wishes to accomplish in the study (Choeu, 2014:94). It specifies and operates the focus of the study (Terre Blanche, Durrhein & Painter, 2009:84). It can also be linked to the research questions as the research goal can be achieved when the research questions are answered.

The research goal for this study was to **gain an in-depth understanding of the collaborative role of social workers and homeless people in addressing street homelessness.**

1.3.3 Research objectives

Research objectives are specific statements of research designating the important concerns central to a study in developing the main concern stated in the research goal (Thomas & Hodges, 2013:2). According to Denicolo and Becker (2012:54), research objectives stipulate outcomes that contribute to the essential requirements for the achievement of the goal. Therefore, without the objectives, a research goal cannot be achieved. To achieve the goal of the study, indicating, to gain an in-depth understanding of the collaborative role of social workers and homeless people in addressing street homelessness, the following research objectives were formulated:

- To explore and describe the collaborative role between social workers and homeless people in addressing street homelessness in the CoT, Gauteng Province.

- To provide recommendations for practice that can be used by social workers and homeless people in addressing street homelessness collaboratively.

1.4 Research approach

The study was primarily conducted to obtain an in-depth understating of the collaborative role of social workers and homeless people in addressing street homelessness. A qualitative research approach was therefore applied, employing the explorative, descriptive, and contextual design method to realise the goal of the study. The detailed information of the application of the qualitative research approach will be presented in Chapter 2 of this report.

1.5 Ethical considerations

Ethical consideration is the process of considering research ethics or being an accountable researcher who adheres to the research ethics throughout a study of the understudied population. Ethics in research are believed to enable the researcher to distinguish between right and wrong for a sound moral judgement (Salkind, 2011:322). Flick (2014:50) indicates that ethics in research are developed to guide the relations and interaction of researchers to the population studied in their natural setting. Conversely, the main principle of research ethics is that the researcher ought to treat the research population with care, consideration, and sensitivity (Oliver, 2013:122). When conducting and presenting the research findings of this study, the researcher was guided by informed consent, confidentiality and anonymity, management of information and debriefing of participants to avoid any form of unseen harm.

1.5.1 Informed consent

In research, the term informed means that the participants are informed concerning the purpose of the study before providing consent, and consent means a clear agreement to participate in the study (Sieber & Tolich, 2015:115). Informed consent is not limited to the process by which research participants gain a clear understanding of the process, risks and benefits associated with participating in the study (Lavrakas, 2011:336). With the informed consent, participants are informed

regarding their right to choose whether to participate in the study and discontinuing their participation at any time during the data collection (Mathison, 2011:200). From the informed consent, the participants learned concerning anonymity and confidentiality (Lavrakas, 2011:336). The elements central to the informed consent included the following as suggested by Lavrakas (2011:336):

- A detailed explanation of the study purpose.
- Induction of the appropriate time interval to complete the study.
- A description of what participants will be requested.
- A description of any foreseeable risks or discomforts that could be encountered during data collection.
- A description of direct benefits to the participants.
- A statement describing the extent to which participants' confidential information will be protected.
- A statement of the voluntary nature of participation.

The aforementioned elements formed part of the introductory letter (See Addendum A) and informed consent (See Addendum B) provided to participants before interviews. After providing this information, participants were requested to sign their names and append their signatures to provide consent for their participation in the study (See Addendum B). The consent form was, where necessary, translated into the participants' indigenous languages to ensure they understood the information provided.

1.5.2 Confidentiality and anonymity

Confidentiality and anonymity are the main ethical principles designed to protect the privacy of participants during the process of data collection, analysing and when presenting the data (Allen, 2018:228). Confidentiality is a particularly important aspect of security for qualitative data (Given, 2012:84) and anonymity protects the participant's identity and responses from disclosure (Wiles, Crow, Health & Charles, 2008:418; Neuman, 2011:152; Given, 2012:17; Walter, 2013:82). The concept of confidentiality is interlinked to anonymity as confidentiality is operationalised when anonymity is maintained when reporting the data (Wiles et al 2008:417).

During data collection, the social workers were interviewed at their respective organisations where confidentiality was assured, and with the homeless people, interviews were conducted at the area convenience to them, such as drop-in centres, on the street and recreational parks. As much as confidentiality is concerned, it was important for the researcher to respect the participants choice concerning where they preferred and felt free to express their views. Concerning the findings, the ethical principle of confidentiality was adhered to by not revealing the participants' identities but instead reported the data anonymously by using pseudonyms.

1.5.3 Management of information

Management of data is concerned with ensuring that the data collected is kept safe during the research process and beyond (Given, 2012:84). Safely managing the data will save the participants of the study from any form of physical or psychological harm as privacy and confidentiality of all the collected data that might identify them is safeguarded (Angrasino, 2011:85). Angrasino (2011:85) further emphasises that one of the most common ways of protecting a participant's identity is by using pseudonyms when describing or presenting the research findings.

Conversely, Given (2012:84) contends that the data agreed to be kept confidential at the time of consent, negotiation can be maintained through anonymisation of the data. The collected data should be saved in a system lockable by a log-on password to prevent unauthorised access for security purposes. In safe managing the data, indicating; notes, recordings and transcripts are locked employing a password and saved on the researcher's computer and a memory stick device stored securely. Access to the data is restricted to the researcher's supervisor and independent coder as explained to the participants before data collection.

1.5.4 Debriefing of participants

Debriefing in qualitative research is the process of providing participants with necessary additional information concerning the general purpose of the study after each interview of their participation and answering questions they might have (Salkind, 2012:334; Frey, 2018:467). The ethical principle of debriefing in this study

was employed as an attempted to do no harm to the participants but to respond to the participants needs that minimised uncertainties that may have arisen at completing each interview in the study (Allen, 2018:358). At completing each of the interviews in the study, the researcher primarily addressed the participants where there was a need for debriefing resulting triggered emotions. An arrangement was made by the researcher before data collection process with a social worker to provide further debriefing to the participants when a need arise and follow-ups were planned to ensure that all participants remain emotional stable (See Addendum C).

1.6 Clarification of main concepts

1.6.1 Social work profession

The global definition of social work by the IFSW (2014) that applies to the context of the study reads as follows:

Social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the empowerment and liberation of people. Principles of social justice, human rights, collective responsibility, and respect for diversities are central to social work. Underpinned by theories of social work, social sciences, humanities and indigenous knowledge, social work engages people and structures to address life challenges and enhance wellbeing. The above definition may be amplified at national and/or regional levels.

Social work is defined by Mapurazi (2016:34) as a practice-based profession and an academic discipline mandated to promote social justice, inclusion, cohesion, development and the empowerment of individuals, groups, or communities. Social work as a practice engages the individuals, groups, or communities in addressing encountered daily challenges. In the context of this study, the concept of social work is used to refer to human service practice developed to address individuals, groups, or communities' unmet needs.

1.6.2 The social worker

Social worker refers to a professional who collaborates with individuals, groups, or communities to assist themselves in addressing their daily life challenges with respect and dignity (Channamma, 2016:61). A social worker is an individual registered under Section 17 of the Social Service Professions Act 110 of 1978. NGOs may employ a Social worker, NPOs, FBOs, governmental organisations, corporate or academic organisations to address injustices, societal or psychosocial concerns or to support individuals, groups, or communities to manage their daily challenges.

In the context of this study, the concept of a social worker refers to community-based practitioners whose role is to advocate social justice whilst collaborating with the affected population.

1.6.3 Homeless

Homeless refers to those with no home, living outdoors on the street pavements, public parks, train or business stations, taxi rank or dumping sites, whilst lacking access to safe drinking water and sanitation, secure tenure and personal safety, employment, education and health care (Oliver & Rebecca, 2014:644). It is challenging to explore homelessness to residence (home) as each define the other (Gonyea & Melekis, 2016:69).

Home is established by the sense of familial and familiar self, the one that knows itself proximally through the others who co-created the strong – parents, siblings, grandparents dangerous or nourishing (Curry, 2015:31). For this reason, Groot and Hodgetts (2012:256) contend that a home provides a stable social and material environment and a spatial and relational context where the routine of life can be performed, and intimate relationship can be forged. The concept of homeless in this study is used to refer to lack of shelter or housing.

1.6.4 Homeless people

Homeless people refer to individuals living and sleeping on the street, outside of a feasible network of support and as a result fail to attain accommodation or shelter

at an essential time or place (De Beer, 2015a). De Beer and Vally (2015:4) define homeless people as those individuals living on the streets, whether temporary or continuous, as they observe that temporary overnight sleeping on the streets often lead to continual sleeping and staying. In this study, the concept “homeless people” refers to those individuals living and sleeping rough on the streets routinely not in a position to afford or provide for themselves with any form of shelter. The study does not conform to any form of labelling, but for the context of this research, the concept homeless people describes the circumstances of those individuals experiencing homelessness.

1.6.5 Homelessness

Homelessness is often called a lack of a housing or shelter (Lee, Tyler & Wright, 2010:2) for a temporary, periodic, or permanent interval (Sidiki, 2016:10). Homelessness is not limited to a situation whereby lacking a place to call home or can be sheltered. Homelessness also concerns feeling at home, connected, and belonging to something larger than oneself (Oliver & Rebecca, 2014:649), such as access to employment opportunities or health care services. Farrugia (2010:85) describes homelessness as an experience, not an identity. The concept homelessness in this study describes the situation or circumstances of living without access to a shelter, house, or home.

1.6.6 Street homelessness

Cross et al (2010:7) define street homelessness as a condition of routinely living and sleeping on the streets without any regular access to accommodation or shelter. De Beer (2015a) affirms that street homelessness is characterised by the absence of strong social networks, often by unemployment, and in many cases social, health and psychosocial problems. The concept of street homelessness in this study is described as a social problem that directly influences those individuals without any form of access to shelter or housing. As a measure of last resort, they are living and sleeping rough on the streets. Street homelessness and homelessness are employed interchangeably in this study to describe the circumstances of individuals living and sleeping rough on the street.

1.6.7 Collaboration

Collaboration is a shared purpose and partnership formed to address a shared social problem (Frey, 2018:322). Coghlan and Brydon-Miller (2014:118) describe collaboration as a partnership for individuals, groups or communities with differing responsibilities and roles, collaborating to accomplish a mutual purpose. The roles of social workers and homeless people in this study differ though their collaboration aims at addressing street homelessness as a common concern that cannot be addressed in isolation. The concept collaboration in the context of the study refers to a partnership and shared responsibility in addressing a widespread street homelessness problem.

1.6.8 Role

Weyers (2011:411) describes a role as a behaviour or activities involved in performing a designated role. A role may be undertaken to perform a certain task and may require specific skills or expertise based on a persons' behaviour. For this reason, the concept role in this study acknowledges the social workers' and homeless people' contributions in addressing street homelessness.

1.7 Structure/format of the study

This research report is divided into the following chapters.

Chapter 1 provides an introduction and general orientation to the research report is provided with a specific focus on the following: introduction, background to the study and problem formulation, problem statement, rationale for the study, research questions, goal and objectives, research approach and design, ethical considerations, clarification of main concepts, and the content plan of the research report.

Chapter 2 focuses on the researcher's application of the qualitative research process.

Chapter 3 presents the research findings on experiences of individuals encountering homelessness on the streets of Tshwane, whilst discussing and comparing contrasts to existing related literature

Chapter 4 presents the research findings on experiences of social workers providing services to homeless people, whilst discussing and existing literature related to the topic.

Chapter 5 provides a summary of the research report, outlining the conclusions and recommendations.

CHAPTER 2: APPLICATION OF THE QUALITATIVE RESEARCH PROCESS

2.1 Introduction

This chapter provides detailed information on how the qualitative research process was applied to guide the study in exploring, describing, and contextualising the collaborative role of social workers and homeless people in addressing street homelessness. The focus is on applying the research approach and design, population, and sampling, whilst preparing participants for data collection, pilot study, data analysis, and data verification.

2.2 Research methodology

Research methodology can be described as the channel, enabling the researcher to observe when deciding on what type of method to use for a study, how to engage with participants and collected data (Mills, 2017:3). It stipulates a framework of instruments employed to explore participants' experiences in their world. Research methodology determines how the researcher observes matters concerning a study (Mills, 2017:3).

2.3 Research approach

In conducting this study, a qualitative approach was adopted to explore the collaborative role of the social worker and homeless people in addressing street homelessness. Creswell (2014) explains that employing the qualitative approach enables the researcher to explore and comprehend the meaning of individuals, groups, or community's relative to the experienced societal problem. A qualitative approach through exploring pursues to comprehend how the individuals, groups or community's construct the world, identifying their activities (what and how are they doing it) or what is happening to them concerning meaningful social problems and offering a valuable insight to their world (Flick, 2018:4).

Qualitative researchers often work inductively, starting from identifying the research problem, followed by collecting data to understand participants views, whilst constructing a theory from the collected data (Allen, 2018:3). Qualitative researchers do not aim to generalise the collected data across cases but to achieve a specific

valuable understanding of individuals, groups or communities' holistic experiences or observations (Allen, 2018:3). Staller and Salkind (2012:316) affirm that qualitative researchers do not pursue to assess prior formulated hypotheses but to uncover what individuals, groups or communities observe, how they act, and why, in their natural surroundings. Maxwell (2008:22) contends that the qualitative approach allows the researcher to establish a comprehension of societal situations wherein the participants act and how it influences their actions.

In this study, the main purpose of employing a qualitative research approach was to explore, understand and describe a phenomenon of homelessness (Lichtman, 2017:2). In particular, the researcher was interested in exploring the collaborative role of social workers and homeless people in addressing street homelessness. According to Birks (2017:14), qualitative research has the potential of rendering a considerable influence on the understanding of a phenomenon in the social world.

Heaton (2011:54) identified several qualitative characteristics, sharing a great deal of this study below:

- In this study, the emphasis was primarily on seeing through the eyes of the participants. The problem under study was explored accurately when the researcher studies the population in their natural setting (Creswell, 2014), such as the streets, recreational parks, walkways and at respective drop-in centres and agencies.
- Qualitative research allows a more flexible and unstructured approach to social inquiry enabling the researcher to adjust and adapt where necessary in the research process. Studying homelessness was challenging attributable to the stigma often experienced by the targeted population, such as homeless people; therefore, the researcher needed to adopt an unstructured approach and be more flexible to easily adapt in the social inquiry.
- Through recommendations after the study, the researcher was primarily depended on the research findings. The finding reports on how the collaborative role of social workers and homeless people is addressing street homelessness as reported by the population.

2.4 Research design

The research design is broadly defined as a framework for researching in an effective manner (Sreejesh, Mohapatra & Anusree, 2014:27). Therefore, through the research design the uncertainty of research findings is reduced (Baran & Jones, 2016:67). The research design was adopted to guide the study in answering the formulated research questions. In this study, the researcher applied the three research designs as a framework for the study, indicating the explorative design, descriptive design, and contextual design.

2.4.1 Explorative design

The explorative design pursues to explore social workers' and homeless people' collaboration in addressing street homelessness, significances they provide to their roles and identify concerns (Schutt, 2009:14). Sreejesh et al (2014:31) indicate that explorative design can be adopted to acquire essential detailed data. As the title suggests, primarily the explorative design pursues to explore the identified problem (Mooi & Sarstedt, 2011:13). Mooi and Sarstedt (2011:13) further emphasise that in a qualitative study, research questions are best answered employing an explorative research design. In this study, the collaborative role of social workers and homeless people in addressing street homelessness was explored to answer the research question and sub-questions consistent with the explorative design.

Explorative research inquires how events are happening in the participants' natural setting (Baran & Jones, 2016:69). Explorative research was appropriate for the study as it enabled discovery (Davies, 2011:112), whilst identifying the social workers and homeless people collaboration in addressing street homelessness. Given (2012:327) further asserts that the researcher employs exploratory research when the study possess little or a dearth information concerning the population or situation, such as the collaborative role of social workers and homeless people in addressing street homelessness. The study embraced information worth exploring.

2.4.2 Descriptive design

According to Baran and Jones (2016:68), descriptive design has a considerate function in stipulating data for confining the specific concerns hindering the individuals, groups or community from development and how they are coping or addressing them. Descriptive design as a research design stipulates a specific detail of the research findings. Descriptive design depicts the particular details of a social problem, such as street homelessness, with its main focus on the “how?” and “why?” questions (De Vos, Strydom, Fouche & Delpont, 2011:96).

The study relied on descriptive research to provide productive information concerning the research population, circumstances, and environment (Thyer, 2011:131). Descriptive research strives to portray a complete image of the environment of the research population studied and their current or past circumstances (Salkind, 2011:251). In this study descriptive research allowed the researcher to describe the collaborative role of the social workers and homeless people in addressing street homelessness.

2.4.3 Contextual design

Aqeel and Campbell (2012) explain contextual design as an inquiry that focuses on the contextual aspects of the social phenomena not limited to social exchange. Contextual design focuses on the social aspects, influencing individuals, groups, and communities in their environment and how they manage such aspects. Contextual research design findings are uncovered within the period and values context where data is collected (Botes, 2009:16). The collaborative role of social workers and homeless people were studied in context on how they address street homelessness.

The primary reason for conducting qualitative research is to explore the context surrounding the research concerns (Hennink, Hutter & Bailey, 2011:288). The context applicable to the study is physical context, such as the physical surroundings of the research site, living and sleeping arrangements (parks, bushes, taxi ranks, walkways, shopfront doors, pavements or dumping sites) of the homeless people, access to services and facilities, means of survival, march and awareness

or political gatherings. Concerning the physical context of homelessness, the participants in the study reside within the CoT, particularly in the city centre or business establishment and bushes, taxi ranks, bus or train stations close to the city centre, as illustrated in Figure 2.1 below:



Figure 2.1: A homeless person sleeping rough, Marabastad (Photographer: Timson Mahlangu)

Figure 2.1 above depicts a homeless person sleeping rough in the dumping site in Marabastad. Homeless people often counterfeit by collecting plastic bottles, cardboard and tins for recycling for compensation. Some homeless people (captured in Figure 2.1) may sleep on the dumping site where materials are collected.



Figure 2.2: 10 October 2019 World homelessness Day march by homeless people, social workers and non-governmental organisations' leaders; Pretoria central (photographer: Timson Mahlangu)



Figure 2.3: 10 October 2018, World Homelessness Day, homeless people, social workers and non-governmental organisations' leaders; clean-up and awareness campaign (photographer: Timson Mahlangu)



Figure 2.4: Homeless people queuing for food (photographer: Timson Mahlangu)

The figures above depict the contextual challenges encountered by individuals experiencing street homelessness and how they address their situations. The collaborative role of social workers and homeless people in addressing street homelessness is captured in Figure 2.3 and 2.4, where homeless people embarked on a clean-up campaign and march along with social workers and other NGOs' leaders to commemorate World Homelessness Day. In Figure 2.2, during the march from Tshwane, Church Square to Union Buildings; the marchers chanted "treat as like you treat yourself" raising the concern of equality and fairness.

To contextualise homelessness, newspaper articles were perused (see Addendum F and G) on the criminal activities and social injustices influencing the homeless population, such as the serial killings of the five homeless people in the CoT.

2.5 Research methods

Research methods are the strategies employed by the researcher in the process of conducting a study not limited to identifying and recruiting data sources, fieldwork, collecting of data, analysing data and reporting the study (Mills, 2017:17). In a qualitative study, research methods have their greatest appeal in exploring new

concerns and determining the significance of individuals, groups, or community's roles in society (Schutt, 2009:316). Concerning the research method, the following description includes research population, sampling and sampling techniques, the data collection method, pilot study, method of data analysis and data verification.

2.5.1 Population

Population is the intact set of individuals, groups, or community from whom research findings are generalised (Schutt, 2009:149). Seale (2012:585) describes the population as a group of things, necessarily not individuals. The population of this study comprised all social workers employed by the NPOs' in the City of Tshwane to provide services to homeless people and all the homeless people living and sleeping rough on the streets in CoT.

Attributable to time and money constraints, it was challenging to include the entire population of social workers and homeless people in this study; therefore, a sample was drawn from the population. Bickman and Rog (2013:77) contend that constraints on time and money often limit the chances of all the members of the research population to be included for data collection, hence a subset for a study is selected.

A sample as a representative was employed to study the population (Schutt, 2009:149). A representative sample is a sample resembling the population it was drawn from, relating to the study (Schutt, 2009:154). A sample is a defined number of members of a population of interest that is smaller, and more representable and manageable to study than an entire population (Seale, 2012:592).

When a subset research population is selected for a study, the selection process is recognised as sampling (Bickman & Rog, 2013:77). Below is the description of the concept sampling and the sampling methods applied in this study.

2.5.2 Sampling

Sampling is the selection of cases relevant for a study from the entire population or various possibilities to be explored (Flick, 2014:543). The goal of sampling is to select a sample and as a result, a sampling error can be minimised (Miller & Salkind,

2002:51). Deciding on sample size before collecting data will contradict with the developing nature of qualitative research and call for a sampling process continuously adjusted as the research unfolds (Flick, 2018:90). The criterion most often employed in qualitative data collection to conclude the sampling process is the criterion of saturation (Flick, 2018:90). The data sampling process continues pending the study reaching the moment of saturation (Corbin & Strauss, 2008:144; Bryant & Charmaz, 2011:230).

Saturation is usually explained when no new categories or relevant themes are emerging (Corbin & Strauss, 2008:146; Given, 2012:196). Data saturation enables researchers to express confidence that the study was thorough and ready for dissemination (Mills, Durepos & Wiebe, 2012:929). If the researcher does not attain data saturation, any resulting themes may be incomplete and untrustworthy. As a result, the data collection process is complete when saturation is achieved (Given, 2012:196).

Data saturation was reached when interviewing eleventh participants for the homeless people; though continued until the 14 participants were certain that no added information was forthcoming. With the second population of social workers, data saturation was reached after the sixth interview, but the researcher continued with two more interviews certify new data. Data saturation was further confirmed by an independent coder (See Addendum E).

2.5.3 Sampling methods

Seale (2012:135) identified two broad types of sampling methods, indicating probability and nonprobability sampling. A nonprobability sampling method was employed in this study, attempting to select a random sample from the population of interest as opposed to probability sampling (Bottaglia & Lavrakas, 2011:2). Seale (2012:580) contends that nonprobability is a type of method that when employed some individuals have an unknown or no chance of selection for the study. Participants were selected purposively to represent the study population phenomenon.

A purposive or judgemental sampling technique was employed to select a subset of the population because of available information that can be judged to be representative of the entire population (Miller & Salkind, 2002:55). Purposive sampling is a process where a researcher selects participants to a study, based on predetermined criteria regarding the extent that the selected participants could contribute to the study (Vaughn, Schumm & Sinagub, 2013:3). According to Morse, Lewis-Beck, Bryman and Liao (2011:2), qualitative inquiry purposive sampling is a technique deliberately pursuing participants with specific characteristics.

In this study, two criteria were adopted to purposively recruit participants for this study, indicating social workers and homeless people.

The criteria adopted to recruit social work participants:

- Social workers registered with SACSSP as per requirement by the Social Service Professions Act 110 of 1978 and providing a service to homeless people.
- Social workers speaking English, Setswana or IsiZulu as these are the common spoken languages in the CoT.
- Social workers needed to be employed, volunteering or affiliated to a governmental organisation, CBOs, FBOs or NGOs in the CoT.
- The CBOs, FBOs or NGOs had to be registered with DSD concerning the NPO Act 71 of 1997 to provide social assistance services.

The below criteria were adopted to recruit homeless participants:

- Homeless people between the ages of 18 and higher during the study.
- Homeless people homeless for a duration of two years and longer.
- Homeless people speaking English, Setswana or IsiZulu.
- Homeless people residing in the CoT.

Finally, the following exclusion criteria were adopted:

- Homeless people under the age of 18 during the time of the study.
- Social workers not providing a service to the homeless people during the study.

Although homeless people may use social work services provided to them, it may be difficult to locate the homeless people attributable to the stigma of labelling often experienced by them. In this case, snowball sampling techniques were used. A snowball sampling technique was applied as it is useful when locating participants difficult or hard to locate because of a fear of stigmatising or labelling (Morse et al 2011:2). With a snowball sampling technique, the participants interviewed recommended additional potential participants who met the criteria (Akinson, Flint, Miller & Brewer, 2011:3).

Snowball sampling was established a useful technique to study the population; all performers addressing street homelessness recommended one another for the study, reducing labelling, stigmatising, and underestimating the collaborative role of social workers and homeless people in addressing street homelessness.

2.6 Data collection

According to Allen (2018:3), data in a qualitative study take the form of words and language. Qualitative researchers who acknowledge that their work is primarily aimed at addressing concerns of social justice in communities need to design data collections. These should reflect how they can contribute to the transformative change needed to address social exclusion, labelling, or stigmatising and move communities towards greater equity in addressing experienced social concerns (Mertens, 2018:14). The social workers and homeless people were allowed an opportunity to share their experiences in addressing street homelessness. Therefore, the social workers and homeless people in this study were provided with a fair opportunity to participate. The same questions were directed, according to the interview guide.

2.6.1 Preparation for data collection

It was important to identify agencies addressing street homelessness in the CoT and request permission to conduct the study in preparation for data collection. Attributable to stigmatisation and the labelling of homeless people, studying street homelessness reinforces the value of using organisations as main points of contact and can further assist facilitate access to other organisations involved (Chamberlain

& Hodgetts, 2018:677). Human service organisations were employed, such as CBOs, FBOs, NGOs, NPOs and homeless people in the CoT mandated to address homelessness to explain the study purpose and aim. The human service organisations served as gatekeepers for regulating access to the participants.

As homeless people are often described as hard-to-reach participants. The organisations providing social work services to the homeless people assisted in gaining access to the participants. Homeless participants who do not often employ service providing organisations were reached through unscheduled interviews and snowball sampling. Some of those homeless people agreed to participate but they did not attend the interview as confirmed. It was challenging to locate them as they do not own mobile phones as contact devices. Chamberlain and Hodgetts (2018:677) emphasise that qualitative research for studying street homelessness requires flexible researchers and flexibility in methods. It also requires the researchers to be responsive to opportunities that may arise.

Throughout the data, the collection process participants were informed concerning the study and its goal. The information was verbally explained. Scripted information was provided in the form of an introductory letter (Addendum A). Participation in the study was voluntary and participants were informed concerning their choice of participation. Participants voluntarily agreeing to participate were requested to sign a consent form. Should they sense any discomfort during the process of the interview concerning continuing, their choice was respected at any provided time to withdraw from the study (Addendum B).

2.6.2 Methods of data collection

When conducting a qualitative study, the interview is one of the commonly employed data collection methods (Evans, 2007:186). In this study, semi-structured interviews were employed as a qualitative data collection method to direct a series of predeveloped open-ended questions from the interview guide to the participants (Given, 2012:811).

The goal of interviewing is to understand the research topic from the participant's insight and to understand how and why they derived to such insights (Evans,

2007:186). Semi-structured interviews offered the participants a greater freedom to express their views (Pennbrant, 2017:7). During the data collecting process, the focus was on questions listed in the predeveloped interview guide, in preference to following a fixed list of detailed and sequential questions (Pennbrant, 2017:7). According to Roulston (2013:11), common methodological texts recommend qualitative researchers to adopt open-ended questions, in preference to closed-ended questions, having the likelihood of restricting participants to one-word answers comprising “yes” or “no” objective information suggested by the question. Open-ended questions allow participants to express answers in their own words concerning the specified topic (Roulston, 2013:12).

Open-ended questions were facilitated by probes where the perspectives shared by the participants were not indistinct, needing to be explored. Probes are used following an open-ended question (Lewis-Beck, Bryman & Liao, 2011:872) to explore the participant’s own words and produce questions pursuing additional description or clarification (Roulston, 2013:13). Probes allow the researcher to attain clear and relevant information focused on by the research (Lewis-Beck et al 2011:872).

2.6.3 Pilot study

A pilot study is a small-scale implementation of part of a larger study (Given, 2012:625). It is a useful device, particularly when studying the role of the population addressing street homelessness. It enables identifying potential problems when collecting data before fielding the larger study; a small number of participants was selected from the entire population (Lewis-Beck et al 2011:854). Going to the field for a full qualitative data collection without knowing whether the techniques work is an explosive combination (Rothgeb & Lavrakas, 2011:2).

Piloting the study is important as it allows researchers to test the likelihood of the proposed research process in reality (Ismail, Kinchin & Edwards, 2018:1; Lewis-Beck et al 2011:824; Hossan, Schatter & Mozza, 2006:70) and assist in defining the research question or to test the feasibility, reliability and validity of the study (Thabane, Ma, Chu, Cheng, Ismail, Rios, Robson, Thabane, Giangregario & Godsmith, 2010:2). In a pilot study, an interview guide is employed to evaluate the

proposed research question before the actual study. This section of the pilot study addresses its purpose, the process, and the outcome.

2.6.3.1 The purpose of the pilot study

A pilot study is particularly helpful in situations where little is known concerning the research topic, or where the implementation of the research instruments is unprecedented (Salkind, 2012:1033). According to Dikko (2016:522), pilot studies emphasise ambiguities, incomprehensible and unnecessary questions, providing an opportunity for novice researchers to discard or adjust questions. Investment in the pilot study may allow novice researchers to render a considerable improvement to the actual study (Lewis-Beck et al 2011:825).

The purpose of the pilot study in this research was to assess the feasibility of collecting data to avoid potential failure of embracing on an actual study, potentially affecting the entire research effort (Thabane et al 2010:1; Frey, 2018:1254). Conversely, Ismail et al (2018:4) describe the main purpose of piloting as providing the researcher with a clear definition of the focus of the study, which enables the researcher to concentrate data collection on a narrow field of comprehensive analytical topics, to discover problems before the actual study to render counteractive action to improve the data collection where necessary (Salkind, 2012:1033; Lewis-Beck et al 2011:824). Piloting the study offered an opportunity to identify and refine a research question, identify the best methods to pursue in the actual study and estimate the time of interview and resources necessary for completing the actual study (Ismail et al 2018:2; Lewis-Beck et al 2011:824).

2.6.3.2 The process of a pilot study

The pilot study was conducted with two participants from each population. The pilot study included a sample of the participants sharing the same characteristics with the population from which it was drawn, relating to the study (Schutt, 2009:154). The interviews were conducted at convenient a time and place, comfortable, safe, and free from interruptions (Doody & Noonan, 2013:31; Elmir, Schmied, Jackson & Wilkes, 2011:14). For instance, the homeless participants were contented to be interviewed on the streets, recreational parks, walkways and at the drop-in centres,

convenient for them. Social work participants preferred to be interviewed in their offices.

The participants were prepared to comprehend that interviews are pre-recorded (Doody & Noonan, 2013:31) and ensured informed consent by supplying an information sheet, detailing the processes or nature of the study. The process of the study was verbally explained and communicated in the introductory letter (See Addendum A). Participation was voluntary as participants were not coerced. Those who agreed to participate were requested to sign the informed consent (See Addendum B).

The piloting process determined the types of wording, the order of the questions and participants' comprehension of the questions (Lewis-Beck et al 2011:824), providing valuable responses (Given, 2012:626). The process determined whether each question elicited adequate responses (Dikko, 2016:522). Consequently, the data collected through the piloting process were excluded in the study, employed to evaluate the feasibility of the data collection process.

2.6.3.3 The outcome of the pilot study

The pilot study provided a preparation, which saved time, avoiding the problem in the actual study (Frey, 2018:1254). Based on the outcome of the piloting, necessary adjustments were made as required (Ismail et al 2018:1). Some questions were incomprehensible, leading and did not provide rich responses. Mack, Woodson, MacQueen, Guest and Namey (2005:42) explains leading questions, as questions worded in such a way that influences participants responses in a particular line of thinking. Mack et al (2005:42) recommend that researchers should avoid leading questions, directing questions free from preconceptions. The following interview guide, indicating, initial interview guides for the pilot study and revised interview guides after the pilot study are outlined:

Below is the initial interview guide(s):

Request 1(a): Biographical questions for social workers

- Gender?

- What is your age?
- Race?
- How long have you been working with homeless people as a social worker?
- Did you obtain any other qualifications or extra training enabling you to address street homelessness?

Request 1(b): Topic related questions/statements for social workers

- Please describe your understanding of the nature of street homelessness and the concept of homeless people.
- Can you please share your experience of rendering a social work service to homeless people? Do you go to homeless people where they live or sleep on the street or do, they come to your office?
- Can you please share what is your role as a social worker in addressing street homelessness in collaboration with homeless people?
- What are the challenges or problems that you are encountering as a social worker in addressing street homelessness in collaboration with the homeless people?
- What are the advantages of addressing street homelessness in collaboration with homeless people and addressing street homelessness independently as a social worker?
- What are the coordinated strategies or interventions that you use as a social worker in addressing street homelessness in collaboration with homeless people?
- What recommendations do you have concerning how the community can collaborate with social workers and homeless people in addressing street homelessness?

Request 2(a): Biographical profiling questions for homeless people

- Gender?
- What is your age?
- Race?
- What is your highest level of education?

- Are you involved in any form of economic activities?
- If yes, what is your job title?
- How long have you been homeless?
- Do your family know about your street homelessness?
- Do you have family members that you are in contact with?
- If yes, how many times do you contact them?

Request 2(b): Topic related questions/statements for homeless people

- Please describe your understanding of the nature of street homelessness and the concept of a social worker.
- Can you please share what is your role as a homeless person in addressing street homelessness?
- Can you please share how does using social work services assist you in addressing street homelessness?
- What are the challenges that you encounter as a homeless person in addressing street homelessness in collaboration with social workers?
- What type of support do you have in addressing street homelessness from social workers?
- What recommendations do you have concerning how social workers can collaborate with you in addressing street homelessness?

It was noticed from the initial interview guide(s) that some questions were leading, and some were incomprehensible to the participants. Such questions were adjusted, rephrased, and removed where necessary. In particular, the information on the revised questions and adjustment to the interview guide is presented below:

- In considering the feedback on the initial interview guide(s), the topic questions on request 1(b) and 2(b) were refined, revised, rearranged, and repositioned for improved clarity and flow of the interview.
- The first bullet on request 1(b) was revised and separated into two less confusing questions.
- On the request 1(b) the third question was revised as it was leading and coercing participants into collaboration.

- To request 1(b) the bullet four, five, six, seven, eight, nine and ten were revised and phrased accordingly. For example, in collaboration is removed from the bullet four to the tenth bullet as it was leading participants. Prompts were added on the questions and the complete information collected to determine if there is a collaborative role between social workers and homeless people in addressing street homelessness or not. According to Ryan et al (2009:311), prompts are useful in enabling the participants to expand on a concern, such as street homelessness.
- On request 1(b) question nine (bullet nine) was added to discover how are social workers already working with communities, families, friends, churches or other professionals in addressing street homelessness in consideration of the outcome from the pilot study, and the tenth question was revised to allow social workers to recommended from their own work experience who can collaborate with them.
- With request 2(b) the first question on the interview guide(s) is separated into two questions and what “informs” was used to enable participants to share their experiences, insights and perceptions concerning the situation in their natural settings.
- Bullet four questions on the request 2(b) was repositioned to bullet five and rephrased to less leading question and the question on bullet five was repositioned to bullet four and left unadjusted.
- Finally, another question in the request 2(b) were left unadjusted. It was important that the researcher improve from the pilot study and ask questions carefully, consider what to ask and how to phrase it adequately, and know when to prompt participants and probe responses (Doody & Noonan, 2013:29). Prompts and probe were intended to offer the participants an opportunity to provide adequate information and each question was formulated to elicit (Mack et al 2005:42).

The final versions of the two interview guides were finalised as follows:

Interview guide for homeless people (Group A)

Request 2(a): Biographical profiling questions for homeless people

- Gender?
- What is your age?
- Race?
- What is your highest level of education?
- Are you currently involved in any form of economic activities?
- If yes, what is your job title?
- How long have you been homeless?
- Do your family know about your street homelessness?
- Do you have family members that you are in contact with?
- If yes, how many times do you contact them? (prompts: no contact, infrequent, or every day).

Request 2(b): Topic related questions for homeless people

- Can you please describe what informs your understanding of the nature of street homelessness? (prompts: first-hand or personal experience, society, housing setting, socio-economic concerns)
- As a homeless person, can you please describe what informs your understanding of the meaning of the concept of a social worker? (prompts: social work service, society, social problems)
- Can you please share what is your role as a homeless person in addressing street homelessness?
- What type of support do you have in addressing street homelessness from social workers? (prompts: counselling, shelter, food, share what support social workers renders)
- Can you please share how does using social work services assist you in addressing street homelessness? (prompts: share how beneficial is it for you using social work service)
- What are the challenges or problems that you encounter as a homeless person in addressing street homelessness neither collaborative nor independent with social workers? (prompts: how do they hinder your function or contribution in addressing street homelessness? How do they affect your role neither collaborative nor independent with/from social workers)?

- What recommendations do you have on how social workers can improve collaborations with homeless people in addressing street homelessness?

Interview guide for social workers (Group B)

Request 1(a): Biographical profiling questions for social workers

- Gender?
- What is your age?
- Race?
- How long have you been working with homeless people as a social worker?
- Did you obtain any other qualifications or extra training enabling you to address street homelessness?

Request 1(b): Topic related questions for social workers

- Can you please describe what informs your understanding of the nature of street homelessness? (prompts: personal life or life in general, social work training, social work experience, society)
- Can you please describe what informs your understanding of the meaning of the concept of homeless people? (prompts: as a social worker, housing setting, society, socio-economic concerns)
- Can you please share what is your role as a social worker in addressing street homelessness?
- Can you please share your experience of rendering a social work service to homeless people? (prompts: how it beneficial to homeless people, how it contributes to addressing street homelessness)
- Can you please describe your professional relationship with the homeless people in addressing street homelessness? (prompts: beneficial, challenging)
- What are the challenges that you encounter as a social worker in addressing street homelessness? (prompts: how do they hinder your function or contribution in addressing street homelessness, how do they affect your work as a social worker)

- What are the advantages of addressing street homelessness neither in collaborative nor independent with other performers, such as homeless people? (prompts: how do you collaborate neither nor work independently with homeless people and how beneficial it is)
- What are the coordinated strategies or interventions that you use as a social worker in addressing street homelessness? (prompts: share the programmes, framework, or policy your organisations use in addressing street homelessness)
- Can you please describe how are you collaborating with the communities, families, friends, churches, or other professionals in addressing street homelessness? (prompts: share your already existing partnerships or stakeholders you collaborate within addressing street homelessness)
- What recommendations do you have about how the communities, families, churches, or other professionals can better collaborate with social workers and homeless people in addressing street homelessness?

Starting the interview with easy, non-threatening questions concerning useful biographical information (Ryan, Coughlan & Cronin, 2009:311; Doody & Noonan, 2013:30) created a conducive environment for the participants. Importantly, the pilot study benefited the researcher by providing a practice that saved time and money when collecting data (Frey, 2018:1254), whilst and provided information concerning question comprehension, sensitivity, difficulty and item nonresponse to specific questions (Rothgeb & Lavrakas, 2011:2).

Throughout the pilot study, it could be determined whether the study strategy is manageable and whether the user data collection techniques promise a rich response (Bailey & Burch, 2011:6). The primary objective of a pilot study is to learn concerning challenges that may arise before the actual study. The necessary adjustments can be implemented to improve the data collection process, whilst increasing the possibility of success of the actual study (Salkind, 2012:1033). Conversely, the purpose of a pilot testing was to identify any unseen difficulties and relevance of the questions included in the interview guide, and further determine whether the research questions were suitable to answer the research questions.

2.6.4 Method of data analysis

Coghlan and Brydon-Miller (2014:239) describe data analysis as a process of discovering meaning and understanding of various data collected during a study for additional action. In a qualitative study, data analysis is the technique to search and code word-based or auditory recorded data and explore relationships amongst the resulting themes (Check & Schutt, 2017:299). Flick (2014:370) pronounces the high point that data analysis aims to make is a statement concerning implicit and explicit aspects and constructions of meaning-making from the data collected. The study adopted the following eight steps of qualitative data analysis as identified by Tesch (in Creswell, 2009:186):

- Word for word notes were collected from the audio-recorded interviews. Allen (2018:4) postulates that audio taping interviews during data collection is advantageous over note-taking because it provides accurate verbatim accounts of the interviews to be noted word for word. Thereafter, the transcripts were perusing to have a holistic sense. Necessary notes were made as ideas came to mind after perusing the transcripts.
- One interesting interview transcript was selected from the accumulation. The question was directed, *what is it all about?* to obtain an improved understanding of the participants' perception.
- After completion of this task for several participants, a list of all the topics was compiled. Related topics were combined in a list of these topics in columns, headed "major topic" "unique topic" and "leftovers".
- A fitting abbreviation for each of the identified topics were employed.
- The most descriptive wording for his topic was identified and turned into themes for the study.
- A final decision on the abbreviation for each theme and alphabetise into codes was reached.
- Employing the cut and paste method, data were assembled belonging to each theme in one place with a preliminary analysis.
- The study reported on the research findings in Chapter 3 and Chapter 4, respectively.

2.6.5 Methods of data verification

Data verification is the technique of ensuring one or more aspects of the qualitative research, confirming that the information presented is true and derived from the analysis (Given, 2012:914). To verify is to affirm, substantiate and validate the accuracy of a claim (Schwandt, 2011:312). Verification is a criterion for determining whether a participant's claim is suitable for genuine knowledge (Schwandt, 2011:312).

Morse, Barrett, Mayan, Olson and Spiers (2002:17) concur that the verification method enables the researcher to identify when to continue or adjust the research process to establish data dependability and validity. The process of data verification was aimed at verifying the trustworthiness of the data collected and how dependable it can be for future research. The criteria for trustworthiness in a study are credibility (or true value termed as credibility by Lincoln and Guba (in Krefting, 1991:215); the term credibility is used in this study to refer to the true value), transferability, dependability and confirmability.

2.6.5.1 Credibility

To ensure credible result, qualitative researchers must address trustworthiness (Silitsky, 2018:6). In qualitative research, credibility is often acquired from the discovery of the participant's lived experiences (Krefting, 1991:215). In this study, the continual verification of findings, and engagement of the participants in the verification process, the researcher's supervisor and including the research and ethical committee, contributed to the credibility of the study (Butler-Kisber, 2017:14). Sandelowski (in Krefting, 1991:215) explains that a qualitative study can be credible when the findings stipulate a correct description or interpretation of the collaborative function that participants in the study would immediately recognise.

In this study, follow-up sessions with some participants were conducted to allow comments on the description and interpretation of the research findings, ensuring the findings represent their participation. In this case, alternative ways of improving credibility were developed to increase the accuracy of the findings through the

follow-ups. Lincoln and Guba (in De Vos et al 2011:420) propose follow-ups or member checks as a strategy increasing the credibility of qualitative research.

2.6.5.2 Transferability

Transparency can be advanced if the researcher deals with these fundamental concerns, explaining the inquiry processes followed (Butler-Kisber, 2017:13). The research findings of this study must be transferable or applicable to other future studies. Transferability refers to the applicability of the research findings as the result of its credibility, dependability, and confirmability. For the research to be transferable, purposive and snowball sampling methods were employed. These methods are detailed on how to recruit or include participants. Transferability as a qualitative research should reflect external generalisation and amount to findings generalised to another context (Howell, 2015:190) by the researcher who would make the transfer with the original researcher (De Vos et al 2011:420).

2.5.9.3 Dependability and confirmability

Dependability and confirmability refer to the process whereby the researcher provides the original collected data, so others can confirm the research findings and have the opportunity to observe them in their original context (Silitsky, 2018:8). Dependability and confirmability addresses replicability, questioning whether some future researchers could repeat the research project and arrive at the same findings, interpretations, descriptions, and claims (Silverman, 2011:360).

According to Krefting (1991:216), essential to the goal of dependability, is the importance of repeatability that duplication of the followed research process does not arrive at various findings. Dependability of the study was established through employing an independent coder. The collected data were presented to the independent coder for analysis, interpretation, and description of the collaborative role of social workers and homeless people in addressing street homelessness. The study findings from the independent coder are compared to establish dependability regarding the themes and sub-themes.

2.7 Conclusion

The chapter addresses the application of the research methodology adopted in this study. Applying qualitative research, research design, population and sampling, and data collection, analysis, and verification is discussed. The subsequent Chapter 3 and 4 provide the outcomes of applying the research methodology. Attention is directed to presenting the research findings on the collaborative role of social workers and homeless people in addressing street homelessness.

CHAPTER 3: THE RESEARCH FINDINGS ON EXPERIENCES OF INDIVIDUALS ENCOUNTERING HOMELESSNESS ON THE STREETS OF TSHWANE

GROUP A

3.1 Introduction

This chapter presents a discussion of the research findings on the experiences of individuals encountering homelessness on the streets of Tshwane. This discussion centres on comparing the narratives of the 14 participants with literature. Data were analysed following Tesch's eight steps (Creswell, 2009:186). During data analysis, the services of an independent coder were employed to provide credence to the findings. Consultation with the independent coder and the supervisors led to an agreement on the eight themes and 29 sub-themes, emerging from the analysis. The themes and sub-themes are included in Table 3.1 below.

3.2 Demographic profiling of participants

Table 3.1: A summary of participants' demographic details

P	Gender	Age	Race	Education	Occupation	Duration being homeless	Family knows about street homelessness	In contact with family	Times contacted Family
A	Male (M)	50	Black	BA Degree	Unemployed	3 years	Yes	Yes	Infrequent
B	M	32	Coloured	BA Degree	Unemployed	2 years	Yes	Yes	Everyday
C	M	30	Black	Diploma	Stock taking	2 years	No	Yes	Infrequent
D	M	63	Black	Never went to school	Unemployed	3 years	No	No	No contact
E	M	34	Black	Certificate	Unemployed	5 years	Yes	Yes	Infrequent

P	Gender	Age	Race	Education	Occupation	Duration being homeless	Family knows about street homelessness	In contact with family	Times contacted Family
F	M	27	Coloured	BA Degree	Unemployed	2 years	None (do not have family)	None	No contact
G	Female (F)	30	Black	Grade 11	Unemployed	5 years	Yes	Yes	Occasional
H	F	46	Black	Grade 8	Unemployed	19 years	Yes	No	No contact
I	M	42	Black	Grade 12	Unemployed	26 years	Yes	Yes	Everyday
J	M	21	Coloured	Grade 11	Unemployed	2 years	None (do not have family)	None	No contact
K	M	31	Black	Grade 11	Unemployed	6 years	Yes	Yes	Infrequent

P	Gender	Age	Race	Education	Occupation	Duration being homeless	Family knows about street homelessness	In contact with family	Times contacted Family
L	M	33	White	Grade 9	Unemployed	9 years	Yes	Yes	Infrequent
N	M	42	White	Grade 7	Unemployed	21 years	Yes	Yes	Infrequent
M	M	35	Black	Grade 11	Unemployed	5 years	No	No	No contact

The biographical profile was included to comprehend the personal characteristics of the homeless people. Table 3.1 above captures the participants' demographic characteristics, deemed necessary for this study, indicating gender, age, race, educational level, occupation, duration of homelessness, whether family knows about their homelessness; if yes, are they in contact with such families and how often for those in contact with their families contact them?

3.2.1 Participants' gender

Gender strongly associates with homelessness (Sylvester, Kerman, Polillo, Lee, Aubry & Czechowski, 2017:2266) since homeless males and females experience it differently (Bird, Rhoades, Lahey, Cederbaum & Wenzel, 2017:9). The study comprised two female and 12 male participants, consistent with the assertion that the homeless population is mainly dominated by males (Kok, Cross & Roux, 2010:27; Morrow, 2010:60; Cross & Seager, 2010:150; Prinsloo & van der Bergh, 2017:34). Females are comparatively few on the streets, which may be a consequence of the difficult street living conditions for females (Kok et al 2010:34). Prinsloo and Van der Bergh (2017:34) contend that some homelessness interventions, such as shelters and drop-in centres, target female homeless people, which may be the reason why fewer female homeless people than male are present.

3.2.2 Participants' age

This study includes diverse participants from youths, adults, and older individuals. Therefore, it can be contended that homelessness influenced individuals of all ages, including youths, adults, and older individuals. The participants' ages ranged from 21 to 63. The majority (nine) of the participants were youths, followed by three adults and two older individuals. In the National Youth Policy (2020), youths are defined as young individuals in the age group 14 to 35 (The Presidency, Republic of South Africa, 2015:10). Conversely, youths are the fastest developing sub-group within the homeless population (Gasior, Forchuk & Regan, 2018:28) often encountered with an uncertain future (Reck, 2009:226). Adults fall within the age group of 36 to 49; the older individuals are described as those older than 50 (Nooe & Patterson, 2010:114).

Authors contend that individuals becoming homeless earlier (21 to 49 years) in life and those becoming homeless later (50 years and above) differ in the reasons they become homeless (Mar, Linden, Torchalla, Li & Krausz, 2014:1000). For instance, emerging homeless adults often have an abusive and violent family, encountering stressful life events of current street life related to educational attainment, unemployment and social support (Williams & Sheehan, 2015:130). Conversely, older individuals become homeless when numerous pathways result in the deterioration of structural resources from significant others, such as family and friends and work (Tan & Forbes-Meweff, 2018:3580).

Burns, Sussman and Bourgeois-Guerin (2018:173) emphasise that age 50 and older are often described as older homelessness; this age group have a greater occurrence of complex health conditions and lower life expectations. Cross and Seager (2010:155) contend that homelessness mostly strikes individuals ineligible for social grants, such as the unemployed adult, in contradictory with the research findings as a 63-year-old participant eligible for a social grant, was interviewed.

3.2.3 Participants' race

Considering the South African apartheid history, it was imperative to include race in this study. The study included nine participants, representing blacks; three participants represented coloureds and two, whites, although homelessness influences individuals of all races in Tshwane. Cross et al 2010:17) contend that the majority black population are affected by homelessness. This was evident in the study since the largest component affected by homelessness was black participants, followed by coloured participants and lastly white participants.

3.2.4 Participants' education and occupation

The participants held diverse levels of education; three participants held bachelor's degrees; one with a diploma; one with a certificate; one with matric; seven with less than matric; lastly no form of education. Provided the increased requirement for technical and education competence to meet job requirements and be self-sufficient, it is evident that poor education is a risk factor for homelessness (Nooe & Patterson, 2010:118; Handin & Willie, 2017:36). Stats SA (2020:2) fourth quarterly labour force

survey findings revealed that of the 6,7 million unemployed persons, 55 % had education levels below matric, followed by those with matric at 34,7 %. The less educated individuals hold greater chances to become homeless.

In a study commissioned by Scutella, Johnson, Moschion, Tsheng & Wooden (2013:100) on understanding lifetime homeless duration, discovered that individuals with lower education levels are slightly more prone to be homeless than those with higher education levels. Those with limited education are especially at risk for prolonged homelessness (Nooe & Patterson, 2010:125) and finding employment increases with the level of education (Thoka & Geyer, 2019:316). Dickens (2018:562) contends that employment is of significance to realising self-sufficiency.

Individuals live on the street, particularly in areas such as the city centre and near transport hubs in Tshwane, where employment opportunities exist (Western Cape Government, 2015:4). Occupation in this study refers to whether the homeless individual is employed or unemployed. In this study, 13 of the participants interviewed were unemployed; one participant was employed as a stock taker at the current stage of data collection. Whereas, the lack of well-paying jobs and employment often results in vulnerability for homelessness (Nooe & Patterson, 2010:117).

Mangayi (2017:452) argues that the inability to create jobs results in persistent and increasing levels of unemployment. The rate of unemployment remained unchanged at 29,1 % in South Africa between the third and fourth quarter of 2019 (Stats SA, 2020:7). One of the most practical ways to respond to the unemployment situation is to consider finding a job (Song, Uy, Zhang & Shi, 2009:1172). For the homeless people without appropriate skills and formal education for employment, opportunities for them are reduced (Nooe & Patterson, 2010:112). Thoka and Geyer (2019:320) emphasise that 60 % of unemployed individuals have an education level below Grade 12, lessening their chances of employment. The likelihood of employment for the homeless people can be linked with their education level. Another aspect is that employers hire younger individuals above older individuals (Thoka & Geyer, 2019:319).

In contrast to the findings more (nine) youths are homeless than the older homeless people, which may indicate that increasingly, older homeless people are employed. The probabilities of employment increase consistently up to 40 to 44 years of age, before declining (Thoka & Geyer, 2019:319). Homeless people from the age of 45 years encounter a higher possibility of unemployment, to those below 45 years.

3.2.5 Participants' duration being homeless

The duration that individuals remain homeless holds important policy implications concerning addressing long-term homelessness and designing more effective early intervention programmes (Scutella et al 2013:83). This item was therefore included in the study. As indicated on Table 4.1, most (four) of the participants were homeless for two years, three participants for five years, two participants for three years and others for more than six years, including one of the participants who were homeless for 26 years at the time of data collection. Long-term duration on the street is called chronic homelessness (Phiri & Perron, 2012:168).

For this reason, chronically homeless people are continuously homeless for a year or more (Mares & Rosenheck, 2010:168; Farrell, 2010:245; Farrell, 2012:338; Lippert & Lee, 2015:345). The participants interviewed in this study were homeless from two to 26 years. All participants interviewed in this study were chronically homeless. Scutella et al (2013:84) indicate that the age when individuals first became homeless has a significant effect on the duration of homelessness. Those at increased risk of long-term durations in their lifetime include individuals with less family support in childhood, a lack of contact with family, non-existing family support, shorter work histories, or lower educational levels (Scutella et al 2013:83).

3.2.6 Participants' whereabouts to their families, contact with family, and times contact with family

Provided that families are severely strained in the context of homelessness (Morrow, 2010:60), it was important to establish from the participants if their families are aware of their whereabouts. Nine of the participants interviewed indicated their families are aware of their homelessness; three of the participants reported that their families are unaware of their homelessness or do not know they are homeless; two

of the participants do not have families. Accordingly, Scutella et al (2013:96) contend that individuals experiencing long-term homelessness often come from disintegrated families or where positive relationships are non-existence.

Nine participants were in contact with their families at data collection time; three of the participants were not in contact with their families; two of the participants did not have families. The common homelessness causes are the loss of housing, limited family or non-existing family contact and family breakdown (Lipmann, 2009:274; Cagle, 2009:37). Although nine of the participants were in contact with their families, it does not guarantee strong family ties or prospects of leaving the streets. A reason those participants keeping contact with their families, remain on the street is to pursue employment or to be close to employment opportunities.

The times participants contact their families represent familial ties. For this reason, seven of the participants contacted their families infrequently; five had no contact with their families; two of the participants contacted their families daily. Krabbenborg, Boersma, van der Veld, Vollenergh and Wolf (2016:130) observe that most homeless people experience limited support from their social networks, often resulting in a lack of contact. Illiterate persons, as several homeless people confirmed in the findings, find it difficult to approach their families, often losing contact with siblings and other relatives (Morrow, 2010:59). Familial or social support is important to homeless people in social participation (Krabbenborg et al 2016:130).

3.3 Discussion on themes and sub-themes concerning literature

This section presents eight themes and sub-themes (Table 3.2) emerging from data analysis, based on the collaborative role of social workers and homeless people in addressing street homelessness.

Table 3.2: Themes and sub-themes

Themes	Sub-themes
1. Participants perceptions of homelessness and its causes	1.1 Participants' understanding of homelessness 1.2 Homelessness as a choice 1.3 Contribution of families towards homelessness 1.4 Attitudes of family members towards participants 1.5 Addiction to illegal chemical substances compel participants to remain on the street
2. Challenges, risks, and effects of homelessness	2.1 Risk of personal harm 2.2 Risk to physical and mental health 2.3 Lack of basic facilities 2.4 Participants' views on life on the street
3. Attitudes of society towards homeless people	
4. Participants' attitudes towards their current situation	4.1 Participants' emotions of hopelessness 4.2 Participants' self-determination 4.3 Participants' hope for the future and trust in God 4.4 Hope and trust in social workers
5. Exploitation of the homeless people by the public and private sectors	5.1 Exploitation of the homeless people by government officials, NGOs, NPOs, CBOs, FBOs staff and the media personnel 5.2 Impediments to effective involvement of participants in addressing homelessness 5.3 Challenges with the corrupt government 5.4 Sabotage of the participants' efforts to address homelessness by NGOs
6. Social work intervention with homeless people	6.1 The participants' understanding of the social work profession 6.2 Participants' experiences of using social work services

Themes	Sub-themes
	6.3 Participants' reluctance to use available resources
7. Participants' perceptions of collaboration between social workers and participants to address homelessness	7.1 Suggestions for social work services 7.2 Current efforts by participants to address homelessness 7.3 Future roles of the participants in collaboration with social workers
8. Participants' suggestions for social work services	8.1 Homelessness suggested social work interventions 8.2 Partnership between social workers and homeless people 8.3 Outreach programmes for the homeless 8.4 Reunite participants with their families 8.5 Facilitate access to technology

The subsequent section presents the themes and sub-themes described in Table 3.2 above, providing verbatim quotations from the transcribed interviews, subjected to literature control.

3.3.1 Theme 1: Participants' perceptions of homelessness and its causes

3.3.1.1 Sub-theme 1.1: Participants' understanding of homelessness

Knowing the homeless people' perceptions of the homelessness causes is the first step to understanding the resources and support necessary for an early intervention (Handin & Willie, 2017:37). According to participants' observations, homelessness is caused by multiple factors. These factors are poverty, unemployment, and economic migration, which all result in a lack of housing or rooflessness, emerged as contributing factors and pathways into street homelessness. Homelessness was equated to poverty by one participant, as espoused in the extract below:

Homelessness from my experience is poverty, it is even hard to simply sleep at night.

The extract is consistent with the assertion that poverty crises and concomitant increase in homelessness have a cause and effect relationship. Therefore,

homelessness and poverty cannot be separated. Both poverty and homelessness violate affected population's social and economic rights, rendering homeless people more vulnerable to having other rights violated too, such as access to food and health services (Paradis, Bardy, Diaz, Athumani & Pereira, 2012:15).

Homelessness can further be linked to the lack of employment opportunities. The lack of employment is a pressing factor and, if not addressed, more individuals with or without qualifications could be vulnerable to homelessness. The current lack of employment opportunities may relate to homelessness with participants not in the labour market, more prone homelessness than the employed. Phiri and Perron (2012:164) contend that the lack of employment opportunities may result in more homelessness and compel those already homeless to remain homeless since they do not have money for rent. The argument resonates with the participants' excerpts below:

Causes [of homelessness] are unemployment, ... others have certificate [educational qualification certificate] they are frustrated from not getting jobs. Other men have also been instructed to pay child support maintenance and you find that the net income a man receives does not sustain him any longer and then he becomes disgruntled about the identity of those kids and saying how do I pay child support while the money I pay child support leaves me with nothing and end up leaving jobs and come here to the economic centre of Pretoria or Johannesburg and become homeless. Those are examples that I am giving, so the sooner they find out about those primary causes in society so that those things do not repeat themselves on others.

The biggest cause of people staying on the street is just because of lack of employment. People are not working and they do not have money, they cannot afford accommodation and that is why most of the people are staying on the street and if you can check them they have RDPs [Reconstruction Development Programme] houses but the house become useless if you do not have the resources to maintain it. That is why people have to leave their houses wherever they are staying and are flocking to the city [of Tshwane] CBD hoping they will get the opportunities here and then they do not get the opportunities and then that lead to sleeping on the streets pavement or in public parks as they do not have the resources to afford accommodation, that is why you see most people on the streets and others are using drugs because of the pressure of life on a daily basis.

Homelessness also relates to elevated levels of daily stressors, associated with the lack of economic participation, reduced social connectedness and social support

(Summer & Gallagher, 2017:289). The participants' extracts on what influences them daily is illustrated below:

I may say it differs from person to person, some people become homeless because of socioeconomic issues, and some because of the way South Africa is structured. Actually, I may say part of street homelessness is the legacy of apartheid because during apartheid, they created Bantu Stands where a black man was supposed to stay while all the economic activities were centralised in this urban place. For a black person to get economic opportunities, they have to leave their hometown's and go to work in the urban areas, even after South Africa got democracy still the government fails to take the economic activities to rural areas.

So, a lot of people are still moving to bigger cities in search for economic opportunities only to find out that what they expected to find just like me for instance, when I grew up, I always knew Gauteng [Province] as a place of gold. I knew that by all means if I go to Gauteng, I will get a job, and when I got here, I arrived in Pretoria and things were not like that.

The participants' explanations reveal that suffering from multiple and serious "stressful life events", attributable to living in socio-economic disadvantaged environments, is an important vulnerability factor in becoming homeless and experiencing homelessness (Vazquez, Suarez, Berrios & Panadero, 2017:176). Historically, Gauteng has always been the centre of attraction for the migrants from other parts of South Africa in search of economic opportunities and an improved life (Thoka & Geyer, 2019:307).

Individuals unable to find jobs, may find themselves homeless and living in poverty. Conversely, unemployment for homeless people may lead to a loss of control because unemployment may reduce their capabilities to foresee their future and make plans regarding their lives (Anderson, 2009:5). Homeless people prolonged or negative daily search for employment could increase the experienced stress through negative search experience (Song et al 2009:1174).

For some homeless people, prison precedes homelessness, whilst for some participants homelessness may encourage incarceration (Scutella et al 2013:100). A participant's extract below attest to the assertion:

That is why others are getting involved in drugs and others in criminal activities and sometimes homeless people say prison is a better option than sleeping on

the streets as it comes with a guaranteed roof and three meals every single day. So, they will just get involved in criminal activities hoping they will get caught and then go to prison. That is how I understand street homelessness.

The excerpt suggests that homeless people may unintentionally commit crime, attributable to the harsh conditions of street living and their inability to finance resources to meet basic needs (Mayock & Sheridan, 2013:127). Incarceration can be perceived as a better alternative providing homeless people with an escape from various challenges and pressures, related to street life, relationships, or financial pressures (Mayock & Sheridan, 2013:132). The study of Williams, Poyser and Hopkins (2012:5) on prisoners who reported being homeless before custody, is prone to agree that a place to live would be important in stopping them from reoffending.

Phiri and Perron (2012:160) consequently, cite marital breakdown, domestic violence and poor family support or family disintegration, as contributing homelessness causes. In addressing the effects of homelessness, understanding the homelessness causes, remain essential. One participant identified failed marriage as a contributing factor for homelessness:

I have been through two marriages that did not work out. After my second marriage I had to move out of the house and live on the streets as it was the only option I had.

The participant's explanation affirms the assertion that stressful life events, such as marital breakdown, can lead to an individual living on the streets (age 50 and over) (Rothwell, Sussman, Grenier, Moff & Bourgeois-Guerin, 2017:72; Phiri & Perron, 2012:164). Kolves, Ide and Leo (2011:150) are of the observation that marital breakdown may constitute a serious attack towards self, creating a sense of failure in social functions and breaks the important bond.

One participant became homeless to save his parents' marriage and protecting his mother from domestic violence, whilst not coping with the emotions of rejection from his stepfather. The participant shared his experience in the storyline below:

She [my mother] does not love me because of my stepfather. I feel like every time I am at home; I cause conflict between them and get my mother physically abused... that is the reason I left home so that they can be happy in their

marriage. At times I was told not to come home by my mother because she feared my stepfather, I had to hide myself when I was home and as a result it did not sit very well with me having to hide.

The above extract supports the assertion that some individuals become homeless resulting in domestic abuse (Broll & Huey, 2017:5). Some authors further report that homeless people who often flee an abusive or violent family home have already exhausted family and other social supports, making homelessness one of their few options (Tutty, Ogden, Giurgiu & Weaver-Dunlop, 2014:1498; Broll & Huey, 2017:6).

One of the homelessness causes is not having a family or having a family with poor support during childhood or adolescence as demonstrated by the participants in the following extracts:

My family does not love me, they do not treat other equal, that is the main reason why they chased me from home, so I do not have a relationship with my mother, that is the cause. I left home because I thought maybe outside there will be someone who can treat me the way I would like to be treated.

Loss of family assets, loss of contact with one's family... that is my personal experience.

We live in fear and some of us are not homeless because we ran away from our families or because we are using drugs... we do not have families to go to [participant grew up in an orphanage].

My challenge is one, my main challenge is that I had conflict with my [deceased] parents and that is the only reason why I am here on the street, if it was not that, I would not be homeless. My main issue is that I fought with my parents and for now I do not know how I can go back and apologies... that is my main reason.

It [homelessness] comes in many ways, some of us it comes from the background of parents. It affects us where in the family there is no truth about my father... like myself I moved out of my mother's house because my mother is not there [deceased] and I need to have an ID, so that is where challenges began - there have been a lot of misunderstanding I was send from pillar to post by family members... these are things that chase many homeless people like myself away from home. It can also be growing up in a family that keep secrets from children can result in homelessness for some children...

From the above excerpts, it can be deduced that not having a family or having a family with low support during childhood and also adolescence can lead to homelessness (Handin & Willie, 2017:43). Constenos-Cervantes, Tumbull and

Aguilar-Villalobos (2018:72) contend that primarily broken or weakened familial ties often force individuals away from home, discouraging meaningful relationships. Some individuals chose to leave their homes to protect themselves from family conflicts, misunderstanding, dishonesty, or abuse (Burlingham, Andrasik, Larima, Marlaff & Spigner, 2010:169).

3.3.1.2 Sub-theme 1.2: Homelessness as a choice

For the homeless people to consider homelessness as a choice, it may indicate they compared various available options. Homeless people may actively choose, based on their available options and the consequences of alternatives courses of actions (Parsell & Parsell, 2012:432). Four participants observed that homelessness is a choice and should not be attributed merely to external factors. The extracts below attest:

You know what I mean it is your choice to be homeless, so everybody has a choice. There is nobody to point a finger at... this economy, this and that, there is nobody to point a finger at, it is you, yourself... straight forward it is you, yourself. There is nobody bra [brother], you cannot keep on blaming, it is your choice, it is everybody's choice to be homeless, it is choice... for sure, there is nobody, there is no other thing, it is your choice my broer [brother], you should stop hating...

What I want to tell you about homelessness is what I have told other guys that homelessness is something that you choose... anyone sleeping outside, being homeless is his choice. Someone who can tell me that it is not his choice but that he lost his job ... I would say such people are less than one per cent.

... it is my choice being on the street, is like going to rehabilitation, it is going to waste money, your parents are going to waste money. If you want to change, change your friendships, change the area, those church cell groups, thinking Jesus will help the people on drugs, it is not going to help, there is no rehabilitation that is going to help, if you want to change, it starts with you. I mean even my family is not going to help me with my addiction.

... at times I wish I could go back home but according to the situation at home and my addiction, I choose to live on the street and from first-hand experience that is homelessness. You know I am avoiding going back home because I do not want to mess up again... I steal from them.

The participants' excerpts are consistent with the basic assumption of rational choice perspective, which views those homeless people who choose to be

homeless as reasoning individuals who consider the cost and benefits of homelessness (Scholtz, 2015:593; Steele, 2016:7). For instance, the choice of some homeless people to be homeless as echoed in the extracts is easy access to substance use to support their addiction because when they are home it becomes difficult and they may be judged by their families, unlike on the street as they may feel accepted. The decisions are affected by the homeless individuals' perceptions and the circumstances where they find themselves, such as addictions to substance use (Steele, 2016:8).

The rational choice theory postulates that the cost of leaving home are more prone to be outweighed by costs of staying in an oppressive, harsh or abusive environment if the maltreatment experienced is particularly severe, such as the case with emotional, sexual or physical maltreatment, and cannot deal with the situation appropriately (Mar et al 2014:1001). Homelessness as a choice, perceived by some participant, it cannot be denied that the participants could gain a sense of control on their circumstances and their identity (Parsell & Parsell, 2012:429). Scholtz (2015:593) explains the choice as an aspect that addresses the understanding of homelessness as the result of individual actions seen in the light of the possible alternatives.

3.3.1.3 Sub-theme 1.3: Contribution of families towards homelessness

Families have an important function in the development of individuals, therefore, the experiences in the family can either promote or hinder the development of its members (Kader & Roman, 2018:36). Equally, in a family where individual members not in contact with their family and who feel unwanted, rejected, or unloved may associate their homelessness with poor family support or structure. For instance, the loss of family ties may impact negatively on the homeless people as they may sense emotionally bruised, unwanted, rejected, or unloved (Williams & Stickley, 2011:435).

Three of the participants shared views on the importance of the family and how dysfunctional families may cause members to leave home in the extracts below:

Family is very important because they must show you love, and know that you are homeless, others [children] are not naughty, it just they get pressure from the families to leave home. So, others families do not know how to handle the family member like me... you see, I have got two sisters so I do not have money and I do not work, so my mother is someone with money, so if you do not have money in my home where I come from, you are nothing...

Family is important, I have not seen my mother for many years, I do not know where she is, but anyway at times I think if my mother still loves me you know as if she has forgotten me. Since 1994 we have not spoken or seen each other. I was in standard 5 [Grade 7] ... anyway I do not want to go deep, there is just a lot of things bra [brother]. Sorry, I do not want to talk about it, it just makes me think about a lot of things. Now I have not seen my sister since 1994, it is like the whole of my mother's family side.

I do not know if I care about my family, so there is no bond, the word 'love' I do not know what it is, actually I do know what it is, but I do not get to experience it in anyway... you need that little bit of help to get you out... A caring family would be worried about what the person is going through ...

The lack of parental or familial care are major reasons for homeless people to leave their homes or families. Despite the lack of contact with families, some homeless people value the importance of a family, whilst others indicate less interests. Therefore, support from families and friends may strengthen the interventions intended to address homelessness (Lippert & Lee, 2015:348). Whilst families contribute towards homelessness, families can contribute to addressing homelessness.

Family disintegration is also a major cause of homelessness for some homeless people (Phiri & Perron, 2012:164) and the support from families can have an important function for the individuals in managing stress, improving health and building self-efficacy (Oliver & Rebecca, 2014:648). The scenarios below attest to this assertion:

Family is important because I know if I had a family, I do not think I would have been homeless. If my mother or my father did not want anything to do with me, my sister or my aunt would have accommodated me and at least I would have been cared and loved by a family... I never experienced family love and care since from a younger age.

I think if there was a family that actually cares, then there would not be homelessness because they would do what they can to keep that person with them under a roof, or to keep helping them in such a way that they know he is

not destroying himself or going backwards ... someone who has a caring family won't be homeless.

The aforementioned findings also suggest that homelessness does not merely concern a lack of housing but also feeling at home, being connected, cared for, and belonging to something larger than oneself (Oliver & Rebecca, 2014:649). In this regard, family support has an important influence on individuals' sense of belonging (Nemiroff, Aubry & Klodawsky, 2011:1006). Scutella et al (2013:96) emphasise that individuals who experience homelessness often come from families with disintegrated or strained familial relationships.

Conversely, one of the participants did not know his family since he was raised in orphanage homes. According to Statistic South Africa (2011), the South African population comprise more than 18.6 million children, with more than 100 000 cared for in residential care facilities, such as the child and youth care centres (CYCC) throughout the country.

Okay, since I was born, I do not know my family. I grew up in ²orphanage homes since I was 1 year and 6 months until I turned 18 years old. I never had contact even with a single family member... I actually do not know my family because even at the orphanage home they never told me what happened that I ended up living in the orphanage home.

The excerpt above could be an indication that foster care youth, place of safety or CYCC are amongst the populations at greater risk of homelessness (Scutella et al 2013:84; Shah, Liu, Eddy, Barkan, Marshall, Mancuso, Lucenko & Huber, 2017:42; Forge, Hartinger-Saunders, Wright & Ruel 2018:49). By convention, emerging adults ageing from foster care, place of safety or CYCC systems are encountering the greater possibility of homelessness because often they do not have the protection of a close and trusted relation to house them (Shah et al 2017:34).

² Orphanage homes are referred to as Child and Youth Care Centre (CYCC) by Malatji and Dube (2015:108) and their role are essential in accommodating children who are victims of abuse, neglect and abandonment in South Africa. In essence, an orphan is a child under the age of 18 years whose mother, father or both biological parents have died including those whose living status is reported unknown but excluding those whose living status is unspecified (Meintjies & Hall, 2013:88).

3.3.1.4 Sub-theme 1.4: Attitudes of family members towards participants

Family members aware of the participant's homelessness avoid any form of contact with the participants, often leaving these participants with emotions of rejection and unwantedness. The attitudes of the families towards the participants are denoted in the following extracts:

Like I gave you an example with my daughter who is around here [Pretoria CBD] I do not know or maybe it is her mother because we are divorced and now, she is married to someone. Maybe the mother told her, your father is now living on the street because when I came here initially, we were communicating but now I feel like maybe she has heard that I am now in this situation. So, she now rejects me, so you own family will reject you, ... you become a mockery like you are subhuman. This is how I feel; you are a subhuman and it pains wherein you know your capabilities and abilities. You know your real potential then you are generalised as that subhuman who is at the lowest and the door has been closed for us. We are on the outside of the gate of humanity as homeless people.

Nobody cares even to call, just to call and communicate. Imagine your own blood – rejecting you like that because of the perceptions that society have about people who live on the street. So that is the most painful... painful thing. On the other hand, you have lost your dignity as a human being and you are rejected like that, that is the worst of inhumanity one can experience.

The above excerpts resonate with Handin and Willie (2017:35) argument that homeless people often indirectly feel blamed for their situation. Therefore, being homeless could indicate being looked down on, ignored or rejected, and even observed as less than a human being (Paradis, Bardy, Diaz, Athumani & Pereira, 2012:6) and as a result are cast in devalued social positions, limiting their access to valued positions, such as that of a parent, neighbour or tenant (Nemiroff et al 2011:1004; Donley & Jackson, 2014:50).

In the research of Handin and Willie (2017:35) on the homeless individual's observation on homelessness causes and resources needed to leave the sheltered environment, homeless people reported that a lack of family support is an important factor to their current state of homelessness. The family have a critical role in addressing homelessness and further psychological distress or exclusion that might be experienced by homeless people.

3.3.1.5 Sub-theme 1.5: Addiction to illegal chemical substances compel participants to remain on the street

Substance addiction and use can be associated with unfavourable social conditions, such as poverty, unemployment, and a lack of recreational facilities, including sports grounds or entertainment centres (Mokwena, 2016:138). Consequently, substance use can assist overcoming divergences for some homeless people in creating common grounds (Lenhard, 2017:308). According to Lenhard (2017:305), substance use may develop an addiction, demanding care, promising intimacy, and a sense of self.

Some participants feel compelled to remain on the street because of their addiction and easy access to heroin and ³*nyaope*, their experience of sexual, emotional or physical abuse before becoming homeless (Mokwena & Morojele, 2014:379). The following extracts demonstrate how the participants' addiction compels to remain on the street:

My own addiction is what is keeping me here, I know that if I do not spike in two hours I am going to get sick, so that is keeping me from going to see a social worker and that is what is keeping me from getting my life right, that is what keeping me... so you have to go back to where the problem started, and specifically deal with that to get results, with me and my heroin addiction things started when... obviously causing me into drugs, I was raped by my cousin, my dad abused us, after that there are a lot of things, I am not blaming them because of that... I have found comfort in drugs, I am not saying everyone is like that but yah, eventually the drugs found comfort in me. (Male, 33 years)

... when I am home it is hard to get what I am smoking, so on the street it is much better. I smoke nyaope (Female, 30 years)

The scenarios concur with the assertion that homeless people often resort to substance use (National Coalition of the homeless, 2017) as an adaptive response

³*Nyaope* is widely used by many young and poor individuals in predominately Black townships and city's centres, and it is reported to be very addictive and users encounters extremely difficult when attempting to cease using it (Mokwena, 2016:137). Users are characterised by deteriorating personal hygiene, dazed looks, and are known to be homeless and steal anything to sell to support their habit (Mokwena & Mampedi, 2014:352).

to an unpleasant and stressful life event (Johnson & Chamberlain, 2008:349). Parsell and Parsell (2012:428) suggest that substance use can be understood as a response to and means to escape from the realities of homelessness and the stressful life event that have stretched beyond being compelled to remain on the street. Johnson and Chamberlain (2008:349) contend that once individuals learn the social practices to survive homelessness, acceptable on the street, such as substance use, they find it more difficult to obtain. The authors further caution that by focusing on substance use compelling individuals to remain on the street, may divert attention from the societal and structural factors contributing to homelessness (Johnson & Chamberlain, 2008:349).

3.3.2 Theme 2: Challenges, risks, and consequences of homelessness

3.3.2.1 Sub-theme 2.1: Risk of personal harm

Homeless people are often exposed to the risk of being assaulted, murdered, and robbed. Various newspapers and media outlets reported that during mid-year 2019, five homeless people were murdered in CoT (Pretoria News, 2019:3). Crimes measured against homeless people is purported to be motivated by anti-homelessness bias (Bullock, Truong & Chhun, 2017:167). Homeless people are more vulnerable to diverse crimes than the general housed population by homelessness. Their vulnerability is expressed in the scenarios below:

When you hear movements while sleeping, you immediately wake up thinking of what if the serial killer is here... we live in fear.

The challenges are that we get beaten for being homeless. On the other hand, there is a serial killer, there is a rapist, and ... we get insulted by being called nyaopes [nyaope addicts].

The extracts support the assertion that homeless people are frequently vulnerable to crime, especially on the street during the nights (Meanwell, 2012:76). Julcila (2008:271) observes that homeless people could be vulnerable to crime since they are observed as incapable of protecting themselves, whilst often characterised as lacking the support of a close community. The vulnerability of homeless people is also exacerbated by the nightfall. Some participants indicated that during the night,

homeless people are more exposed to high risks of criminality, as espoused in the scenarios below:

The world does not sleep, you are only grateful when it is sunrise and you are still alive... there are people who do not sleep at night they go around and steal other people's phones and distract us there at church square at night. Yesterday one person came running and claimed they took his phone, there are always fights at church square [Tshwane CBD] during the night.

We are not safe on the street at night because while you are sleeping someone can come and hurt you, or even a car can drive over you while you are sleeping, you will never know whose car hit you there and drove away. Sometimes at midday or night it may rain... So, these are the times when you can feel that you are homeless...

I do not feel safe at all because others stab one another with bottles nearby where I sleep of which put my life at risk.

On the streets you do not feel free. I do not feel safe at night, and you are forced to sleep like a cow anywhere. You do not know how it will unfold... at times you sleep with criminals and they may kill you.

And, is the crime, you know in our country especially on the street there is a lot of crime going on.

The scenarios denote that homeless people are exposed to various crimes on the street and they are at greater risk of victimisation than the housed population (Williams & Stickley, 2011:434; Donley & Gualtieri, 2017:227; National Coalition for the homeless, 2019:15). By conversion, living on the streets is often fraught with danger and continuous threats to homeless people's safety (Thompson, Ryan, Montgomery, Lippman, Bender & Ferguson, 2016:59). Homeless people are vulnerable to crime because of the lack of protection from being unsheltered (National Coalition for the homeless, 2016:71). Therefore, the homeless people's fear of crime and likelihood of victimisation may encourage them to resort to methods, such as carrying weapons akin to knives, or sleeping in groups, to maximise their emotions of safety (Kinsella, 2012:126).

The risks encountered by older homeless people are more severe than other homeless people. For instance, it is not a medical condition, such as hypothermia that threatens older homeless people but violence from other homeless people, which presents the most risk of being assaulted or robbed (Lipmann, 2009:273).

Once on the street, the elderly homeless may experience exacerbated health problems, and vulnerable to crime and exploitation (Nooe & Patterson, 2010:113). The extract below explains the risks that older homeless people are exposed to compared to the general homeless population:

Where I was sleeping someone said to me old man can you give me R5 and I said I do not have it and he said to me it is the 1st day of the month, you just got your old age pension [grant], how can you say you do not have it? You may be robbed ... they are forcing you to have money that you do not have.

Older homeless people are vulnerable to crime than other homeless populations; they are grant recipients; the participants' extracts support the assertion that the older homeless people are also at the greater risk of being targeted as it is often assumed it is the day all older homeless people have received their old age grants. To cope with life on the street requires coping skills that many older homeless people either do not possess or are unwilling to risk (Lipmann, 2009:273). Conversely, the nature homelessness is inherently associated with fear of crime concerning its effect, in that being fearful of crimes is central to the status of being an older homeless individual (Kinsella, 2012:122).

Although it was emphasised that homeless people are at risk from many groups, they are, ironically, at risk of harassment by police and security personnel (Pretoria News, 2019:4). One participant shared how homeless people are also subjected to harassment by police officers in the extract below:

Police officers will find you [the homeless person] sleeping and abuse their authority; they find you sleeping and pour a bucket of cold water on you. It is winter now; can you see people who are supposed to protect you... now you are a suspect just because you are sleeping there. I do not know whether their perception is that one of rejection or that one of generalising that we are all nyaope users? If they [police officers] find you sleeping, they just harass you and abuse their authority. Your rights are stripped away and where will you report if a police officer does that, if you report a police officer to a police officer, you know the case will not go anywhere. We just suffer in silence. We just survive, I have lost everything, I have lost my laptop, it is survival of the fittest out here and this thing of killing is just a final straw, but you lose everything.

The finding demonstrates that homeless people are further at risk of harassment by law enforcement officials, supposed to protect them on the street. Concerning the

above extracts, Bullock et al (2012:169) in their study reported that police harassment to homeless people is common. The harassments commonly include derogatory speech, random examination identification documents, and use of excessive force, and the destruction of personal belonging including identification documents and medication. Kinsella (2012:126) contend that homeless people are subjected to experience the world as an insecure, uncertain, and troubled place where they are required to be wary.

Homeless people are also often vulnerable to crimes, such as beatings, rapes, and murder (National Coalition for the homeless, 2019:9). Such attacks on homeless people can be deemed opportunistic and committed because the homeless people are often in a vulnerable position, rendering them an easy target (National Coalition for the homeless, 2016:2). Two of the participants shared their experience of being targeted by taxi drivers below:

When we are sleeping at times taxi drivers will come and beat us... it is not a life I desire anymore that is why I want to quit drugs and living on the street. I am no longer fine... and I cannot tolerate the lifestyle anymore it is hard.

...sleeping with an empty stomach, while you are asleep you get beaten with a sjambok and your belongings are taken away from you for something you do not know... like now this is everything I have what you see [showing her handbag and clothes she is wearing], the taxi drivers burned all my clothes and other belongings.

The participants' extracts support the assertion that the motives to the attacks of homeless people are often vague, but it may be obvious that many attacks are committed because the victim was homeless and vulnerable compared to the housed population (National Coalition for the homeless, 2019:10). Physical assault is particularly experienced amongst the homeless people (Nooe & Patterson, 2010:124). Homeless people are often treated so shoddily by the society that these attacks are not reported to the law enforcement officials (Leompson & Hustings, 2018:7; National Coalition for the homeless, 2019:38).

3.3.2.2 Sub-theme 2.2: Risk of physical and mental health

Food insecurity is recognised as an increasing problem in disadvantaged and marginalised groups, such as homeless people (Crawford, Yamazaki, Franke,

Amanatidis, Rarulo, Steinbeck, Ritchie & Torvaldsen, 2014:71). Despite soup kitchens, drop-in centres and outreach programmes on the street, participants shared accessing food as a primary challenge in extracts below:

The challenges are that at times I have to sleep on an empty stomach, when it rains it is difficult as you cannot even sleep. We do not have enough blankets and it is winter... it is too cold; we are struggling and that is the challenge I know. The struggles are having to sleep on an empty stomach and having to go around searching for food in dustbins in order to have something to eat. Another challenge is that while you are sleeping in front of a certain shop, they call police officers to chase you away and accuses you of stealing from them...

My only challenge is where am I going to sleep when the sun set, where am I going to get food, how am I going to get my clothes washed, these are the only challenges, with life in particular, I am good.

My challenge is rain which reminds me that I am homeless, when I have to look for a hiding place that is when I see that I am homeless. In general, I forget that I am homeless, it is only when I feel that my stomach is empty, I do not have money to buy food and then I remember that at home I would be eating my plate, then I start to realise that I am homeless. I feel homeless, already because I am not at home... as long as you are not staying at your home or in your own place, that means you are homeless.

The extracts support the assertion that food insecurity and food insufficiency is common amongst the homeless people. Obtaining adequate food is a common concern amongst homeless people as they are often unemployed, do not have money to buy food and often depends on obtaining food from drop-in centres, outreach programmes or ordinary individuals (Weiser, Bangsberg, Kegeles, Ragland, Kushel & Frongillo, 2009:841; Tarasuk, Dachner, Poland & Gaetz, 2009:1437; Baggett, Singer, Rao, O'Connell, Bharel & Rigotti, 2011:627; Crawford et al 2014:71).

Food insecurity occurs whenever the availability of nutritionally adequate and safe foods or ability to acquire acceptable foods in socially acceptable ways is limited or uncertain and food insufficiency is severe than food insecurity and occurs whenever there is an inadequate quantity of food intake or lack resources to access food (Baggett et al 2011:627). Meals provided by the drop-in centres or outreach programmes are often the bare food homeless people may have access to in a day (Crawford et al 2014:73). How homeless people endeavoured to manage their food

needs reflect a hand to mouth existence (Tarasuk et al 2009:1440). The primary challenges to food security amongst the homeless people indicated a lack of money, poor social support, poor functional status and low socio-economic status, such as unemployment (Weiser et al 2009:841; Crawford et al 2014:73; Parpouchi, Moniruzzaman, Russolillo & Somers, 2016:3).

Some homeless people may resort to extreme measures, such as survival sex to secure food (Parpouchi et al 2016:3). This was emphasised by one of the female participants who shared her experience below:

...It happens that when a person is hungry and desperate for food and someone is willing to give you R10 on condition that I must have sex with him... I do such things just to have the R10 to buy food. You find yourself sleeping with someone unwillingly because you want money to buy food ...

The storyline reflects what is termed survival sex, referring to the exchange of sexual behaviours for resources, such as food or money (Forge et al 2018:53; Meanwell, 2012:76; Krahn, Caine, Chaw-Kant & Singh, 2008:76; Berndt & Huey, 2008:178). Survival sex is associated with many health problems, including increased substance use, sexual or physical abuse, unplanned pregnancy, and sexually transmitted infections, such as HIV (Purser, Mowbray & O'shields, 2017:263). Krahn et al (2018:76) contend that female experiencing homelessness are significantly more prone to pregnancy than a housed female.

Conversely, whilst accessing food remains a primary challenge to most participants, another female participant feeds her *nyaope* addiction through selling the donated food. This was emphasised in the extract below:

...some people do come and give us groceries and food parcels, for the food parcel we do not cook on the street maybe we can take the bread and toiletries and the rest we sell. Sometimes I wash cars at the taxi rank and make some money while selling food parcels.

The extract demonstrates that the need to find food and money is a matter of desperation and necessary for the homeless individual's survival (Crawford et al 2014:73). Aldershot (2008:151) discourages providing food parcel and money to the homeless people because it does not address homelessness and the money provided to the homeless people may be used to buy drugs. Homeless people are

prone to endure mental health problems stemming from challenges having to experience including social isolation since they report fewer forms of social support than those with infrequent homeless spells (Lippert & Lee, 2015:348). The experiences of homeless people having to experience mental health challenges are expressed in the storyline below:

... because of the challenges that we [homeless people] face on the street on a daily basis a person can lose himself. A person loses focus in life, the more you suffer for a longer period you end up losing your confidence, you end up losing your vision and mission in life.

The challenges experienced by homeless people can harm their mental health (Donley & Jackson, 2014:49). Therefore, losing “oneself” can be associated with the daily stress experienced from conditions of homelessness associated with poor family support and a lack of social network. Authors report that the more challenges homeless people report, the greater their loss of confidence and sense of threat to identity (Belcher & Deforge, 2012:932; Weisz, 2018:239).

3.3.2.3 Sub-theme 2.3: Lack of basic facilities

The lack of access to basic amenities and facilities, such as toilets, drinking water or health care does not infringe homeless people basic rights, but it also makes them feel less human, devalued, and undignified. Personal hygiene is difficult to maintain on the street as clean water is a scarce resource (Padgett & Priyam, 2019:176). Three of the participants share how does not have access to basic amenities and facilities affect them in the following extracts:

You do not bath on the street and even if you do, you do not bath properly and become health hazard to the society because of unhygienic odour. Anyway, where will you bath when you are living on the streets, you must use a 2-litre bottle and bath like a cat. Life is highly impossible on the street... it is not life and even to eat.

You have to sleep on the pavement when you do not have cardboards while you are wearing your boots and on the other sides are your bags, and when you get pressed there are no toilets.

I have not washed my mouth in a while, now everything has been stolen from me. If you have shelter, then you have security, all your belongings will be secured.

The extracts suggest that some problems associated with homelessness include difficulties or no access to basic amenities and facilities, such as drinking water and toilets. Human life and development are based on the extent to which individuals satisfy the basic needs, such as water and toilets to defecate (Aderamo & Aina, 2011:316). Access to drinking water is a primary need for human survival and freedom from a whole host of diseases (Mishra & Shukla, 2015:426; Manomano, 2018:11). Inadequate sanitation and hygiene, particularly concerning access to clean water and toilets often make living conditions for the homeless people hazardous (Manomano, 2018:2). Manomano (2018:18) further identified waterborne disease and premature death as the effects of a lack of basic essential amenities amongst the homeless population.

Ansary and Das (2018:373) advise that providing drinking water may reduce waterborne diseases and deaths, reduces health expenditure, saves money, and improves homeless people quality of a good and healthy life. The well-being of the homeless people should be prioritised in providing the basic human amenities and facilities (Aderamo & Aina, 2011:322). The ability to pathways from homelessness becomes impossible without having access to the basic human amenities and facilities (Prinsloo & van der Bergh, 2017:40).

The lack of access to basic human amenities and facilities may result in a loss of dignity. For instance, Mishra and Shukla (2015:423) contend that access to toilet facilities is one of the important essential aspects of sanitation; an integral of public hygiene and health dignity allows a person to feel important and valuable in the relationship with others, respected even in situation of threat (Simoes & Sapeta, 2019:246). One of the participants explains dignity concerning basic human amenities and facilities below:

To me dignity means access to basic resources like shelter, like a place to relieve yourself, that is the most... it makes me cry when I think that every time when I have to relieve myself I must walk to the nearest health centre and pretend that I am going to see a person who is sick without even greeting the security guard going there to relieve myself and at the same-time steal a little bit of a toilet paper, then go back. Every time I have to walk there because of how pressed I am, I have to hold myself because I cannot lower myself as a person to such an extent that I can pee anywhere in the open, so I have to walk there as it is the only place that is accessible to me or to a petrol filling station.

But some of the garages you must pay money to use their toilets and you have nothing. So, when I talk about dignity, I am talking about such things.

The above extract supports the assertion that homelessness is associated with limited access to basic human amenities and facilities. Access to drinking water and toilets are essential for a secure, dignified, and healthy life for every human being regardless of his or her socio-economic status (Kumar, 2015:562). Consequently, for those homeless people lacking access to basic facilities, such as toilets, may resort to defecating in the open public spaces. Homeless people lose their IDs and valuable goods as they do not have a safe place to store them. One of the older homeless people demonstrated his experience in the following extract:

I do not have an Identity Document [ID]. My ID and old age grant card provided by South African Social Security Agency [SASSA] got stolen from me, at least if I had a grant card maybe I will be getting a grant and to get it they need ID at SASSA.

The extract suggests a need for facilities where homeless people can store their important documents, such as ID, required to apply for social assistance grant (SASSA, 2020:2). By obtaining the grant, homeless people may be able to pathways from homelessness through paying for an old age home.

3.3.2.3 Sub-theme 2.4: Participants' views on life on the street

The participants' observations on street life may differ amongst individuals. Whilst homeless people may have limited social network or support, lower income levels or no income never experienced homelessness (Israel, Toro & Quellete, 2010:49). Conversely, living and sleeping "on the street" denotes existing in living spaces, vulnerable to extreme weather, without ready access to utilities and absent of the typical amenities associated with a home (Cagle, 2009:34). One participant considers homelessness as less of a human but that of an animal – always on a run. He referred to a 4rabbit.

⁴ Rabbits are small mammals with fluffy, short tails, whiskers, and distinctive long ears (Bradford, 2017). Rabbits create their own homes by a tunnel into the ground – these tunnels are called warrens and include rooms for nesting and sleeping, and also have multiple entrances, which allow quick escape when threatened. Rabbit's eyes are made for

Living on the street I would not consider it as a life. Living on the street as a human being, you are like a rabbit... when you wake up you must carry all your belongings everything to wherever you go. It is tough, I do not get to rest, and I am old.

The findings demonstrate that older homeless people experience severe unique realities that put them at greater risk of losing hope compared to the younger homeless population and older adults (Burns et al 2018:171). Mangayi (2017:452) explains that the daily plight of the homeless people is marked by feeling less human and lacking privacy. Older individuals often suffer from age-related deficiencies mostly sensitive to physical strains. For the participant, it is important to rest as an older person becoming impossible in homeless people. According to Page-Reeves (2012:34), individuals derive a sense of personal security and satisfaction from being able to “nest”.

Homeless people are at greater risk of incarceration attributable to committing crimes to obtain money to buy food, but they also fear for their lives or becoming victims of crime. This fear was expressed in the scenarios below:

It is dangerous living on the street, for instance you can end up doing things that are against your will just to feed your stomach. You can end up thinking of robbing people so that you can survive... buy something to eat and it is too dangerous as now I heard there is a serial killer on the streets. We live under pressure.

When I say we are living under pressure now; I mean even if you are sleeping you at the same time afraid and do not sleep comfortably.

The participants extract above reaffirm the assertion that homeless people are at greater risk of victimisation. According to Smith (2015:7), homeless people encounter various risks in their day-to-day lives on the street including various health concerns, engagement in criminal activity and vulnerability to victimisation. Homelessness threatens both the quality of life and life itself for those experiencing it (Mayor, 2009:1). The stress experienced from conditions of homelessness can be

safety as each eye can rotate 360 degrees, which allows them to look behind without turning their heads.

linked with increased anxiety, fear, and traumatic stress and may amplify existing psychological problems (Mar et al 2014:1000).

3.3.3 Theme 3: Attitudes of society towards homeless people

The more society view homeless people as responsible or blameworthy for their stigmas, the more negatively their attitudes continue to be displayed towards homelessness (Aberson & McVean, 2008:3010). Stigma towards homeless people is initiated through the belief that homelessness is as the result of personal failure in preference to structural disadvantages which include a lack of employment opportunities, poverty and inequality (Toolis & Hammack, 2015:52).

Homeless people are perceived to be the same, hence “the homeless” and not “homeless people” (Donley & Jackson, 2014:48). One of the several negative repercussions of labelling homeless people as the same is misrepresenting their backgrounds, unique abilities, efforts to address homelessness, heterogeneity, identity, and culture. By generalising homeless people as the same, it disaffiliates them from the mainstream of society and rejects them from the conventional social structure (Nemiroff et al 2011:1004) to that of sub-group perceived not belonging to society because they are assumed to be bad people, lazy, crazy, criminals, untrustworthy or *nyaopes* (a derogatory term often used to describe substance users). The participants’ frustrations concerning the society’s attitudes towards them are expressed.

Homeless people are often generalised as mentally disturbed or crazy as demonstrated in the extracts below:

Like a lot of people say homelessness is associated with mental illness. A lot of people who are on the streets is not like they are all mentally disturbed or anything...

A lot of people say these guys [homeless people] are crazy... but if you sit down and talk with them [us] you will know that the [homeless] people are not crazy it is just how society describes homeless people.

There are no relevant people committed to finding out the main root of being homeless and what makes one to be homeless. This and that are the reasons because many people bring food to homeless people, it is not about food... there is more than that if you can just sit down with a homeless person and

really get to know the truth then you will find out that homelessness is actually not a big issue. It is just homelessness we can say you do not have a house, you are staying outside but the big issue is that you do not have answers to your problem [homelessness], you will find out that homelessness is nothing like for example, a person with mental illness.

Conversely, homeless people are assumed to all be *nyaope* (drug) addicts as illustrated in the excerpts below:

We are not trusted because of the stigma the society generally put on homeless people. A lot of people [society] whenever they see a homeless person on the street, they think that person is a drug addict and obviously according to the society drug addicts are criminals. So, whenever they see a homeless person or you tell them that you are homeless, the first thing that comes into mind is that this one ran away from home because the police are looking for him. This one ran away from home because he is a drug addict, it is the stigma that people have that make them not to trust homeless people.

I am not comfortable being called “nyaope” [popularly known addictive drug in Tshwane] because of the [plastic] bags I carry that are similar to the one’s nyaopes [users] carry and because I sleep in the same spot with them... Someone while passing said “look that is the king of the nyaopes...” they say I am the boss of the nyaopes while I do not even associate with the nyaopes. I do not smoke that thing [the drug] ...

...Why are all the bad things happening to me? It hurts me... because even when someone passes you while sleeping on the pavement, they just assume that I am smoking nyaope and that I ran away from home - they do not listen. Some of us did not do all of that, we do not have families and we do not like sleeping on the streets... when someone is passing by carrying a takeaway and I would be begging and the response I would get is that ‘I did not teach you how to smoke nyaope, you should go back home’. It hurts me.

One of the participants explained how homeless people are not appreciated and often associated with criminal activities and substance use as illustrated below:

Some people will not even appreciate you; they will start judging you... and say this person might be a robber or might be using drugs and everything.

Another participant expressed how homeless people are judged to be involved in criminal activities as their cause of homelessness in the extracts below:

...even people who do not know why you are homeless, some call you names... hey, you have stolen at home why you are homeless. A lot of people come with a lot of things that disturb one but, they do not know the real cause of your homelessness and what makes you sleep there on the streets.

One of the participants demonstrated how homeless people are treated as inferior human beings because they are often stereotyped by society. The participant extract is demonstrated in the following extract:

First, is the perception of society, government, and all stakeholders because we are at the lowest rank of humanity. Everyone rejects you like. I have given an example of those four lepers who are in the Bible. You are cast out; you are actually cast out of the gate of humanity. He who is working when he walks to work in the morning and sees you lying there, he sees a dog. When people see you, they generalise because there are others [homeless people] who are on the streets for other purposes doing crime and nyaope. They generalise all of you and only to find out we are not the same. So those are the challenges, the perception of society, the perception of government and all stakeholders of society, the employers. When they think of homeless people, they think of people with leprosy. When the society think of homeless people, they think of a person with leprosy, and it has nothing to do with that.

A notable trend from the above extracts is that stigmatisation occurs when an individual identity does not conform to social expectations when certain individuals, such as the homeless people cannot fit because of the standard set by society (Hudson, 2016:116; Belcher & Deforge, 2012:932). One of the common aspects of individuals experiencing homelessness explored by several scholars (Meanwell, 2012:74; Rayburn & Guittar, 2013:160; Donley & Jackson, 2014:49; Toolis & Hammack, 2015:51) is that of stigma and discredited identities. On the grounds of these negative attitudes displayed by society is that homeless people were devalued and as such are, in a sense, already guilty of whatever label society chooses to attach (Belcher & Deforge, 2012:932).

As homeless people remain on the streets for longer periods, they might identify with the negative social function ascribed to them, thus becoming further engrained in the culture of homelessness and devaluing themselves (Nemiroff et al 2011:1006). One of the participants were not perturbed by society's labels, as the storyline below illustrates:

I do not care anymore... I am nyaope because I inject it, but I know my reality is not nyaope, my life is not nyaope, it is just now an addiction is what is bothering me... they can call me nyaope but there is no problem... I am careless, they do not hurt me to such an extent that I get worried.

Regarding above extract, stigmatised homeless people may not identify with the social label personally, but they still must deal with the interpersonal difficulties created by the society's identity conferred upon them (Gonyea & Melekis, 2016:73). Therefore, homeless people often adopt various strategies to cope with and manage society's labels, stereotype and stigmatised identity associated with their devalued social status (Mayor, 2009:4; Woolford & Nelund, 2013:295; Rayburn & Guittar, 2013:160; Osborne, 2018:404).

A presentable person commands respect and may be allowed entry into different establishments. Conversely, a homeless person with dirty and torn clothes may not feel comfortable to access even public institutions, as espoused by the following extract:

It is very challenging being homeless, and how you present yourself to people, sometimes you are dirty and there are some places you need to enter but they won't allow you base on how you look. For example, maybe I need to go to the library and gather some information, but unfortunately, they won't allow you on the bases of how I look, because I am dirty and even though they can allow me to enter... I do not think that they will help me or give me the proper service that I want.

Donley and Jackson (2014:47) affirm the above extract that individuals assumed to be homeless are often generalised and associated with other conditions, such as substance use, mental illness, and criminality. Homeless people are stigmatised to possess some attribute and characteristics that convey a "social identity" and often viewed not "worthy" of equal rights or access to social resources (Belcher & Deforge, 2012:31). Conversely, the labels of homeless people are often misguided and incorrect as they do not reflect the individual reality (Cagle, 2009:40).

3.3.4 Theme 4: Participants' attitudes towards their current situation

3.3.4.1 Sub-theme 4.1: Participants' emotions of hopelessness

Homeless people are often troubled by emotions of hopelessness resulting from the occurrence of negative life events or the non-occurrence of positive events that develop through the perception that negative outcomes are stable (Groot & Hodgetts, 2012:256; Prinsloo & van der Bergh, 2017:36). As a result, the pervasive

and unavoidable negative experience of homelessness often make homeless people feel that positive outcomes cannot be experienced (Morselli, 2017:375). The feeling of not having hope in the future can be described as hopelessness. Hopelessness is conceptualised as an individual's negative expectancy regarding the future, and it is characterised by negative emotions, pessimistic expectations and loss of pleasure in life (Marsiglia, Kulis, Perez & Bermudez-Persai, 2011:7; Umlauf, Bolland, Bolland, Tomek & Bolland, 2015:520; Morselli, 2017:373). The participants' attitudes towards their current homelessness is expressed in the extracts below:

We are just hopeless... there is no hope out there. Like I said if government itself have a negative perception towards homeless people, then there is little hope.

Sometimes I feel so angry and frustrated, even at times I end up thinking I should force myself into that place [library] or say bad things to express my anger, it hurts me so much to such an extent that I end up crying inside.

The participants' extracts support the assertion that the negative experiences of homelessness are associated with the emotions of rejection and hopelessness concerning the future (Williams & Stickley, 2011:438). Hopelessness, as echoed by the participants, can be caused by limited or a lack of sources of hope, such as social support structures (Grundelova & Stankova, 2019:12). For the homeless people being judged, neglected, or rejected based on their homelessness by the society, make them lose hope in the betterment of their situation.

The participants' emotions of hopelessness for some homeless people it may exacerbate to desiring death as a solution to their experienced situation. Gemichi (2019:330) argues that suicidal desire is influenced by one's perception that one is a burden to others and often are disconnected from others. Homelessness is associated with an increased incidence of mental health and risk of self-harm, such as suicide (Pluck, Lee & Parks, 2013:364). The intent to die is considered by Pluck et al (2013:363) as a main part of the definition of suicide. On contradictory, the intent to die may be influenced by the failure to deal with their homelessness situation. Some of the participants' suicidal ideation are expressed in the extracts below:

I think of taking all my medication at the same time because I feel like no one is listening to me... I feel lonely and I feel like killing myself at times.

What I mean about that it hurts emotionally, is that sometimes you feel hopeless and the only one thing that is left is death.

Sometimes I feel bad; I even keep on asking myself what is it that am I living for?

For me, I have given up on my life, I gave up, I do not think after five years or in ten years I will be somewhere, I gave up, I told myself I will see what happens as long as I live until I die. I have told myself that.

The extract demonstrates that in stressful life events some homeless people may idealise death as a way of expressing their distress or crying out for assist (Gauvin, Labelle, Daigle, Breton & Houte, 2019:7). According to Lippert and Lee (2015:345), disadvantaged social position, such as in homeless people, are subjected to greater exposure to stressors, whilst weakening the standard of psychological and social resources that may be deployed to cope with life stress, ultimately jeopardising mental well-being. As such, with some notable addition to experiencing homelessness, homeless people endure high levels of economic, family and social disengagement, with great difficulties in achieving social reintegration, and significant mental health (Vazquez & Panadero, 2019:304).

3.3.4.2 Sub-theme 4.2: Participants' self-determination

Despite the daily challenges that confront homeless people, they continue to be determined in achieving their individual's goals. The homeless individuals' expression of self-determination can be explained as the importance and relatedness for a person's well-being (Krabbenborg et al 2016:130). The participants expressed their self-determination in the scenarios below:

So, I am waiting for the results of other courses so that I can know how many and I can register if I have that proof of registration, I will be attaching it to the email which I will be sending to the Dean and besides, I also have the email of the President himself. If I am unsuccessful with the Dean, I will do the same and sent to the president so that I can open his eyes. The most important thing here is that those people in authority, those who are supposed to help us are not aware of the unique situation we are in. I believe if I could write to the President or the Dean of College of Accounting Sciences [at Unisa], he will see my case as a unique one and he will understand that helping me actually means making

an input in society because I will come back and be productive. They will attend to my case so that I finish my degree and I can come back plough a seed to the society. So those are the alternatives, so God gives me lots of alternatives when I knock here and a person says I cannot help you, I close the door and go and pray about it that God shows me other open doors.

So, it takes a person to really know and understand him or herself and can survive on the street being homeless out there and focus on what you want to achieve. Most people only have that vision but do not have that strength.

I am facing the situation of street homelessness myself; it does not allow myself to be stuck in the situation because I believe that the situation was never meant for us to be homeless. It is therefore us to overcome it, to conquer it. Secondly, it is not for the street to conquer me. I am on the street to conquer all the challenges that we homeless people are facing on the street, At the same time I should remain true to myself and also to other people and at the same time stick to the goals I have set for myself and achieve those goals in the period I have set out for me and not to move away even though I have conquered homelessness long time ago. I do not want to move away now just because I must stick with the brothers and continue to fight side to side with them every single day until it is over.

Everything I do, or let me say everything that I plan to do if it does not have a positive impact on the life of the person next to me, then it is not worth doing it at all if it only benefits me and harm the person next to me, then I do not want to be part of that at all. So, I want to do the right thing, what I mean by saying the right thing it must first of all benefit, protect and provide for the person next to me before it provides for me as well. It also has to make the person next to me happy too and it must be harmless to society as well and at the same time it must be productive and then strengthen the economy of the country, it must be something like I am saying have a positive impact on the lives of other people.

I do not want to end being a prostitute and doing bad things, so that is why I chose to wash cars. Prostitutes sell themselves, others are working for other people ... for instance, it may be that I want to stay in Sunnyside flats where I have to pay rent, they give you a room and you do your job of having sex... prostitutes trade themselves for money.

For me what I am doing is that I have not quit that my life cannot change anymore, I have my typed CVs [curriculum vitae's] and take them to restaurants and retailers because I have a certificate in chef... I did not quit; I still try and avoid saying that there is nothing I can do. I am still trying.

I would say what you benefit is what you put in, if you really want to get off the street you will use the help that is provided [by social workers]. If you do not want to get off the street you will misuse the help that is provided. That is the

only thing I can say because it is what you choose, do I choose this help, or do I not choose it.

The participants' extracts denote that homelessness does not limit the participants in realising their goals as they continue being determined concerning the future despite lacking resources to improve their situation. Self-determination is the basic tendency of striving to actualise, maintain and enhance the self-well-being (Schenck, Nel & Louw, 2010:340). Hopeful thinking may reinforce homeless individual's self-esteem and ability to trust one's own life choices and can be a source of motivation and determination in addressing homelessness (Grundelova & Stankova, 2009:4). Thompson et al (2016:65) contend that for the homeless people to survive on the street they need to be determined.

3.3.4.3 Sub-theme 4.3: Participants' hope for the future and trust in God

Perceptions of the future are crucial components of an individual well-being (Morselli, 2017:373). Hope is linked to future thinking or coping in the present; it is categorised as a feeling state, a perspective shift from all-negative outlook to a positive one (Ruden, 2019:301). Some participants are strongly hopeful concerning their future by living with a purpose; homelessness does not stop them from believing in their potentials and dreaming concerning the future. The participants' hope concerning their future is expressed below:

The fact that God is keeping me alive, every-day says that I must have a positive input in another person's life in society. So I believe I have played my role, by doing that I am proud of myself because I am living my purpose in life, I am here for a purpose in life, I am not here just for another day to go by, I am here for a purpose to be productive and now I am proud I have played a role in terms of the life I am living.

I believe that every human being has got a specific purpose that he/she needs to serve. And for that purpose, it needs someone [social workers] to unlock that person's potential, he [homeless person] needs to know who he is and where he is going and why he is actually here [on the street]. Then he can only step into that direction, if a person's purpose is to be a doctor and that person is now a teacher, that person will never be happy in his or her life and he will never be fulfilled and they will always feel like they are lacking something and that makes the person incompetent in whatever he or she does because he is not supposed to be doing that at all as his purpose is to be a doctor but he has not established that yet.

I am a positive person. I know that something good will come out of this. Thanks that you are here, we are engaging in this conversation and now I am becoming positive. I am having hope that something good will come out of this. You are taking the right direction in terms of the role of social workers regarding street homelessness.

Despite the conditions or situation, homeless people having to live under as expressed in the above extracts, they continue to be hopeful. For some participants to keep hope alive supportive relationships from professionals is required, such as social workers. By convention, supportive relationships provide individuals with the strength to keep hope alive even when confronted with stressful, oppressive, and challenging situations (Marsiglia et al 2011:10).

Two participants displayed strong trust in God and consider God as their alternative hope in addressing their unmet needs. For some homeless people, spirituality and religiosity influence their attitudes towards their homelessness. For instance, two of the participants illustrated their homelessness concerning hope and trust in God in the following extracts:

We need someone who is bigger than us which is God to come and tell us, like if you compare the problems of the homeless people with the one's of people in the bible like... you will give that person hope, that person will start to have hope into something and that is to restore him spiritually. On the street, you might find out that someone has never spoken with his family members for the past three years and that person has simply lost all hope. When you come with spirituality and tell him that God loves you, that God oversees everything, spiritually you can revive him.

I do not know, God says those who wait a long will receive the best, I have been homeless for a while and nothing has changed, I am getting old, I get rejected by the public but I believe those who wait for long will receive the best, so any time is tea time, if it is my time, it would be my time.

It is just that I cannot see where I can get help, I told myself that no one can help me, even me, I cannot help myself, I told myself maybe God is the one who wants me to sleep on the street, maybe He is the one who knew that one day I would be on the street, that is why I say I have given up on life, anything for me is right. I appreciate anything, I sleep there, I wake up, whatever... if anything can happen there, for now I do not mind as long as I can wake up and sleep, I eat, I go around here in town [Pretoria CBD], come and sleep, so it is the things that I think are for me.

The participants' extracts support the assertion that when an individual's life is predetermined by God, planning for one's future becomes unnecessary as the responsibility for one's change is been placed into the hands of God (Ko & Nelson-Becker, 2013:3). By conversion, for those homeless people who believe that their spiritual connections have an important role in providing for their health and safety on the street, they often invest more hope and trust into God through prayers and spiritual gatherings (Thompson et al 2016:66). Grundelova and Stankova (2019:12) indicate that hope resonates with society's pressure to adapt to its expectations and to cope uncertain and unstable living conditions, such as homelessness. For the homeless people to cope with the pressure of homelessness they may resort to investing their hope and trust in God for the betterment of their homelessness.

3.3.4.4 Sub-theme 4.4: Hope and trust in social workers

Despite the disillusionment, some participants are hopeful that the social workers' intervention will contribute towards the betterment of their lives. Social worker's intervention, such as a supportive relationship with the homeless people, appears to be a source of strength and resilience for the participants and assists them in keeping hope alive (Marsiglia et al 2011:14). Conversely, supportive relationships are emphasised by Langhinrichsen-Rohling, Lamis and Malone (2011:58) to assist homeless people to facilitate coping and assist in responding to stressful life events. Being homeless present individuals with a unique set of challenges, circumstances and pressure that require strong coping skills and a supportive network to rely upon, such as with social workers (Knestaut, Devine & Verlezza, 2010:290). The participants' hope and trust in social workers is expressed in the extracts below:

What I have learned from social workers is that they were taught whatever you discuss with people is confidential. And when you [!] talk with social workers... for me, I have hope that one can get help somewhere somehow.

...social workers have the power everywhere, even the police know social workers, even the doctors know social workers... a social worker is someone who has the key here in South Africa, is in the middle, is a key player, without a social worker I do not think we would score the goal, if you are homeless you must score through a social worker, a social worker is the one who can open doors, I think so, not everyone, that is why I trust a social worker.

The scenarios support the assertion that service users trusting relationship with social workers is built on respect, attentive listening and empathy which often restores or enhance hope in their lives (Schrag & Schmidt-Tieszen, 2014:324). Hsieh and Ku (2018:1016) regard trust as a critical medium in relationship-based practice, such as social workers. The quality of a social worker that homeless people often value most of all is their attitude towards their work (Kam, 2019:7). The social workers' positive attitudes towards their work often increase the homeless people trust and hope in social work interventions and envisage whether they will be approached for assistance when necessary (Kegan, 2016:323). Social workers are often approached for assist because homeless people trust them; they are in a better position to assist them in addressing their homelessness.

3.3.5 Theme 5: Exploitation of the homeless by the public and private sectors

3.3.5.1 Sub-theme 5.1: Exploitation of the homeless by government officials, ⁵non-profit organisations' staff and the media personnel

The exploitation of homeless people by the government officials, NPOs staff and the media personnel question their level of transparency and accountability in addressing homelessness (Gwarinda, Taylor & Masango, 2015:129). In addressing homelessness, Gwarinda et al (2015:126) emphasise that NPOs' staff represents the interests of the donors in preference to the service users. One of the participants described how homeless people are taken advantage of by different stakeholders' who had pledged to offer them support and services below:

Homeless people get exploited by the very same people that claim to be caring for them. When I say very same people, I mean number one; the government institutions, government stakeholders which is now NGOs, NPOs, CBOs and including churches [FBOs]. How they are exploiting people - like people will come to a public park and they will find a whole lot of homeless people there

⁵ According to the NPO Act 71 of 1997, Non-profit organisations (NPO), is a trust, company or other association of persons, such as non-governmental organisations (NGOs), faith-based organisations (FBOs) or community-based organisations (CBOs), established for a public purpose and the income and property of distributed to its members or office-bearers except as reasonable compensation for services rendered. NPOs are not established to generate money as the services rendered are free for the development of communities. The concepts NPOs, NGOs, FBOs and CBOs are used interchangeable in this study.

and make them sign papers and take pictures and make videos. The following day when I open their website I find all the things that are written on the website about the homeless people, that is the same way they ask for sponsorship and donations from other people but at the end when they get all those things, none of the homeless people gets a dime of any of those things that they have received. Firstly, if it is material things, they sell it and if it is cash it goes into their banking accounts and they even forget that they got sponsors because of the pictures and videos - that is what I mean about exploitation. In plain English, it is slavery. They use homeless people but at the end they do not share with us the resources and that is the problem. I do not want them to give everything to homeless people but just share.

The above participant's expression emphasises the aspect of the transparency of NPOs in providing services to the homeless people. Addressing homelessness may be attributed to the presence or absence of a specific programme, intervention, or other outside force facilitated by NPOs (Parsell, Tomaszewski & Phillip, 2014:298). The NPOs accordingly have an important role; the legitimacy of that role can be questionable, provided that several service providers are not democratically constituted and often lack transparency and accountability to the service users they claim to represent (Gwarinda et al 2015:121). Shava (2019:133) emphasises that NPOs need to establish transparent structures to uphold accountability and steer capacity building amongst them and homeless people as service users.

Allegations levelled against NPOs are also related to unfair treatment of homeless people, withholding of donations, such as clothing and blankets for the homeless people, and preferential treatment for foreign nationals. One of the participants expressed his experience with the service providers for homeless people as follows:

I like to be treated as a human being... everyone wants to be treated like a human being, not like animals. You see the organisations get sponsors through us, they get a budget and everything, but they give us [homeless] on the street dry bread and those things are ours and not theirs. Every time before we eat at organisations, we have to register our names so that they can get sponsors and when they get sponsors we do not benefit... they are only using us, all the organisations... they get sponsors in the name of the homeless people but we do not benefit. If you go to them and ask for a shirt, a trouser or whatsoever, they will tell you there is nothing but if you go to their store rooms, you will see the clothes... but then you people from another countries coming in and able to get clothes.

The participants' explanation is consistent with the observation that established interventions to assist homeless people encounter several challenges, such as allegations of mismanaging resources meant for homeless people (Mayor, 2009:4; Shava, 2019:128). There is often a significant assumption that NPOs represent their service users and hence have a mandate to make representations or demands to the donors or funders on their behalf (Rhoades, Wenzel, Rice, Winetrobe & Henwood, 2017:126). Therefore, it can be contended that homeless people are subjected to homelessness intervention as passive service recipients (Parsell et al 2014:299).

Media is one of the primary ways that the public gain information concerning phenomena outside of their typical life experience, such as homelessness (Donley & Gualtieri, 2017:226). Individuals experiencing homelessness are regular consumers and contributors to the newspaper, radio, or television media (Zufferey, 2014:533). One of the participants was sceptical concerning the attitude of media towards the plight of the homeless people, as explained in the extract below:

In terms of our media when they want to know things, you know we are sitting with a media that only publish what is sellable. The only reason why we see ourselves in media today is because of our [homeless] people who died, if nobody had died, we would not have been in the media. Yes, they came when we started fighting with the system and that is when they showed up because that is the kind of action that they want – negative action but with positive action they are not interested.

With the above concerns raised by the participant, Best (2010:76) pointed it out that the media personnel look for 'pegs' of the topical events that provide an opportunity for broader, more long-term coverage and commentary. Zufferey (2014:525) is of the assertion that the media discourses are engrained in the power relations that promotes particular constructions of individuals defined as "homeless" which come to be accepted by the public as "the truth".

For instance, homelessness service providers are often constructed in the print, radio or television media as experts or saints (Zufferey, 2008:361) and on the other hand, the homeless people are not completely deprived of a voice but are limited to the devalued voice of experience (Schneider, 2011:71). When a concern is not reported as a problem requiring societal action, the media personnel are prone to

report on its causes or potential solutions (Best, 2010:75). Zufferey (2014:526) contends that “the silences, such as ignoring structural homelessness causes, and asking questions, such as ‘whose voices are invisible’? and ‘who benefits’? from media representations of homelessness, are just as important as what is reported in the media”.

3.3.5.2 Sub-theme 5.2: Impediments to effective involvement of participants in addressing homelessness

Although some participants are actively involved in addressing their situation of homelessness, but they often encounter impediments that often hinder their involvement. It, therefore, becomes difficult for them to exit homelessness. Rota-Bartelink and Lipmann (2007:256) emphasise that homeless people in need of support often find it difficult to participate in the homelessness interventions established to address their needs because of the intricacy arising from the division of powers from the service providers. Some of the impediments to the effective involvement of the homeless people in addressing homelessness are emphasised in the extracts below:

You try to knock on doors, like I say we have an organisation that is trying to address the grievances of homeless people but that perception [generalising, labelling and stigmatising homeless people]. This negotiation for a shelter has been taking long but that very perception. Mind you the municipality is part of government but that negative perception about homeless people. It has been long that they have been negotiating for a shelter, a basic thing [emphasising]. And now I suspect why they are positive now, it is because of the deaths [of murdered homeless people by a serial killer], they feel the pressure because of the deaths. We have even said... even highlighted to say one more death you are liable. If any homeless person dies, it means you will be liable for that life, consciously or unconsciously you will be liable. Here we come, we are saying give us shelter for security, you are saying no, yet you know there is lack of security. Lack of shelter perpetuates the outcomes that is the deaths, like they announced that today [20 June 2019] a fiftieth body of a homeless person was found. We do not know when it will stop, should they have addressed this thing taking it into consideration right at the beginning to put those people in a secure place, we would be talking something different. So that is the challenge we have and the perception itself makes it... it affects you negatively as you attempt to address the grievances and concerns of us as homeless people.

There are no empowerment centres at all, where people can go for empowerment, when I say empowerment, I mean in all aspects of life. First of

all, personal empowerment like mentally, spiritually, and physically empowerment. And then there is also financial empowerment... economic empowerment. Empowering people economically, meaning supporting people with what they need in order for them to be actually live a normal life. And also, to empower them to sustain themselves, like you meet a person on the streets, instead of thinking this one needs a shelter or all of that it is better to listen to that person and then empower him. Probably establishing, discovering, and confirming identity because I believe identity brings purpose, and purpose can guide us to positive directions. Help a person, empowering a person, actually visualise his own life and the life of others but it needs to be at a certain time you actually productive with his own life.

The extracts affirm that individuals experiencing homelessness are amongst the most vulnerable and socially excluded, and they often find it difficult to access the necessary services they need (Moya, Chavez-Baray, Martinez, Mattera & Adcox, 2018:107). Parsell et al (2014:298) contend that homeless people's expressions of agency are firmly entrenched within their lived experiences, which include their imagined futures and appraisals of their perceived options in the context of the interventions and resources available to them. Handin and Wille (2017:38) emphasised that homeless people have insight into the resources they require to exit homelessness and can be partners with service providers in the development of the needed interventions. Without the involvement of the homeless people in policy development and service provision, there is a great risk that an enormous aspect and unique understanding of what constitutes effective service delivery is being curtailed (Phillips & Kuyini, 2018:1096).

Individuals' negative perceptions of the homeless people may also hamper service delivery. For instance, the negative perceptions by service provider's practitioners concerning the homeless people as criminals and a lack of respect for the homeless people may create challenges in providing services (Prinsloo & van der Bergh, 2017:43; Phillips & Kuyini, 2018:1100). The extract below illustrates how the negative perceptions towards the homeless people are prone to hamper service delivery:

The perceptions of the people who are supposed to help us because they are the owners' entities. They hold the resources that can make a difference as far as this challenge is concerned. So that is why I am aiming at them because they are the tax collectors. In fact, those resources do not belong to them, they are there as their role is to manage as leaders. A leader's role is to serve the people

who have given him the mandate, they are the holders, the ones who control the resources more especially the financial resources but their unwillingness due to their perceptions to come forward even to listen... just to listen to our grievances then it discourages you as a person who wishes to resolve issues of homeless people.

The participant's explanation reveals the hindering factors that discourage homeless people with effective involvement in addressing homelessness. The discriminatory behaviour and negative perceptions concerning homeless people present a moral and ethical dilemma amongst service providers (Phiri & Perron, 2012:160). Islam (2014:194) contends that the service providers' negative perceptions prompt questions concerning the lack of improving development ownership of the homeless people. Keating and Thrandardottir (2017:135) caution that an increase in the mistrust of service providers by homeless people can lead donors to take their resources elsewhere, with potentially devastating consequences.

3.3.5.3 Sub-theme 5.3: Challenges with the corruption amongst government officials

Homeless people are often affected by corruption. Lough (2008:540) describes corruption as a void in the government systems whereby the homeless people are already victims of injustice and inequality. Corruption causes practical problems and frustrations in the day-to-day lives of the homeless people as they do not have access to basic services (Orjuela, Herath & Lindberg, 2016:152). Orjuela et al (2016:152) contend that corrupt government contributes to increased inequality as resources have deviated from programmes meant to benefit the homeless people. It is undeniable that corruption creates an atmosphere of helplessness, mistrust, and isolation, further limiting perceptions that homelessness can be addressed (Jamal, 2019:89; Lough, 2008:533).

Some participants reported that certain government agencies are often unresponsive and corrupt do not listen to their needs on the basis they are homeless. The participant's frustrations are captured below:

The challenges that I am facing is the ignorant government. That is the biggest challenge, you are sitting with people in offices that are ignorant about the

challenges of people even though if you come with solutions, I don't know how people are benefiting from people being on the streets. It is only a logical thing that comes in my mind, why people are so determined to keep people on the street, you go to people and say you know what I am trying to fight this thing because it is not good for us as people, so I need your support in this and that and there is no support at all.

The corrupt [government] system was designed to only favour certain groups of people, so if you are not part of that group of people you will never get anything, and you will never get anywhere. Unfortunate as homeless people, we are not part of that system but at the same time by fighting the system, I refuse to be part of the system and I refuse that system to control my life because I can see it is not benefiting me or other people that it should be benefiting.

So, it is challenging to stay true to yourself and others while you are homeless and fighting the system. And it is the corrupt system that we have in our country that is making life very difficult while it was supposed to be easier.

One of the biggest challenges again is that our system does not cater for individuals, so if I am homeless, I am an individual and I go to our government, they will ask me who is representing you? We have stakeholders, we have organisations and they do not do anything at all. So, it becomes a big challenge.

When I say certain groups of people, the government only favours the people they can get something from them. It is only the wealthy people that will be protected and will be allowed to walk in and out of their offices on a daily basis, and politicians and certain other private institutions and other organisations that are willing to do what the system wants them to do which is corruption, fraud and all those things.

The extracts reveal that homeless people often lack interpersonal skills. They are suspicious of individuals they do not know, including service providers. It takes a great deal of time to build a relationship of trust (Rota-Bartelink & Limpmann, 2007:252). It is important to consider homeless people' first-hand accounts in preference to focusing exclusively on broader, external forces not undermined where they observe themselves, their immediate challenges, and their actions as solutions to their problems (Parsell et al 2014:302). Conversely, the absence of accountability in government agencies, NPOs, corruption prevails, and homelessness persist, as the homeless people are not able to effectively hold the homelessness service providers accountable (Shava, 2019:123).

3.3.5.4 Sub-theme 5.4: Sabotage of participants' efforts to address homelessness by NPOs

Civic movements, such as those driven by NPOs, are often perceived as an important main to addressing societal concerns, such as homelessness. Participants have a different view and contrary experience from that of the general public that NPOs have an important role in the support of a broader range of development activities, such as those addressing homelessness (Munisa, 2010:606). The participants reported that certain NPOs often sabotage their initiatives to address homelessness, as explained in the extracts below:

We often experience and stumbling block from certain NGOs. There are certain NGOs with leaders who have twisted mind-set. They think that if they can address and eradicate street homelessness their NGOs will no longer be useful... forgetting that homelessness will never end, each and every day there is a person who comes to town [Tshwane CBD] and he might be desperate and become homeless. The challenges that we face most of the time is NGOs. And ... we lack resources on the street, let's say for instance there is a meeting of people who are trying to address street homelessness in Centurion, I am just a person, I do not even have R20 to buy a train ticket. These are some of the challenges I face and let us say I want to printout some letters and I do not have a computer or a printer.

Let's say homeless people now mobilise a march and go to government offices to demand a shelter... after they have marched because they are homeless people NGOs will just come and say we are representing the homeless people and the government officials obviously will take the side of somebody who has a legal entity, somebody who wears a nice shinny suit and a tie and stuff. NGOs most of the time in terms of shelter... we might demand a shelter as homeless people and another person come and say I am representing the homeless people and after the person get the building it is no longer for the homeless people.

As I have said the lack of resources, particularly administrative resources... NGOs are using their capacity to go and hijack some of our movements on the street. Now there is a homeless people movement on the street that is fighting for a shelter. We just got a building yesterday [20th June 2019], and if we are only homeless people and another NGO claim to support us... immediately when the MEC says I can give homeless people a building, NGOs are going to hijack the building. One thing I know NGOs have been hijacking a lot of buildings in the name of homeless people and at the end they do not use the building for matters of street homelessness.

The participants' encounter with various stakeholders contradict Shava's (2019:124) assertion that the role of NPOs in addressing homelessness remains important, as they fill divergences by complementing government interventions. NPOs are not typically motivated by profit, which is not established by the government, although in some cases NPOs may receive funding from the government (Munisa, 2010:606) because they need funding to survive and fulfil their mission (Kaloudis, 2017:86). The ignorance of the homeless people by NPOs in developing policies and guiding documents in providing services may result to mistrust and competition with the homeless people for resources instead of collaborating in addressing homelessness (Prinsloo & van der Berg, 2017:33). Homeless people are misrepresented by the NPOs to acquire resources which in turn homeless people do not benefit.

3.3.6 Theme 6: Social work intervention with homeless people

Social work intervention intends to enhance the well-being of all individuals and pursue social justice. Social workers are trained to operate and foster change at multiple levels of practice (Moya et al 2018:102; Abbott, 2017:532). For instance, social workers intervention may involve addressing the homeless individual's immediate needs and linking to agencies that can provide long-term support (Australian Association of Social Worker, 2019:6). Social workers can provide and assist with access to resources and programmes to enhance coping and provide support to vulnerable individuals, such as homeless people (Abbott, 2017:532). Therefore, in addressing homelessness social work intervention should be aligned with the uniqueness of the homeless people based on their capabilities, strengths, readily available resources and needs.

3.3.6.1 Sub-theme 6.1: The participants' understanding of the social work profession

The social work service is characterised by disadvantaged individuals often excluded from meaningful participation in society including employment or policy development (Chibonore & Chikadzi, 2017:11). It was contended that the perspectives of the homeless people concerning understanding the qualities of the social work profession was ignored by social workers, service providers and policy developers (Kam, 2019:2).

The participants' perspectives on the understanding of the social work profession are important in developing relevant and effective social work interventions or services. The participants' understanding of the social work profession may derive from their experience of interacting with social workers or what they may have heard concerning social work services. One of the participants views concerning the social work professions is illustrated in the extract below:

To me social work is a calling. When I hear the word social work, I see it as a calling not as occupation. I see it as a calling because social workers are directly working with human being, they are working with lives, depending on how they are handling it and how they are performing their jobs. You can either save or destroy life. That is why I am saying it is a calling, it is not meant for everyone, it is for a person who loves him or herself and loves other people and willing to put other people above him or herself. Always go out and put people first, every decision that he or she makes thinks of others first. That is the work of a social worker and that is how I see social worker, and the reason why I am saying that I have a long relationship with real social workers ever since I was a child. They helped raise me, they were always there for me even when my own parents were not there for me but that was in the mid-90s towards the early 20th century. It was when people were still really serious about their jobs and caring about the wellbeing of others.

The participant's explanation supports the assertion that social work profession as a calling is when an individual is committed to work that that serves a purpose beyond the self (Cohen, Duberley & Smith, 2019:327). Social work as a calling is characterised as a meaningful work intended to impact people's lives positively (Cardador & Caza, 2012:341; Kaminsky & Belcrend, 2015:384). The participants commend unmotivated social workers because of income but display passion and commitment in their profession (Kam, 2019:7).

The participants' understanding of the social work profession is determined by their needs, as the extracts below illustrates:

A social worker to me with the little that I know is more like a representative of social development [Department], a person who deals with social ills, that person for instance, let me say if I am homeless... a social worker can help me with a shelter and like even in social development. For me to go to social development [Department of Social Development] and get some assistance, I need a social worker's report. So, social workers according to me are people who deal with social ills such as homelessness and poverty.

For instance, if a homeless person comes like there are shelters around, then the person approaches a social worker. A social worker will make complete an intake form and after that he or she will refer that person to a shelter, or in terms of someone who is a substance abuser to a rehabilitation centre.

Social workers are people who come only to try to help us with some of the social problems that we are encountering daily. They are more involved and interested in the social problems that people are facing, they are involved in participating in solving social problems.

A social worker is someone who has, I suppose, therapeutic qualification background and someone who helps the disadvantaged. A social worker is someone one can be trusted with confidential information.

A social worker is someone who helps people who are disadvantaged. They help people emotionally, with food and shelter...

I first knew about social workers when they came to Brown street [Pretoria central] and told us about their services that we homeless people can use.

... because I have worked with social workers from orphanage homes their role is to help people and protect people from doing bad things. Social workers even their role is to try and guide us that what we share with them is confidential.

The participants' extracts support the assertion that social work is an assisting profession with a commitment to improving the lives of people, especially the marginalised groups, such as the homeless people (Chibonore & Chikadzi, 2017:1). Therefore, individuals approach social workers because they need assistance with access to resources that will enable them to better their lives (Hyslop, 2011:416). Moya et al (2018:115) contend that the central principle of social work is to assist individuals in need and address social problems, challenge social injustices, respect the dignity and worth of the homeless individuals, and reorganise the central importance of human rights.

Resulting in a perceived lack of action by social workers, some participants became disillusioned and inevitably question social workers' determination to "fight" for the rights of homeless people. The participants emphasised that social workers should be there to ensure that homeless people' needs are met. The participants' frustrations are shared in the storyline below:

Social workers are not there to ask people how are you, how was your day... it is more than that, it is about taking action and making sure that homeless

people' needs are met and to me that is the real social worker, it is not about pen and paper and sitting in the office and busy on the computer. It is more about the lives of the people, doing what people cannot do.

The only thing with social workers I have encountered is that most of the time it is just information on how I am facing street homelessness, you need to go to that place and that place, and you can do this. What I am saying is that theory, people are just talking but there is no action... I was expecting social workers to be by our side every single day when we go there and fight the system that keep us on the streets, but they do not fight with us. I just feel they do not care the way they are supposed to be caring for homeless people as social workers. I believe with them on our side more people will listen because they are social workers. People are expecting social workers to know how to deal with situations like this, but we do not see them on the ground.

From my side social workers do not help, they do not help my wife, they do not help my child... actually they help us with nothing, I do not know about the other homeless people... Social workers will lose credibility due to failure to articulate their roles and functions in addressing street homelessness.

A social worker must start with him/herself to really understand what she/he is doing... I heard people are social workers but when you ask them questions why did you chose this job; I was told they want to help the homeless people and then I asked how are they going to help?-Social workers said they will help by giving-homeless people bread and tea, and you then ask them is that what a social worker should be doing? ... I think being a social worker is more than giving tea and bread to the homeless people...

No because... no bra [social workers] they do not have to know your personal life, if you are in crap, they will put you in more crap, you know what I mean. It is like that, me I got nothing to do with social workers. I do not need a file, I do not need nothing with them, rather than that they will stab you in your back.

I mean ... social workers will put you in kaak [trouble] by reporting you know what I mean... they will say this guy is on drugs, he is doing drugs, and this and that. No, my friend, I stay away from those people [social workers], they do not have to know much about me.

Other social workers take your ideas and run with them, yes, it is good to take other people's ideas but also come back and contribute to their lives with those ideas.

The participants' above excerpt supports the assertion by Kam (2019:10) that social workers should not merely stay in office and encounter the computer to do their work but must be visible and accessible to the service users. Consequently, the main task of social workers is to assist homeless people to overcome the barriers that prevent

them from achieving their goals (Grundelova & Stankova, 2019:12). The participants' views concerning social workers affirm the assertion that social worker's support that fails to go beyond words is unhelpful (Chibonore & Chikadzi, 2017:11). McLean (2016:93) further adds that defaulting on a commitment may damage social worker's relationships with homeless people and may prompt the disillusioned homeless people to distrust those social workers following a commitment. The participants are tired of social work talks without action.

One of the participants emphasised that social workers have to be honest with themselves, have a smile and appreciate the homeless people as it will create a conducive environment for homeless people to be open to talking with social workers. The participant views the social workers as professionals one should talk to as illustrated in the storyline below:

Social workers...they have to be honest with themselves and also have a smile, appreciate the homeless people because sometimes as a human being you cannot give what you do not have. It is important how you [social workers] present yourself to homeless people and they may be open to talk because of... your honesty, your face, and the way you talk...

The above storyline supports the assertion emphasised by Gaughan and Garrett (2011:268) that the image of the social work profession is not merely a cosmetic matter. Instead, a positive image potentially contributes to the confidence and effectiveness of the profession. The positive attitude embodied by social workers, such as honesty, may increase homeless people' trust in social workers and predict whether they will be approached for assistance when necessary (Kegan, 2016:323). Certainly, through honesty and trust, social workers can recognise the core of homeless people' needs and create an opportunity for cooperation which further improves the effect of social work intervention (Hsieh & Ku, 2018:1020).

It is concerning that one of the participants did not know about the social work profession, as indicated in the extract below:

I do not know how social workers' work; they will have to explain to me about their services. But those ones who know about social work services they told me social workers help with a place to stay, however people on the street say different things about social work services.

The finding above could indicate that social work as a profession is not well marketed or homeless people are not involved in developing programmes to assist them. The lack of coordinated efforts can also be ascribed to unawareness concerning the services provided by social workers (Prinsloo & van der Bergh, 2017:33). Conversely, often homeless people are not asked for information or their information is ignored as not important in the development of programmes to serve their needs (Handin & Wille, 2017:45).

3.3.6.2 Sub-theme 6.2: Participants' experiences of using social work services

Social work services are prone to encounter service users who may either be satisfied or unsatisfied with the rendered service. Perlinski, Blom and Moren (2012:525) emphasise that the relationship between social work providers and service users is central in understanding the effectiveness of social work. The more social work is perceived positively, the more prone it is to gain support for its programmes and to have its service utilised (Gaughan & Garrett, 2011:268). The participants' experience of using social work services are demonstrated in the extracts below:

I can say the reason I am who I am today and doing what I am doing is because of that social worker. She was there for me 24/7 [throughout] even when my own mom was not there for me. Her counselling was effective, and even the way she used to guide me, you could feel the love and the care in that discipline and she really made it a point that I know she cares for me, she showed it in all aspects even with her personal resources, sharing with me her house and showing up at court when I was prosecuted as my parent was? or parents were not there. She went all out for me; we had a very good relationship and unfortunately, she is not there anymore today. That is why I respect social workers because of what that woman has done in my life. She really lifted all her expectations when it comes to social working.

... let me speak about social workers from the Gauteng Province., They have been very supportive in terms of... like me and my friends from the street whenever we find a woman who is homeless we do not hesitate or waste any time, we took them to the provincial social workers. They help us with placing them in relevant shelters around Tshwane and even in terms of us homeless guys, the provincial social workers if you want to go home, you go there to them and they will write a report and if you go to another office [of Social Development] with the report they will give you transport money. And the last

time when we were invading another building, the social workers helped us in filling another form to go to the food bank Tshwane [in the CBD?], so they gave us food. Social workers are helpful in referring us to relevant places [such as drop-in centres] because our problems are not the same.

Social work services are beneficial, if I want to go to the hospital, for example they want an identity document [ID], if I can go there with a social work referral letter when I get there they won't ask to many questions. And another part is that when I want to apply for an ID and I do not have money; I go to provincial social workers and when I get to the Department of Home Affairs [DHA], they will help me with an Identity Document.

The above extracts demonstrate that service user's relationship with social workers represent one of the few long-term and trusting relationships homeless people may have developed (Oliver & Rebecca, 2014:653). Phillips and Kuyini (2018:1108) indicate that social work services benefits include a renewed sense of hope for the future and feeling worthwhile. The social work diverse services are commended because of the results the homeless people benefited from as explained in the extracts.

A dissenting voice came from two participants, not in support of providing food to the homeless people as illustrated in the extracts below:

I do not know, feeding the homeless people broer [my brother-referring to the researcher], I think it is very wrong. I do not go to any phakaphaka [feeding schemes or soup kitchens] to get food, I do not eat their [social workers] food whatsoever.

You make them [homeless people] lazy broer [brother], from here they run to the next centre on the other side, from that church to that church, to Sunnyside... my life is not to run after phakaphaka this side and that side, no. Every person has a story, for me I am not a beggar, I know what my situation is, I do not have real friends, I talk to no one and I sleep alone.

The participants' views and observations are inconsistent with the assertion that social work service provision creates dependence and fails to deal with the root homelessness causes needs to be challenged, such as food schemes (Chibonore & Chikadzi, 2017:16). Reeve (2012:34) maintains that individuals need to eat, and it should be prioritised. Conversely, the fear of being observed as needy and dependent by other individuals may discourage homeless people from using social work food schemes (Burns et al 2018:179). Such a negative perception often

associated with receiving charity may contribute to further isolation and food insecurity amongst the homeless people and lead towards employing illegal and unsafe food sources, such as digging in dustbins for leftovers (Crawford et al 2014:76).

Most of the participants became discouraged by using social work services because they established the services as unresponsive to their needs. The negative reactions towards the lack of social work services are illustrated in the following extracts:

So when I approach a person and try and present my challenge and he or she is unable to help me, I quickly close the door and look for other alternatives like now, I am saying when the social worker I approached regarding financial assistance to finish my qualification said she could not help, I am a spiritual person, I went and prayed about it. Then, the Holy Spirit directed me that I must write an email to the Dean of the college of accounting sciences and those are the alternatives I am talking about.

I am currently not getting any support from any social workers. It has been a while we have talked, even just to sit down and everything, we do not do that anymore ever since I have started fighting against street homelessness... I have made a whole lot of enemies with a whole lot of people. Thought people would love me because this is the right thing to do, but it is exactly the opposite. A lot of people, including social workers have stopped talking to me and that is why I am saying I do not have the support from social workers at all.

I was hurting every day because I had to go and take the treatment without eating... it felt like I am using something that will never help me. It was like I am taking the treatment without following the doctors advise, so I had to stop taking the treatment. When I informed them [social workers] that I am going to stop taking the treatment, they said that it is my life, and they cannot force me to take the treatment. I had to make the decision to stop taking the medication because it is my life because at the very same time ... if I stop taking the treatment I will allow the disease to be more dangerous than before and also taking the medication without eating proper food had a bad impact on my health.

Social workers are just there! [they are not doing anything] One thing I know is that they do not help us, they do not want to help us. They always tell us that the government does not fund them to help homeless people. We know there is a budget for homeless people... my mother was an ANC [African National Congress] member and used to tell us. The government is giving City of Tshwane money. Cape Town as well, they get something, all where there is homelessness and we do not get nothing. People that give us something are churches... outside churches. You cannot rely on social workers.

I have realised that the homeless people are the ones who are helping the social workers... that is what I have realised because social workers do not, yes, they went to school to study but practically they are not doing their job as social workers. You find a homeless person giving a social worker what to do, then what is the job of a social worker if a homeless person can give them things to do.

Provided the above extracts, for those homeless people who receive inadequate social work services view it in a negative light (Chibonore & Chikadzi, 2017:11). Consequently, homeless people are sensitive with the service they receive and if it does not meet their needs, they become negative towards it. Providing meaningful social work services is necessary for homeless people to realise their immediate and long-term needs (Parsell et al 2014:316).

The participant's lack of confidence in social workers is concerning as it questions the relevance of social work practice in addressing homelessness. Participants expressed a lack of confidence in self-reliant social workers in the following extracts:

I do not know, these days there are no real social workers.... I think I am more than a social worker myself [laughing], but anyway I stay... I do not want to involve myself with social workers, I stay by myself, I stay away from social work things, I stay far away from them, I do not want people to be involved in my business.

At this moment I do not think social workers are that easily reachable ... but to make it a little easier from the social workers' side is to show the person that there is help and that is where the trust will also be build.

... they [homeless people] are not supposed to be sleeping on the street because I feel like people's right are already been violated and a lot of homeless people are being exploited on a daily basis on the street and we have social workers that are looking the other way. I am talking about social workers even from the department, from government [Department of Social Development] that are working directly with people they do not show up.

The participant's extracts support the assertion that service user's participation in developing social work programmes can improve their self-esteem and self-sufficiency (Phillips & Kuyini, 2018:1111). Whereas, social workers are considered by Zufferey (2014:533) as advocates for social justice and the disadvantaged in society, such as the homeless people, for the participants' social workers are not reachable, assumed absent in addressing the needs of the homeless people.

Social workers' lack of trust in participants may hamper their rendered services, and participants do become aware of that and start losing confidence in social workers:

Some of social workers have a stigma of thinking if I take this homeless person's problem... maybe he is telling lies because he is using substances, let me say I have a financial problem and I explain to the social worker and I need help with an ID [identity document], some will have suspicion that this person wants the money to go and buy drugs. They might be good in theory but when it comes to action in assisting me to get that ID they failed.

Trust concerns may complicate forming emotional supportive network (Schrag & Schmidt-Tieszen, 2014:325). The concern of trust is important for social workers (Keating & Thrandardottir, 2017:135) and when trust is established with homeless people, social workers and homeless people have the opportunity to get to know each other and collaborate efficiently (Kosny & Eakin, 2008:161).

3.3.6.3 Sub-theme 6.3: Participants' reluctance to use available resources

Homeless people are reluctant to use available resources for diverse reasons as they may have experienced bad diverse forms of social work interventions in the past (Maesele, Bie & Roose 2013:625). The decision of that homeless people reluctance to use resources should be respected. It is, therefore, important that all the diverse social work interventions should be marketed and made accessible to every individual experiencing homelessness.

Unfortunately, some female participants opted to retain their freedom by living on the street, wash cars and receive money to feed her *nyaope* addiction. The participants' reluctance to seek assistance is explained in the extracts below:

I do not think they can really help us, the life on the street is somehow... when they place you in a shelter, shelters operate on time, what happens if you did not manage to get money for drugs while in a shelter... you see you will be causing trouble in the shelter. I do wish to stay in a shelter but there are rules that I would not be able to adhere to like times of locking the gates, times for waking up... I want to be free and that is why I am on the street; I like being free.

I think a shelter would be fine for me if I am ready to quit using drugs... while I am enjoying using drugs and I want shelter because on the street they beat us and it is not safe... what happens when I go to the shelter while the gates are

locked, you see I am going to be crossed while I am the one who asked them to place me. What is challenging about staying in a shelter is timing.

The participants' extracts resonate with the assertion that failure or difficulty to adhere to rules could also be a barrier to stay in a shelter (Burlingham, Andrasik, Lavimer, Marlatt & Spigner, 2010:170). Shelters need to be more flexible and accommodative of the homeless individuals' needs and should not be imposed on service users but instead developed in collaboration with the service users. Another participant is aware of what she needs to do to receive assistance as demonstrated in the following storyline:

I think social workers will not be able to help me until I help myself. I have to change my mind set and it is when they can help me because now they can come and convince me to go to rehab [Rehabilitation centre], I will go because I will be convinced but when I get there I will want to discharge myself... I can only be helped when I am ready to be helped.

Considering the above participants' account, change can be effective when the homeless people are ready for it. Conversely, another participant is of the observation that social workers should reach out to the homeless people to avoid wasting time in queues waiting for assistance whilst they can be making money. The street outreach is viewed as necessary by the participant because it can reduce queues and it is even more convenient to the participant as denoted below:

At the church centre there is this thing [programme] called COSUP⁶[Community Oriented Substance Use Programme], I think that to physically make it more reachable they should make effort to get more people involved into the programme. For me to go and sit there for an hour to wait to see a social worker is a waste of money, I can make money in that time, so that is why I am saying like you coming to me now to talk to me, yah! that is a better way than sitting

⁶ According to de Bruin (2018), COSUP is an initiative between the University of Pretoria's Department of Family Medicine, the City of Tshwane (which funds the programme), and the Gauteng departments of Health and Social Development. As a partnership initiative COSUP respond to the prevalence of substance use in communities around the City of Tshwane (Lebogo, 2017). De Bruin (2018) contends that the COSUP intervention reduce the harm related to substance use and the burden of substance use on individuals and the community and educate communities about substance use.

and waiting for homeless people, yah! you have a problem, come, I will sort you out if you come, no, that hour is money to me...

The participant's extract supports the assertion that homeless people do not have time to go to where available resources are located as they often avoid spending time in queues and prefers social workers to reach out to them on the street. Likewise, Stones (2013:159) identified street begging for money as a factor associated with homelessness and it is often prioritised by the homeless people to generate income for survival. Street begging is described as an act of asking for money by either homeless or poor individuals (Thomassen, 2015:98; Bukoye, 2015:326). Street begging for money constitutes another form of available resources and social interactions exist that homeless people often prefer to invest their time in (Thomassen, 2015:96).

Another participant does not observe prospects of utilising available resources or neither collaborating with social workers because "time is money". The participants' observations on the reasons why it would not be possible for social workers to collaborate with homeless people are shared in the following extract:

Social workers will not be able to collaborate with us... you know our problem is money. We want money every day, if they come to address us about something, there is no way that we will give them time. When they come and ask for 15 minutes and promise us for that 15 minutes, we will get money... yah there we can give them our time, but when they just come without anything, they will be wasting our time. We do not have time to listen, we have time to go and hustle.

The participant above values time; more time should be spent on hustling for money in preference to collaborating with social workers as they do not offer money. Homeless people resort to "hustling" for money through begging or parking cars, providing a cash income for their immediate and urgent needs that cannot be satisfied by collaborating or approaching social workers (Stones, 2013:158). Stones (2013:158) maintains that begging as a form of survival is used primarily as a means of supplementing income and assists to ensure that basic survival needs were met. In line with "time is money" there is significant dependence between the personal income of hustling (begging) and working hours put in by the homeless person for hustling (Malik & Roy, 2012:194).

3.3.7 Theme 7: Participants' perceptions of collaboration between social workers and participants to address homelessness

3.3.7.1 Sub-theme 7.1: Suggestions for social work services

Social work services are prone to serve service users who, to having various unmet social needs, are experiencing some violated rights, such as access shelters or health concerning requiring immediate attention (Doostgharin, 2010:561). One participant suggests that social workers should not be resting on their laurels whilst there is homelessness, but they should advocate for the rights of homeless people until their needs are addressed. The participant's views are encapsulated in the following extract:

When I am saying social workers do not care, is that social workers are not supposed to be resting at all, not while we are sleeping on the streets, especially when we know that our country has more than enough resources for everybody and we are not supposed to be on the streets. We all know that we have seen the budget, we have seen the resources, it is just a matter of somebody taking responsibility

The extract supports the assertion by Juhila (2008:268) indicating that advocacy is considered necessary on behalf of vulnerable individuals concerning intimidation by social exclusion or mistreatment by the general population. Advocacy is a critical vehicle for realising social work's commitment to social justice (McNutt, 2011:397; Chereni, 2017:507). Chibonore and Chikadzi (2017:2) contend that advocacy does not automatically involve direct provision of services but the enabling of environment, facilitating access to services by those who need them. Concerns, such as scarcity of resources and a lack of collaborative efforts, often hinder the practice of effective advocacy (Chibonore & Chikadzi, 2017:1).

Homeless people should be treated with respect as individuals of worth and dignity. One of the participants advocates for honesty. The participant's extract is denoted below:

... what I am saying is that when social workers have an event, they should make sure that it is done properly, they should make sure the food is proper that they are not sending homeless people to go get sick. Or giving homeless people stolen clothes, rather the clothes should be from people who donated things like

that. I recommend honesty, ...from social workers when working with homeless people... honesty is the only benefit one can have.

The participants, excluding the aforementioned, affirm that each human whether homeless or not holds the potential to be a dignity encounter, therefore in an interaction dignity comes to the fore and may be either violent or promoted (Jacobson, 2009:3). Homeless people expect social workers to be honest and regard them as human beings worthy of dignity by providing appropriate service, instead of treating them as passive recipients (Hsieh & Ku, 2018:1016).

Homeless people develop their attitudes towards social workers based on their interaction with them (Kegan, 2016:336). An appeal is also made for social workers to refrain from raising the hopes of homeless people through false or unrealistic promises as the participants explained in the extracts below:

Social workers should not make promises that they cannot keep. If you can offer a cold drink and you cannot give a champagne, you must make that person know... here is your cold drink... I cannot give you champagne. It is very weird lying to homeless people...

...if you say to the homeless people, we heard of this building being renovated for the homeless and then you hear social workers saying that is where we are taking you guys, and two years down the line there is nothing... social workers still say the same thing to the homeless guys that is not going to work...

I am a qualified painter with certificate and social worker told me I should not worry I am going to be helped and till now nothing happened. You cannot rely on social workers... they are just making empty promises.

When they [social workers] come to you, they ask what you need, and you tell them what you need and when they are away from you, they do not worry about you anymore. They just come to fill their papers to show maybe bosses or supervisor that they have worked. What they promise they do nothing about it, so we cannot rely on them.

It would be helpful if social workers keep to their promises. They should do what they are promising us, and no one will complain, they will not see anyone on the street. They must just do the honourable thing and give homeless people what they need.

The above excerpts reveal how the tendency to renege on promises by some social workers impact on the participants. Homeless people may be discouraged from pursuing assistance from social workers by not fulfilling their commitment

(Khvorostianov & Elias, 2017:410). Kegan (2016:340) contends that social workers who fail to fulfil their commitment made to homeless people may be confronted with the serious challenge of improving their professional image. By conversion, the trust and mutual understanding between social workers and homeless people are central aspects that can reduce the uncertainty of homeless people (Hsieh & Ku, 2018:1021).

A participant warned social workers against feeding the homeless as it promotes laziness. The warning is espoused in the extract below:

*Social workers should stop feeding homeless people, they are making them lazy, I told them many years ago, they should stop feeding them... obviously, you can see for yourself. They are running from phakaphaka to phakaphaka [from one centre to another to eat] on a daily basis, Monday to Sunday my broer [brother], no, they should look for money. You see this phakaphaka, these social workers and organisations do not want people to work broer, they should cut the phakaphaka out, those f*cken lazy people.*

The participant's observation supports the assertion that some homeless people are convinced that other homeless people live lives of leisure because of the 'handouts' of food they often receive (Howard, 2019:1326). According to Hudson (2016:122), living in the same frame of lack and dependency is socially constructed as laziness, although several homeless people work odd jobs, such as car guarding and collecting recyclable materials, whilst still struggling to afford food. For those service users using social work services for a longer period, the more dependent they become on the service and the more prone they are to develop critics towards the service (Phillips & Kuyini, 2018:1100).

3.3.7.2 Sub-theme 7.2: Current efforts by participants to address homelessness

Most of the homeless people are actively involved in addressing homelessness through efforts, such as civic movements with a goal of obtaining shelter. Through relationship and movements formed on the street amongst homeless people, they secure information concerning what services are available, where to secure food and other basic material items (Chamberlain & Johnson, 2011:70). Some of the efforts are shared in the extracts below:

I have joined a movement [forum] that was formed which I found here; I do not have details about it. I found that it was already established, and I joined them, then we intensified and engaged the municipality [on issues affecting homeless people]. I was part of that, and I contributed a lot, then we took our case to the municipality. More so now cause the homeless people's lives are at risk. There is a serial killer who goes around killing homeless people. So, we went to the [Tshwane] municipality, yesterday [6th June 2019] and they promised us that by Friday we will be having a place... accommodation. So, I think I have played a role there as a homeless person in organising and contributing to that particular organisation so that we become a united body and we take our grievances to the authorities in that area. My knowledge and skills help in those types of forums. You try and educate them how a structure is formed and how to engage with authorities and government. So yesterday we have done it, we took our case to the municipality and we won. They are promising that shelter will be available for few of us.

My primary role in this thing that we call street homelessness is to provide enough information to the people that are actually facing the situation and also to provide physical care, and also to lead by example, and also to implement strategic ways that will actually end street homelessness and prevent it at the same time from happening in the future. In short, my role is to completely end this madness for good.

In 2017 I organized a march to union building to hand in a memorandum to the president and that time it was [His Excellency] Jacob Zuma. In that march we were demanding a shelter which is a basic need for all the citizen of South Africa. And currently I am part of the Tshwane Homelessness Forum (THF) that is fighting to create pathways out of homelessness, and last week I was involved in a hostile takeover of a shelter in Salvakop [Tshwane central] and yesterday I was in a meeting with the MEC of Social Development (DSD) under Tshwane, where they promised to give us a building.

The role that me and my brothers are playing in addressing street homelessness is that we are trying by all means [through illegal occupying vacant buildings] to get a shelter.

I like to be active; I want to fight the people [government officials] ... they must just give us shelter. There is a guy who was killed on the street, they killed one of my homeless friends. Starting from today I want to be on the social workers' case, there are buildings that are empty... they should give us those buildings.

The participants' explanations confirm the assertion that without an improved understanding of the efforts of the homeless people to address homelessness, there is an actual risk that intervention programmes will continue with little if any value to those they are meant to serve (Gultekin, Brush, Baiardi, Kirk & VanMaldeghen, 2014:391). For this purpose, opportunities for homeless people to engage in

community forum on concerns affecting them may provide understandable and meaningful information, answer their questions, offer varying levels of engagements and enable them to engage in decision-making without feeling helpless (Monroe, Oxarart, Mcdonell & Plate, 2009:174).

Monroe et al (2009:178) describes the community forum as an outreach strategy allowing activism amongst the affected populations on concerns that hinder their development. Activism motivates potential recruits and current activists to become engaged with a concern but correspondingly influence the experiences of participants in several ways over the long-term (Rodgers, 2010:288).

Not all homeless people attempt to address their current situation of homelessness. For instance, some participants shared they do not make any effort to address homelessness, which results in drug addiction. The participants' extracts are illustrated below.

There is no role that I am playing in addressing street homelessness... I am just smoking drugs and there is no serious role that I am playing. What am I doing? I abuse drugs... wash cars and when I get money, I take it to the Tanzanians [drug dealers] ... you see I am doing the same thing every day

Oh! nothing, I have accepted that I am an addict and this is my life, I am not saying that I am choosing to stay on the street because... no, if I had a choice not to be on the street ... the addiction that I have, knowing that this addiction is what I am, I know ... it won't make me to come off the street, so it all comes back to what you choose...

The extracts suggest that the participants accepted their situation and opt to no function in addressing homelessness but instead make means to obtain money to feed their addiction. Chamberlain and Johnson (2011:65) assert that homeless people on substance abuse become increasingly focused on raising money to support their addictions. For those homeless people, addicted to substances, channel most of the time and effort on raising money for their next fix.

3.3.7.3 Sub-theme 7.3: Future roles of the participants in collaboration with social workers

The future role of the participants with social workers in addressing homelessness remains essential as homeless people believe that through collaboration their “voice” can be heard. Meaningful homeless people collaboration with social workers could offer a vehicle for empowerment (Phillips & Kuyini, 2018:1098) as espoused in the excerpts below:

In that shelter it is where we are going to create pathways out of homelessness and make programmes that will restore our brother back to their former selves.

My role is to get a place where I can sleep and that is the only thing that can end street homelessness for me.

...I want to start being active, start making the homeless people toy toying [protest], start burning things.

My role is to ensure that I maintain a clean lifestyle that I do not get involved in criminal activities, and also that I bear some sort of influence that I am not just a mess on the corner but that I have a voice of my own regardless of the fact that I am homeless.

...how I would like them [social workers] to help in addressing street homelessness. So, the number one thing from them I would like to have a lot of motivation, encouragement, and physical and mental support because I am also facing mental challenges. I am also need somebody that I can talk to from time to time and somebody that strengthen me as I am strengthening others on the streets.

With social worker help, I think they will help with policies and fight the system. I feel they will make a life a lot easier for me because they can open doors that I cannot open. Social workers have access to things that I do not, and they have access to information that I do not have access to. You know I am just an ordinary citizen, but through them, nobody can say no to them if they go out and challenge the system. Nobody can say no to them if they say; I need a room for 20 people for effective counselling and sound advice, I do not have that, I have to do that in a public park where you can get distracted, but social workers can have room for counselling.

It is essential to discover the individual capacities of the homeless people to address their needs beyond the current means of survival, considering the above extracts (Mangayi, 2017:454). The future role of homeless people collaborating with social workers can encompass vast activities from the simple provision of information to assist homeless people in understanding how services work, enabling them to

choices and awareness of options available through service user involvement (Phillips & Kuyini, 2018:1098).

3.3.7 Theme 8: Participants' suggestions for social work services

3.3.8.1 Sub-theme 8.1: Homelessness suggested social work interventions

Social work services are often developed to empower the service users through discussion concerning their circumstances, providing them with the necessary information available and referring to appropriate services to further interventions to meet their unmet needs (Doostgharin, 2010:562). Social work interventions respond to homelessness through assorted services, such as counselling, referrals, food schemes and shelter.

The participants suggested differing social work interventions, based on their individual needs. One of the participants is of the observation that providing a shelter alleviates problems related to their safety and their goods. This also restores their worth and dignity since they will have access to bathroom facilities. Dignity is the way understands own worth (Simoes & Sapeta, 2019:245). Social workers have a critical role in restoring homeless people' self-worth and dignity as illustrated by one of the participants in the following:

The support I would like to have from social workers in addressing street homelessness is to be placed in a place where I can stay... now I have to carry all my belongings to wherever I go, if you leave them here, and when you come back you won't find them. I do not feel safe when I sleep on the street.

The participant's accounts confirm the assertion that there is a lack of dignity when an individual feel extraordinarily vulnerable (Simoes & Sapeta, 2019:247). The experience of homeless people not feeling safe on the street should be prioritised. Conversely, one of the participants expressed a desire to leave the street should a place of safety be made available and accessible below:

I would like to leave the street and get a safe place where I can rest... on the street there are no taps where I can drink clean water, there are no toilets where I can relieve myself... when you [I] want to drink water at night, where will you [I] go? There are no toilets and when you [I] want to relieve yourself, where do you [I] go? At church square there are no toilets and water for homeless people... the public toilets only operate during the day and you [I] have to pay

in order to use it and if you [I] do not have money like myself, you [I] cannot use it... they do not allow people to use the toilets without paying, they do not care.

... social workers must give us [homeless people] shelter and what belongs to us. Women are getting raped on the street, kids are getting killed and still babies are getting kidnapped, nothing is being done, they steal the babies and sell the babies... human trafficking is happening on the street.

The participants' concerns support the assertion that homeless people fear their safety, concerns on access to clean and drinkable water and toilets, and the ability to keep up to social ties (Howard, 2019:1326). Gregory, Nnawulezi and Sullivan, (2017:3) contend that the shelter should assist homeless people with free housing, pursuing employment, obtaining health care or legal support. Shelters are few and often overcrowded, typically under-resourced and managed by NPOs, NGOs, CBOs and FBOs with limited or no government funding at all (Daya & Wilkins, 2012:362).

Two participants observed that providing shelter for them is not sufficient but that if they are assisted to obtain jobs, then they can provide for themselves. This is a long-term viable solution to their challenges. The participant's suggestions are expressed in the following:

I would like social workers to help us with employment opportunities not with just a shelter because when a person is working, he will be able to find his own place to stay. If they help us with employment, it is better than being helped with food on the street each and every day because they provide us with food, but we are still living and sleeping on the streets. I do not see the use of being helped with food every day, but I am still homeless.

Employment is important because I know if I am employed, I will be able to pay for accommodation, I will be able to buy food for myself and that would be the end of me being homeless.

The extracts denote that although many services provided to the homeless people often focus on providing subsistence needs, such as food and shelter, they do not provide a real lifeline to assist them to escape their condition (Belcher & Deforge, 2012:930). For social workers to have a long-term solution to address homelessness, the participants suggested linking homeless people to relevant employment opportunities based on their unique capabilities and skills.

Apart from lacking access to employment opportunities, shelter, food and other necessities, homeless people lack access to counselling services on the street. Correspondingly, Schrag and Schmidt-Tieszen (2014:324) indicate that offering counselling services to the homeless people may restore their hope, assist them to analyse rigid trust barriers and allowing them to be more open to broadening their support network. Two of the participants explain the diverse reasons for the importance of counselling to the homeless people in the extracts below:

Counselling is very important for homeless people, especially now that we are sitting with somebody that is killing homeless people. What we are facing at night, you know when the sun starts going down you start to panic because you do not know where you going to sleep tonight, is it going to be safe and everything. So, you create all those things in your mind and a whole lot of things comes to your mind and you may even think of committing suicide and everything. That is where counselling comes in just to motivate and uplift the spirit of that person and also to say that you know what even if you are on the streets people still care for you, that is why we do not have money, we do not have the resources, we do not have shelter to put you in, but we are here willing to listen. That is all what we need sometimes, just somebody to listen even if you do not advice, just the ears. At least when you go and hung with someone at least someone who listens to what I have to say but when you turn away your ears the person has no one to talk to and it becomes difficult. That is why counselling is important because that is what is going to strengthen you and motivate you to know that even when I am on the street, maybe this month, maybe next month things will be fine and still if things are not going according to what I have planned I have got a social worker and he is going to listen to my cry. That is very important, and it can help a lot.

I recommend social workers should help us to stop using substances through counselling... that is the only thing I can say they can help us with, and without abusing drugs maybe we can think clearly.

Counselling services are not limited to social workers but may include other members of the multidisciplinary teams, such as psychiatrists or pastors, in addressing the needs as their experiences are unique. Counselling is assumed to be short-term, and individual sessions are often brief, interrupted and limited by participant's rationality (Ruden, 2019:300). One of the participants continue by suggesting that other professionals should also offer services to the homeless people to restore their hope in the future below:

Like there must be counselling by a psychiatrist, and counselling by a pastor, if you restore someone spiritual... a lot of us on the street have lost hope.

Counselling is observed by the participants as one of the interventions that can restore hope. Counselling may be necessary to the homeless people as often they may need someone to talk to concerning their challenges and how to overcome such challenges. Other participants suggested that social workers should familiarise themselves with the challenges homeless people encounter and become part of the solution to address homelessness. The participant's suggestions are espoused in the following extracts:

I think social workers should stop sitting in their fancy offices... if they want to address issues affecting homeless people and if they want to come with the real solution social workers should learn to go to the ground and relate, associate with homeless people. When you... What I am trying to say is that social workers should associate themselves with us homeless people, from there it is when they will be informed of the real issues affecting homeless people and the real challenges that we homeless people face. I believe once social workers know the real challenges; it will be simple for them to come out with effective solutions.

Social workers should come to the street because some of us still need counselling, we are not the same, others can say no to social workers, but we need people we can talk to.

Social workers must come where we stay on the street, and then interview us those who want to be interviewed, those who need help, will be helped.

It is important to know what a person is going through, hear what is going on and know. I would say going out [social workers] and getting to know the individuals, that is the only way they will know what is happening.

The above extract resonates with the poem by Credo of Rural Reconstruction (2019) that recommend social workers to work directly with the affected populations in their environment and allow themselves to learn and develop solutions to homelessness together with the affected people, the poem reads as follows:

“Go to the people

Live amongst them

Learn from them

Plan with them”.

The poem supports the assertion that social workers will be better able to understand the underlying causes and experiences of homeless people when these social workers focus on the information and perspective provided by each homeless individual's (Handin & Wille, 2017:44). In a study commissioned by Kam (2019:10) on the qualities of social workers from the perspective of service users, participants preferred social workers keen on leaving of the office and attending communities to have a more personal touch with service users. Concerning social workers leaving their offices, spending more time on the street or environment with homeless people may have more impact in addressing homelessness than waiting in their offices for homeless people to come to them. The presence of social workers in the environment where homeless people live on the street is essential to the individuals experiencing homelessness and to collaborate in addressing homelessness.

3.3.8.2 Sub-theme 8.2: Partnership between social workers and homeless people

Partnership between social workers and homeless people is one of the steps in providing personalised support and resources necessary for the homeless people to exit homelessness (Handin & Wille, 2017:45). The homeless people have expressed the need for social workers to partner with them in addressing concerns that affect them in the extracts below:

Social workers must partner directly with homeless people. They have to come out into the streets where the people are sleeping and they need to look at the situation themselves and they have to become part of that situation that homeless people are facing, and then they have to strengthen the people and face the situation together with the people, instead of sitting in the office and just giving advice. They must come practically with the work, and with the people. I mean together with the people it will take 5 to 6 months and the problem will be over.

Social workers should start addressing meetings where the homeless people are... if they can start with talking to the homeless people because they do not know what is it that homeless people are capable of. I know what homeless people are capable of.

What I mean about partnership is like a partner, to come and say you know what? I know what you are facing, and I know what you need to do, from my side I want to work with you, hand in hand. I have got access to this and I have

access to that, you need it right? But we work together, and I am going to do this, and you have to do that, and we combine everything at the end, then we move forward. This is the kind of partnership I am talking about.

I recommend that social workers should go to homeless people and talk with them about their challenges. Most of us homeless people, I would say we feel acknowledged and free when we talk with social workers rather talking with a pastor or with someone else.

The findings suggest that the partnership between the homeless people and social workers will be able to determine relevant actions and solutions to address homelessness (Handin & Wille, 2017:44). Julcila (2008:276) defines partnership as a shared responsibility where both service provider and service users in diverse ways are entitled and obliged to contribute to constructing a solution to a problem. Through a partnership, the expertise of both the social workers and homeless people are valued as there is a shared responsibility formed to address common needs. The sharing of responsibility and consequently a dismantling of oppositions enables a conducive environment for the empowerment of particularly those directly affected by homelessness.

One of the participants calls for a multi-level approach and cautions that a “one size fits all approach” will not succeed in addressing homelessness because homeless people are unique human beings. The participant’s expression is illustrated in the following extract:

I would say one way of getting individuals off the street will not work because we are individuals, and we need help individually.

The extract suggests that the approach to be adopted in addressing homelessness cannot be generalised. The pathways into homelessness should be considered individually to develop unique ways to exit homelessness. Efforts to address homelessness requires a multi-level approach which includes targeting the homelessness causes as a means to prevent individuals from becoming homeless in the first place and addressing the needs of those individuals already experiencing homelessness (Phillip & Kuyini, 2018:1097).

3.3.8.3 Sub-theme 8.3: Outreach programmes for the homeless

Most participants value direct contact with social workers, preferring social workers to come to them on the street where they live or sleep. Easy accessibility and presence of social workers on the street is important to the participants.

Through outreach programmes, social workers reach out of necessity (Smith & Hall, 2018:380). The participant's explanations on the importance of outreach programmes for the homeless people are denoted in the extracts below:

Social workers should have outreach programmes maybe three times a week... I am not saying us homeless people we are like animals and we are being controlled by food. For instance, let's say social workers organise some refreshments and go to an area and sit down with homeless people... and while they are eating, social workers should sit down with them at the same place and eat with them. This is the time where they will feel free and social workers can start to engage with homeless people, this is where social workers can learn real challenges, the real issues and the causes. If social workers want to do a great job, they should not see homeless people as homeless people in general, they should learn to know [homeless individuals] beneficiaries by names... if you know your beneficiary by name, you know that brother is C and that brother comes and he has this challenge and he has this skill, and what led him to the street – this is personal. It will be easy for social workers to engage with homeless people and give them relevant help. Most of the time NGOs and social workers like to generalise, let's say you go to one NGO, they will tell you that we are running a skills development on computer training... how many people on the street need that? but if you go to the homeless people, you will know this brother needs this and this brother needs that... you will be able to implement the relevant intervention.

No, they do not come and address us here, maybe they are busy attending to domestic abuse cases ... that is what they do the most, they do not come to us here. They must come to us and ask us what is happening, why are you sleeping here, so they must know what the reason is... I think homelessness can be reduced, they see people are homeless carrying boxes and they do not care, ... ask if our mothers, sisters, brothers are still alive, does your brother know what is happening, why are you here, they must care, social workers must do their work now. They must do research ... because others [social workers] wait in the office for me to come there, so if I do not go to them they would not know what is happening outside, so ... they must come here and ask guys what is happening, did you even eat today, how is your day today, is someone treating you nice or bad...

It would be great for social workers to come to me and get to know me from my point of view, not in this case scenario where they assume, also the person that

needs to be helped ... in the way it would suit him ... I am not saying that social workers must get out of their way of helping people and must jump up and down, but if I can see people caring a little more about me, I would also show a little bit of respect ...

And to the social workers what I also recommend is that they should go out to our local community and engage with community members on behalf of homeless people and tell them this is what people are facing, they are not what you think they are, I am a social worker and I am working with them on a daily basis and these are kinds of support homeless people need, in order for us to provide this kind of support this the kind of resources we have. If you have extra share with the homeless people.

Considering the participants' perceptions as denoted above, social workers are expected to have an in-depth understanding of each homeless person's specific background, uniqueness, language and culture and had to harmonise with the situations of the homeless people to understanding and recognise their needs, perspectives and emotions (Kam, 2019:11). The main principle of outreach is that social workers reach out to homeless people left without any form of necessary interventions and not effectively reached by any existing interventions on their terms (Grymonprez, Roose & Roets, 2017:462; Smith & Hall, 2018:380). Maesele, Bie and Roose (2013:630) explain that outreach programmes often do not offer any guarantee that all homeless people will accept interference and hides the negative experiences which keep some homeless people away from pursuing social work interventions.

3.3.8.4 Sub-theme 8.4: Reunite participants with their families

Participant who desire to return home and be reunited with their family believe it can be possible through the interventions of social workers. Conversely, it appears that not all homeless people on the street want to be placed in a place of safety or shelter as a family relationship remains central to them.

The participants below illustrated the importance of being with his family in the following extracts:

I am on the street because I think my family is still angry with me, if there were social workers on the street surely, I would like to go home with their help. I am afraid to go home... I am talking especially about me. I am naughty... I did bad things and made my mother angry, for me I know she loves me but because of

my behaviour, it is not easy for me to go back home and apologies, unless if there is someone like a social worker to help me.

I need that relationship again, me and my mother. I am the only son at home, I do not know my father, I have my mother and I see it is going to be a problem if I do not go to my mother now while she is still alive, I am going to have a problem because she is the only parent I have, I do not have a father, he passed away and I cannot go to my sisters because they are all married and have their own families... you see now, that means I will be all alone, especially as a man.

The participants' explanations above demonstrate the importance of efforts towards reuniting homeless people and social workers facilitate their respective families or significant others (Prinsloo & van der Bergh, 2017:44). Reuniting families with their families can be described as a process of restoring a relationship with a family for those homeless people who were detached from their families. The purpose of reuniting the homeless people with their families is to empower and support them and their families over time (Western Cape Government, 2015:5). For those homeless people who feel they have wronged their families may, however, find it difficult to reunite with their families on their own. Social workers are trusted with the responsibility to facilitate the process of reuniting homeless people with their families as demonstrated by the participant in the findings.

3.3.8.5 Sub-theme 8.5: Facilitate access to technology

As the world currently encounters a ⁷Fourth Industrial Revolution (4IR), it appears that the way individuals live and work would be significantly disrupted by technology (Olejede, Agbola & Samuel, 2019; Hattingh, 2018:6). Technology has led people's dependability for information on the Internet (Hattingh, 2018:8). For this reason, there is a need for social workers to proactively facilitate access to technology for the homeless people to prepare them for current and future communication and workforce.

Access to technology is not limited to housed individuals. Two of the participants explained the importance of technology to communicate with significant others or

⁷ The term 4IR is defined as the technological change is a driver of transformation relevant to all industries and parts of society (Philbeck & Davis, 2019:17). Philbeck and Davis (2019:18) emphasises that 4IR is of importance concerning the ongoing and prospective changes in markets, information flows, empowerment trends and environmental outcomes.

potential employers, collect information and job hunt of which alternatively it can address some needs, such as of feeling excluded from the general society or finding a job. The participants explain the impact of having access to technology it may have in their life in the following extracts:

For instance, as homeless people we are limited in terms of technology, if I want to use internet I do not have access to such technology for communication, but for them [social workers] they are much more at a better place or level... they can maybe look at what we need on the internet and share with us the information. ... they say knowledge is power and if I do not know there is a helper there. Social worker can be a link communicating and corresponding in that regard. That is the hope that we have when we look at a social worker in terms of our needs.

With all those resources ... today I need to use internet, I need to make a phone call. They [social workers] have access to all those things they can lend me a phone or help me check an important email.

Findings of the study confirm the assertion that access to technology should no longer be a privilege for the homeless people, but a right (Sala & Mignone, 2014:62). Technology is an invaluable device for the housed people and the homeless people because it can be used to gain access to information, employment opportunities and connect with families (Sala & Mignone, 2014:61; Rhoades et al 2017:74). One of the aspects of technology is Internet access primarily essential for the homeless people in accessing information on job applications. Rhoades et al (2017:76) advise that social workers should advocate for Internet access for the homeless people as it is the area lacking compared to individuals with accommodation. Several homeless people live in places other than the communities where they were born and raised. Staying connected over long distances is facilitated by technology, such as e-mail or telephoning (Sala & Mignone, 2014:57). Social media platforms, such as Facebook or Twitter, can be used to trace homeless individual's families or significant others for those who may have lost contacts.

3.4 Conclusion

This chapter presents the research findings derived from the transcribed interviews with 14 participants using social work service with an important collaborative role in addressing their homelessness with social workers or not. The biographical profile

of participants as outlined in the first section, followed by eight themes and 29 sub-themes, providing direct quotes from the transcribed interviews, and subjecting them to literature control. The first theme focused on participants' perceptions of homelessness and its causes. The second theme observed particular to challenges, risks and effects of homelessness. The third theme presented the attitudes of society towards homeless people.

The fourth theme observed the participants attitudes towards their current situation. Theme five observed the exploitation of the homeless people by the public and private sectors. Theme six presented the social work intervention with homeless people. This was followed by theme seven, which presented the participants' perceptions of collaboration. Theme 8 discusses the participants' suggestions for social work services. Their accounts were suggestive that social work intervention is necessary and could be more helpful if they were to be involved in the process of developing the programmes developed to serve them. Involving homeless people in developing homelessness intervention service meant to serve them could address their unmet needs as the programmes will be developed based on them.

**CHAPTER 4: PRESENTING THE RESEARCH FINDINGS ON THE
EXPERIENCES OF SOCIAL WORKERS PROVIDING SERVICES TO
HOMELESS PEOPLE IN TSHWANE**

GROUP B

4.1 Introduction

This chapter presents a discussion of the research findings on the eight interviews conducted with social workers. This discussion centres on comparing the narratives of the eight participants with literature. Data were analysed following Tesch's eight steps (Creswell, 2009:186). During data analysis, the services of an independent coder were used to provide credence to the findings. Consultation with the independent coder and the supervisors led to an agreement on the six themes; 18 sub-themes unfolded across the six themes.

4.2 Demographic profiling of participants

Table 4.1: Demographic details of the eight participants

P	Gender	Age	Race	Experience of working in the area homelessness	Further qualification or training on homelessness after qualifying as a social worker
A	Female	29 years	Black	10 months	No
B	Female	27 years	Black	11 months	No
C	Female	25 years	Black	2 years	No
D	Female	26 years	Black	6 months	No
E	Female	38 years	Black	3 years	No
F	Female	36 years	Black	3 years	Yes (attended a workshop)
G	Female	35 years	Black	2 years, 8 months	No
H	Female	34 years	Black	3 years	No

Eight black female participants aged 25 to 38 with an average of 30 years, participated in the study. This is consistent with the assertion that social work is a female-predominated profession (Zufferey, 2009:382; Khunou, Pillay & Nethononda, 2012:121; Newberry-Koroluk, 2018:437). Owing to the complex concerns of homelessness, gender relations are important to consider in responses to homelessness because necessary notions of feminist and masculinity can influence the effectiveness of social work practice in the area of homelessness (Zufferey, 2009:382).

At the time of the study, three participants had less than one year of experience working in the area of homelessness, followed by two with more than two years of experience and lastly followed by three with three years of experience in the area of homelessness. The participants' job experience is essential to comprehend the dynamics of the social work profession within the area of homelessness (Martin & Healy, 2010:84). Ashkanani (2014:163) emphasises that more years of experience often allow the social worker to recognise work-related difficulties and obstacles. The social workers' experiences cannot be isolated from training and education because for one to be effective there is a need for continues training or education. For this reason, formal training through workshops or further learning is central to the skill level needed to manage the complex and difficult concerns and challenges (Martin & Healy, 2010:40).

Seven of the participants in the study had never attended training or achieved formal qualifications, one attended a workshop at the time of data collection. An essential component of serving the homelessness population is knowledgeable, skilled, and committed workforce that can stay engaged with clients throughout extended periods (Olivet, McGraw, Grandin & Bassuk, 2009:227). Training and education attainment is acknowledged as one of the critical aspects for ensuring improved outcomes (Dickens, 2018:362), whilst ensuring that service providers have the necessary skills to serve clients with complex problems (Olivet et al 2009:227).

4.3 Discussion on themes and sub-themes concerning literature

This section presents six themes and 18 sub-themes (Table 4.2), emerging from data analysis, based on the collaborative role of social workers and homeless people in addressing street homelessness.

Table 4.2: Themes and sub-themes

Themes	Sub-themes
1. Participants' understanding of homelessness and views on causes thereof	1.1 Participants' understanding of homelessness 1.2 Participants' experiences on homelessness causes 1.3 Participants' concerns about homeless people
2. Challenges and effects experienced by homeless people	
3. Available programmes and services provided to homeless people	3.1 Develop trust and building a working professional relationship with homeless people 3.2 Approaches and skills used by the participants 3.3 Services for homeless substance abusers 3.4 Family reunification 3.5 Community work services 3.6 Benefits of social work intervention for homeless people
4. Collaboration with stakeholders to assist homeless people	
5. Participants' challenges when providing services to homeless people	5.1 Social workers perceived as "miracle workers" 5.2 Provision of inaccurate information to social workers 5.3 Service users' lack of self-determination

Themes	Sub-themes
	5.4 Service users' inability to adapt to rules at shelters 5.5 Some service users revert to their old ways before social work intervention 5.6 Participants' non-judgemental attitude towards homeless people 5.7 Participants' satisfaction with the intervention outcomes 5.8 Participants' frustration with undesirable intervention outcomes 5.9 Participants' frustration with undesirable intervention outcomes
6. Participants' suggestions and recommendations for future practice in working with homeless people	

The subsequent section presents the themes and sub-themes revealed in the table above by providing verbatim quotations from the transcribed interviews, subjected to literature control.

4.3.1 Theme 1: Participants' understanding of homelessness and views on causes thereof

4.3.1.1 Sub-theme 1.1: Participants' understanding of homelessness

The participants' understanding of homelessness and views on the potential causes vary amongst participants, based on the interaction with the homeless population. Therefore, homelessness is not an individual experience, it is also a social concern (Paradis et al 2012:7) that often renders individuals experiencing homelessness attempting social work intervention (Carpenter-Song, 2019:55). The participants' understanding of ⁸homelessness is expressed in the following extracts:

⁸ The concepts homeless person/people, homelessness and street homelessness were used interchangeably by the participants in the extracts.

Street homelessness according to me, it is having no proper shelter... Those are people who move from one shelter to the other. They do not have proper homes like houses. They stay under bridges, in parks, those are shelters for them they are not like fixed shelters. They just go about moving in between shelters.

Homeless people are people who are living on the street because of different challenges.

A [homeless] person is a person who is without shelter, without access to full basic needs, a depressed person, a person with no hope.

Street homelessness refers to those people who spent time on the street and sleep on the street during the night... it may be on the street where we walk, roads and parks in the city. The homeless people usually come to the organisation where I am working or at times, we go to them and that is how we get to engage with them. At times when we come across them on the streets, we refer them by giving them information of where they can go to get help.

...it is a person without a home, who is not in touch with his family, someone who does not have resources, who is not part of the mainstream community because of whatever problem they have...Street homelessness refers to individuals that are residing on the street because they do not have any form of formal accommodation or formal residence. Homeless people are people who are staying on the street, they have a lot of challenges to face while staying on the street.

The extracts support the assertion that homelessness is a situation experienced by individuals with no residence, live on the street and often lack the resources or support networks to obtain other permanent housing (Curry, 2015:27). Farrugia (2010:85) insists that homelessness is a situation, not a person's identity. Homelessness describes a social situation, a set of social relations much-concerning structures of housed society as they are about how society understands those who lack shelter or housing (Mitchell, 2011:933).

Individuals experiencing homelessness are often ascribed with a specific or singular identity based on their lack of housing (Gonyea & Melekis, 2016:69). Homeless people are outside the condition of the home basic to everyone (Curry, 2015:31) and as a result, they resort to live and sleep in public spaces, such as parks,

walkway pavements, under the bridges, train or bus stations, taxi rank and shop front doors (Rayburn & Guittar, 2013:160).

4.3.1.2 Sub-theme 1.2: Participants' experiences on homelessness causes

The participants' experiences on the homelessness causes vary-through a reflection of societal concerns and priorities (Padgett & Priyam, 2019:171). Homelessness could be caused by socio-economic concerns, such as substance use, lack of employment, domestic abuse, family conflicts or mental illness. The participants shared varying interpretations on homelessness causes, as elucidated in the extracts below:

You [I] get to hear different reasons why people end up living on the street, it's like some are on the street not because they want to but because of varies circumstances [such as unemployment, non-existence family support or substance use] that forces them to go and live on the street.

From my understanding you cannot really say which causes what, so with my work experience I have realised that family circumstances, unemployment, substance use, and poverty can cause homelessness or homelessness can cause those things.

Let me start with childhood, orphanages, neglected children and the loss of parents... all may lead to street homelessness without anybody to take care of. Other people become homeless as a matter of conflict, relationship based without expecting that one will be homeless, financial issues that lead one to live on the street because it is not like you was forced to, but because of the situation one may find him or herself. What I have observed is that others become homeless because they are just ignorant, they are not grateful enough for their family support until they decide to go back home. ... they do not approve the discipline from home as a result they decide to walk away from their families and end up finding themselves on the streets.

I think the causes of homelessness differ. For instance, some of the homeless people when we [social workers] intervene, they explain that they had a fight with their families. For us to notice that this person is homeless is based on our observations that today the person slept on the street in Gezina [a suburban in the north of Pretoria] and the following week he was spotted sleeping outside the union building [President's head office]. They do not have a fixed place to sleep. the way they dress you can see that the person did not have a bath for a while or a change of clothes.

One of the participants was of the observation that homelessness is caused by the migration of individuals from foreign countries pursuing better opportunities below:

People from Zimbabwe and other African countries come to South Africa to seek a better life but when they get here, the systems in cities are not designed to be able to cater and have capacity for all these people and the problem for them now would be, do I go back? Again, some people use their last cents to get here or going back is much worse than being here.

One of the participants disclosed below that homelessness is caused by socio-economic concerns, such as unemployment:

It might be due to socio-economic concerns such as unemployment or any situation that person might be facing at that time led him/her to be homeless.

According to three of the participants, homelessness is caused by substance use:

For young people substance abuse and not taking their parents' advice are the two main reasons why they are homeless.

Most of homeless people are on the street due to different circumstances. Some of homeless people are on the street because of social issues such as drug use, others are on the street because they do not get along with their family, others are on the street because of unemployment.

...let me say for an example, because homeless people are [drug] addicts they are trusted at their home, so they end up running away from home and going to the streets where they feel free as there is no one asking them questions. I have heard some clients telling me that if a something is missing at home, they are the first suspects which is the primary reason why they [homeless people] chose to live on the streets so that they can feel free because, they do not want to be told what to do... like stopping abusing [using] substances.

Lastly, one of the participants perceive homelessness is a choice as individuals have access to homes:

From my experience I think homeless people have homes but chose to live on the streets but not all of them because others are looking for employment opportunities of which may be a good reason to be homeless, but others chose to be homeless. Homeless people lack shelter and as a result they live in parks.

The findings denote that homelessness may be caused by various socio-economic factors, such as poor economic conditions, poverty, migration of job seekers, with no means to find accommodation and end up on the street, family conflicts, poor familial relationships or breakdown, history of foster care or abuse including physical, sexual or emotional, substance use, lack employment opportunities, lack of affordable rental housing and mental illness (de Venanzi, 2008:129; Johnson &

Chamberlain, 2008:349; Nooe & Patterson, 2010:115; Belcher & Deforge, 2012:930; Farrell, 2012:337; Phillips, 2015:13; Lippert & Lee, 2015:348; Mangayi, 2017:451).

Webb (2015:173) describes homelessness as a complex and ever-increasing social problem which in times of economic recession is prone to persist. Nooe and Patterson (2010:107) emphasises that homeless people often lack financial resources, therefore an inability to meet basic needs, such as housing and food. Consequently, homeless people become demoted from mainstream society and departing homelessness become difficult, resulting in a lack of access to basic services (Johnson & Chamberlain, 2008:351).

Individuals often find themselves in circumstances placing them at risk of homelessness. For instance, those diagnosed with a chronic illness, such as Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome (HIV/AIDS) or mental illness, often result to rejection by significant others excluded from fully participating in the mainstream society (Rayburn & Guittar, 2013:160). The circumstances exposing individuals to the risk of homelessness may vary as the participant explains in the extracts below:

Stigmatising... is for example when one is living with HIV [human immunodeficiency virus] and AIDS [Acquired Immunodeficiency Syndrome] and the family does not accept that, they tend to side-line, criticise, look down on a person in whatever they do. So, stigmatising is more like not being accepted and criticised.

The conclusion represents homeless people remaining in the situation partially because of society views as acceptable. The legislation or policy implemented to address risk factors to homelessness is often ineffective (Belcher & Deforge, 2012:930). The stigmatisation of individuals is articulated as a risk factor to homelessness. Stigmatisation disqualifies individuals from full social acceptance; stereotypes change the focus to individual responsibility, making it easier to blame the victim (Belcher & Deforge, 2012:932).

Phillips (2015:16) emphasises that plans to reduce stigma are uncertain to succeed. The study suggests education through interactions and contact with homeless

individuals, reducing the pressure they may encounter. social workers should implement and promote legislation, policies, or approaches, creating a supportive environment and relationships for individuals at risk of homelessness and the homeless people (Gasior et al 2018:35).

4.3.1.3 Sub-theme 1.3: Participants' concerns regarding homeless people

The participants' concerns regarding homeless males are in direct contrast to females. Kegan and Zychtinski (2017:1485) contend that males are more sensitive than females to the stigma attached to pursue family or social work interventions. According to the participants, some participants are not perceptive to return to the families when they cannot succeed in the cities:

The nature of street homelessness for me is a concern the males, what are all those men doing on the street ... when I look at Pretoria and Johannesburg, I see a lot of young men, although there are women who are homeless as well, but mostly it is men on the street and that makes me wonder what is happening with our society? What are we doing with regard to provision of services necessary for homeless men? So, for me the nature of homelessness shows me in terms of our programme. We have not touched on assisting men, in terms of... for them when they fall through the cracks. Okay, also substance abuse plays a part, again I am not sure if the person abuses substances before they get on the street or after as a measure of coping. So, yes substance abuse is there, but it is difficult to tell which one came first.

So, then there is a sense of just being lost, a sense of not knowing what to do with their lives.... and a bit of pride because people do not want to go back home, it will show others that they have lost, they did not find what they were looking for, so it is better for them to stick around, and also I do not think anyone plans to be homeless, people plan big dreams and it does not work out that is why I am saying it is pride, and then it is difficult to go back, and then at the same time there is no actual plan when they are in the situation now in town and homeless, now what do I do? For me I think the clients or homeless people are struggling with what I do not know. But sometimes there is a struggle of where to from here, and that is sort of the nature of street homelessness being stuck for one month, which leads into two months, to three months... to four months and that is it.

... when a person becomes homeless on the street, the person can ask me for something, but it is difficult for him to ask... to go and ask people who know him. So actually there is that thing that I do not want to go back to that situation, what will they say about me, what will they think of me, I do not want to go there and look like I did not make it, as much as we look at homeless people like there is

no pride, they do have it when it comes to their significant others. It is a challenge for the people that are homeless to go to their significant others or family members to say this is my problem now.

Most of the homeless men left their children back home and who is going to take care of them? [asking] I think for homeless men should just look for jobs and not get into drugs even though they sleep on the street it will be good if they know what they want as they left their families back home. But if they are home, who is going to feed them? Who is going to feed the children? That is where we social workers intervene.

The findings demonstrate that males often fear to be observed as failures particularly by family members and those close to them. Family attachment or social support networks are prone to perform a central role in the risk for homelessness (Aliverdinia & Pridemore, 2012:211). Social support networks denote the resources or benefits that individuals may receive from interactions with others (Reitzes, Crimmis, Yarbrough, & Parker, 2011:275). Homeless people are often established to have a limited social support network (Aliverdinia & Pridemore, 2012:211).

As a result, males at risk of homelessness and homeless people have less access or do not qualify for shelter and social assistance, compared to females (Lippert & Lee, 2015:348; Meanwell, 2012:73). Coohy and Easton (2016:112) contend that in the absence of social network or social assistance, substance use problems are often prevalent amongst homeless males as a coping mechanism with stressful life events, such as unemployment, financial constrain and inability to support their families.

4.3.2 Theme 2: Challenges and consequences experienced by homeless people

Social workers are often the first interaction contact for homeless people with complex needs; day drop-in centres and outreach programmes are primary providers of services (Deck & Platt, 2015:1038). The interaction of social workers as primary service providers with the homeless people may differ amongst social workers. The participants' interactions and intervention experiences with homeless people are shared in the following extract:

From my interaction with them, they told me the way they sleep at times without warm blankets or no blankets at all. They steal from one another. They kill each other and those are challenges that I know of. What I do I hear those challenges and see how I can help them with counselling and other services.

The extract postulates that homeless people rarely commit violent crimes, such as murder and stealing, and if violent crimes occur it usually occurs amongst the homeless population in particular when they are battling for access to lacking resources, such as blankets, food or money to buy their basic needs (Richards, Garland, Bumplius & Thompson, 2010:111).

Lipmann (2009:275) indicates that social workers rarely have time to explore the lonely and isolated members of society, such as homeless people. Social workers often succumb to the reactive process of managing immediate challenges. Social workers can perform a critical role in addressing criminal acts amongst the homeless population by facilitating access to essential resources, such as blankets, toiletries, and food. Attributable to challenges, homeless people are prone to experience trauma. The participants shared the following events that may cause homeless people to experience trauma:

It is a traumatic life that they get exposed to like murder, rape, drugs, sex workers... even with males there are sex workers. This horrific life exposes them to and it also damages their lives and behaviour. It just destroys their personality of how they behave at the end, they are heartless, they live reckless lives, others have aggression and others do something bad as a coping mechanism to calm their emotions.

The extract affirms the widely held assertion that homelessness can be described as a traumatic experience (Hopper, Bassuk & Olivet, 2009:131; Deck & Platt, 2015:1022). Trauma is understood as a physical or emotional painful experience that overwhelms an individual's capacity to cope; it may rise from a range of experiences, including physical, emotional and sexual abuse by close family members or friends, separation from one's family attributable to conflict or loss of a loved one (Scutella et al 2013:98). Conversely, trauma can result in isolation, distrust, learned helplessness, mental illness and broken social bonds (Deck & Platt, 2015:1024).

The impact of traumatic experience often renders it difficult for individuals experiencing homelessness to cope with the challenges encountered in the process of exiting homelessness (Hopper et al 2009:131). The participants shared the effects of traumatic experiences on homeless people below:

...most homeless people who have been abused at home especially women often feel hopeless about the situation at home.

They lose their identity and forgot who are they are and wanted to become because of the situations they find themselves in, they tend to experience low self-esteem and at the end they lose hope and only choice they have is to live on the street and do whatever will help them to survive.

For me I feel like homelessness kills a person's dignity. It stripes them of the dignity or that thing called ego to say I will do anything to make money, I will wash cars and when we eat take-away they go through left-overs open garbage bins and eat whatever they get.

Attributable to the effects of unpleasant traumatic experience, other homeless people may lose hope for an improved future. The participants' extracts support the assertion that homelessness and exposure to traumatic experience place homeless people at elevated risk of poor mental health outcomes (Bassuk, 2010:496). Homeless people are often stigmatised, under constant stress, and unsure of whether they sleep in a safe environment or can obtain a decent meal (Hopper et al 2009:131). Homelessness threatens homeless people' ability to maintain positive self-esteem (Roche, 2015:230).

According to Aliverdinia and Pridemore (2012:213), traumatic experience may further lead to emotions of loneliness and hopelessness. Self-esteem support is necessary amongst the homeless population. Self-esteem support refers to a positive feeling of self-worth, generated about oneself through the social interactions (Reitzes et al 2011:226). Deck and Platt (2015:1027) explain that social support is essential in mediating the effects of traumatic experiences on the distress level. The participants shared that homeless people are at substantial risk of lacking or knowledge of how to access healthcare services. Two of the participants shared the challenges that homeless people often encounter with access to healthcare below:

It is a challenge, maybe because of the kind of environment we are in the city [Tshwane], because sometimes we find a homeless person who is sick on the

street, at least we do have [medical] doctors who can help and provide them with medication, but the challenge is the shelter, you will try different places and there is no shelter to that person just for a short period while the person is on medication, you wonder how is the person going to survive on the street while is on medication, some of the medication cannot be taken on an empty stomach, and you wonder how is the person going to get breakfast, lunch and super. The other challenges for homeless people who are on chronic medication, they do not have a proper place where they can keep their medication, and they lose their medication sometimes and they will come back to you, telling you that I lost my medication, and they mention that they supposed to take the medication daily but they lost their medication. And you find... you keep on repeating the same service sometimes, so it is a challenge.

...but it also been challenging sometimes to see a person who is really sick, who needs medical attention, and we have done everything from our part that they get medical attention but the person's refuses to come to the party, and so you really ask yourself if this person really care about him/herself, does this person... it is also a challenge in terms of not having resources at times...

According to the extracts, homeless people are more prone to have unmet healthcare needs, compared to the housed population (Handin & Wille, 2017:36). For this reason, homeless people often encounter severe health challenges including food insecurity, problems accessing medical care and medicine and difficulties, ensuing treatment protocols (Lippert & Lee, 2015:347). Lippert and Lee (2015:348) further contend that individuals with more cash are better positioned to avoid stressful circumstances associated with homelessness, such as hunger and unmet health care, and can periodically afford temporary, inexpensive lodging. Comparatively, lack of access to health care facilities may result in low-life expectancy and a high rate of death mortality amongst the homeless population.

4.3.3 Theme 3: Available programmes and services provided to homeless people

Historically, the social work profession developed from charitable responses to social concerns, such as poverty (Hyslop, 2011:411), shelters, soup kitchens, substance use programmes and psychosocial support (Rosenberg, 2009:98). Social workers became the main participants in the delivery and provision of social welfare services (Chereni, 2017:507). For instance, social workers provide direct services to the homeless people. According to Doostgharin (2010:559), the primary aim of social work intervention is to empower service users and increase their well-

being, addressing stress symptoms through advocacy and facilitating access to human basic needs, whilst promoting social change. social workers collaborate with many individuals whose rights are compromised; their circumstances are compromised by the lack of access to housing (Australian Association of social workers, 2019:6).

4.3.3.1 Sub-theme 3.1: Develop trust and building a working professional relationship with homeless people

Homeless people's trust concerns emanated because of their past experiences. By conversion, for social workers to have constructive interactions or engagement with homeless people and maintaining a relationship, trust is essential. The participants' demonstrated the importance of trust in the interaction or engagement with homeless people below:

The importance of trust is based on the fact that homeless people usually do not open up to people they do not trust. So, if I establish trust between me and the beneficiaries [homeless people] they will be able to open up. Being trusted by beneficiaries enable them to be free when they share their personal experiences.

Trust is important because how can you work with people you do not trust? It is important because most of the time I interact with them [homeless people] through support groups, through individual counselling and that is where they get to trust me as well....homeless people do not trust easily; they have trust issue and it is a dilemma.

It [professional relationship] is important because I will be able to establish trust as I have mentioned, and they have to trust you, they have to know who you are and why are you interested in working with them, and why you interested in their lives... by establishing trust they can be able to rely on you or that they will want to work with you in bettering their lives.

It is very important that they [homeless people] trust me. It is very important that I am not rude to them and it is very important that I build a relationship with the person. I always says that you only know your client after six months, the rest you just getting along... it is very important that you build a sense that they can tell you sensitive information and you do not shout at them. I do not ask them why they did not bath. You do not pressure them so that they can feel that they are people, and once they get to that point of trust and feeling that they are listened, they will be open.

I work as a social worker trying to find ways of which we can help homeless people find a way forward, because remember it is all about them, it is not about me. In addressing street homelessness my professional relationship is to work with them on what they currently need at that moment and that current stage of life ... we do establish a relationship with that homeless person and try and find ways in which that person might be able to realise things which at that moment she was not aware of when she came. We do establish proper relationships with homeless people. We establish a relationship where there is trust and where there is confidentiality so that they can be able to identify some of the things that they were not aware of when they come to me.

Working in collaboration with homeless people allows me to hear their views on how they want to improve their lives or how they want things to be done because it is their life after all, and I cannot tell them what to do or not do. The advantages are that I can hear more of what they want. Firstly, I need to have a relationship with the homeless people to get to know them and for them to get to know me and by doing that I will get to know what their problems are, and I will know how I can help them. From there if I am able to form a relationship with them, I can be able to have a support group where they will be able to express their feelings and be able to do community work with them.

The participants' extracts emphasise that before any relationship with a homeless individual can commence, the individual needs to feel that he or she can trust the social worker (Lipmann, 2009:275). Chu, Tsui and Yan (2009:289) advise that social work intervention should be concerned with understanding the sources of the clients' sense of well-being and their suffering. Conversely, for social workers to address the long-term needs of homeless people a long-term working relationship with the service users is necessary.

4.3.3.2 Sub-theme 3.2: Approaches and skills used by the participants

Social work interventions in homelessness are often geared towards change. Change is built upon the capabilities and assets which already exist within the community and it is often oriented towards sustainable community development and growth (Ennis & West, 2010:405). Conversely, social workers are often accused of using food aid and other material support as a front and entry point to communities, such as homeless people (Gwarinda et al 2015:119). The participants illustrated their roles and approaches on how they engage or intervene in the homeless people' lives below:

From my experience in the morning providing them [homeless people] with tea when we go to outreach and give them soup and bread and even also for me at my church, we do that, but it is still not enough, and it worries me. The resources are not enough to meet the needs of the homeless people even being funded it is not enough. At Hope Line we try to serve homeless people by providing them with things like blankets, food parcels, ... but it is a challenge, so it limits us in addressing street homelessness.

We cannot provide homeless people with a shelter as we do not have. However, I help homeless people with food because I know that it is hard for them to get food when they are living on the street. It is even more harder to have toiletries. So, first I make sure that they have food and toiletries so that they can be like other people especially when they go to interviews for those who are looking for employment. And then I also provide them with counselling because it is a challenge to live on the street... so I hear about their challenges and how they are coping living on the street so that I can see how I can help them.

My role is counselling, referrals, and empowerment. We try to empower them to get out of homelessness or we empower them for financial gain or refer them for skills development and advocate for their needs and rights.

Basically, what we did was to come up with a transitional place like, this [shelter] where we advocate that you cannot reach out to substance users while they are on the street. The other thing we do is psychosocial assessment, we have to assess and find out what is happening with the person and how can we intervene and also help with things like documentation because homeless people lose their documents while on the street, we assist with referrals for documentation, we assist with referrals to SASSA [South African Social Security Agency]... A number of homeless people have been hit by cars on the street and are disabled. And again, a number of homeless people live with epilepsy and some of them have HIV/AIDS [Human Immunodeficiency Virus or Acquired Immunodeficiency Syndrome] and TB [Tuberculosis] and everything. So, we have to intervene that they get a grant [disability] ...

The participants' findings demonstrate that social workers are prone to encounter service users with various unmet basic needs are experiencing some health, medical or psychosocial conditions needing immediate attention (Doostgharin, 2010:559). Social workers advocate for homeless people unmet needs. Jamal (2019:100) argues that social workers can advocate meeting locally identified needs, whilst mediating amongst the legitimate concerns of the service users. Conversely, advocacy pursues to ensure the accessibility, availability, and sustainability of the services provided (Chereni, 2017:511).

Social work practice encompasses various approaches adopted for an effective intervention towards positive outcomes. The approaches are uniquely adopted for an intervention based on the arising unique social concerns or circumstances. The participants intervening in homelessness employed the approaches as extracted below:

We use the person-centred approach; we do not judge people.

We usually use the strength-based approach because we focus mainly on the homeless person strength. The crisis intervention we do use it at time and the system approach because remember when involving the family there we are using the system approach.

The participants' extracts support the assertion that social workers' roles rely on specific approaches, such as the person-centred and strength-based approach. The person-centred approach is employed to allow individuals to choose the support options that best meet their needs (Broady, 2014:285). Conversely, the strength-based approach is engrained in the belief that all individuals have a wide range of talents, abilities, capacities, skills, and resources (Hill, 2008:107). The strength-based approach is an approach a social worker hold (Ennis & West, 2010:405). In nature, relationships are the cornerstone of person-centred and strength-based approaches (Ennis & West, 2010:408). The two approaches are non-directive in practice and their common goal is to impact service users' lives or initiate change.

In their interventions with homeless people, social workers also apply specific strategies and skills to respond to identified or emerging social concerns that hinder peoples' development. The participants' shared the skills they apply and how do they apply such skills when providing services to homeless people below:

I think if the social worker does not know what the real problem is, they will not be able to know how to help them. So, you have to know, that is why it is important that you have to dig deeper to understand what is really happening. I dig deeper by using my professional skills, maybe having more sessions with them because you cannot have one session and expect to know everything. At times you may have about six or seven sessions.

The communication skills are very important on how the client perceive you and the propositions they will help you to pick on the client behaviour, empathy to just identify the client feeling and also the identity of the self and I am going to use it with immediacy. The communication skills save me and reasons I am

saying that there are other approaches like psycho-dynamic or cognitive or whatever but if I am facing challenges I feel like PCA is the best because I am not going to be judgemental towards the client, but I will use the communication skills to maintain the relationship.

The participants' extracts support the assertion that the core social work skills, such as engagement, assessment, and case management, are appropriate (Rosenberg, 2009:99). By valuing the homeless individuals' life knowledge and collaborating with them, social workers are in the position to empower homeless people to progress towards self-sufficiency (Handin & Wille, 2017:45).

4.3.3.3 Sub-theme 3.3: Services for homeless substance abusers

Social work services for those homeless people with problematic substance abuse is a specific and necessary service or programme, addressing homelessness. Problematic substance use is when the use dominates a persons' life at the expense of other activities, such as participating in sports, with negative side effects (Johnson & Chamberlain, 2008:346). According to Lenhard (2017:307), substance use develops person-like characteristics and demands care. Breaking substance use addiction is difficult for anyone, especially for the homeless substance users (National Coalition of homeless, 2017). The participants' experiences of providing services to substance abusers are illustrated below:

Most people are living on the street are unemployed and are trying to get jobs... they come here in the city and they do not have a place to sleep and that is what leads them to become homeless. Again, drug addicts [users] once they get heavily into drugs, they often end up homeless and living on the street because people [families] do not value them at their homes.

As a social worker in addressing street homelessness, it depends on the situation. Remember some people are on the street due different circumstances. My role is to make sure that homeless people receive different services they came here asking for and to offer any kind of help they may need at that time.

We do referrals, some of the homeless people we send them back to their home, do home visit to their home and try to reunify them with their families, at times we just give them food parcels, toiletries and some we do assist them apply for ID's [Identity Documents].

I am working with mainly the substance users so mostly it is substance use itself, causes people to move from home and come to town [central business

district] because that is where they can hustle for money and feed their [drug] habit and obviously unemployment... if one is unemployed the person comes to the CBD [central business district] to search for employment, and also going to jail... you go to jail for 10 years and mostly families restructure, as an adult by the time the person is released and goes back home people would have restructured. So, the person would not have a place to sleep and do not fit in the family then they go to the streets. Obviously, you find migrants from other countries coming here expecting to get better opportunities and some end up on the street.

With Community Oriented Substance Use Programme [COSUP] we do IDPs [Individual Development Plans] with them, where they are able to jot down their goals, and since they have joined the programme they will work towards those goals, and this IDPs are usually done every three months where a person is able to check those goals, and if the person have not achieved those goals, what is it that made them not to achieve them, then drew that kind of intervention, the person will be able to identify what went wrong.

Here (NGO in Hatfield, Tshwane) we can only accommodate 32 people but ... how many people are homeless [asking herself], there are many and a key interesting issue is that most of the homeless people are males... how many shelters accommodate males? There is none. There are places where they can bath and go back on the street, so the services are fine but at this point I think male clients do not really have comprehensive service as compared to female clients... it is just a part.

Many homeless substance users, survival is more important than personal growth and development and finding the next “fix” take higher priority than substance abuse counselling or rehabilitation services (The National Coalition of homeless, 2017). Combined with easy access to illegal chemical substances, the high unemployment rates contribute to substance abuse amongst the homeless people (Mokwena & Morojele, 2014:374). Homeless substance abusers with addiction often remain homeless for longer duration, have less contact with family and friends, and encounters more barriers to job opportunities (Richards, 2010:103). For social work services to homeless people with substance use to be effective in addressing homelessness, they should focus on substance use and family reunification, skills development, housing and linking service users to the labour market.

Conversely, homeless females using substances encounter unique challenges when compared to homeless males. A participant collaborating with females indicated the difficulties homeless females endure below:

For example, I work specifically with women, so you will find rape being one of their main challenge, you will find trafficking [human trafficking] being one of it, you will find drugs and substance abuse being part of it. Because in shelters we have rules, they are not used to rules because of being [drug] addicts, they will want to get their “fix” if I can call it, so we do not allow that, so they are not used to a certain life... they are used to doing whatever, whenever they want to do it.

The scenarios above emphasise that the pathways into homelessness are unique from males and females. For instance, rape, human trafficking, and substance use are some challenges unique for homeless females on the streets. Most females leaving an abusive household or escape from human traffickers typically turn to shelters for aid (Richards, 2010:100). Females experiencing homelessness encounter significant barriers to achieving mental and physical well-being (Krahn et al 2018:75). With an increase in substance use, the homeless females are less prone to maintain contact with family and friends (Aliverdinia & Pridemore, 2012:212). Conversely, without social work service, it may be extremely difficult recovering from substance use especially for those with addiction.

Supportive services constructed of unconditional, flexible and wrap-around supportive care are essential along with “no exclusion” eligibility principles for access to services for the homeless substance users (Clapton, Chenoweth, McAuliffe, Clements & Perry, 2014:32) as espoused in the extract below:

Our group [substance users] is open group, we made it open so that it can benefit everyone, mostly new and a lot of people, where they are able to learn from people who have been in the programme for a long time because they will share about their challenges, that is where they will share what is it that they have achieved since they have joined the programme, they share much about the medication that are taking. So, it helps much the new people in the programme.

Social work services are not stagnant as follow-ups are essential soon after termination. Individuals are living in a continuously changing world. The participants' experiences of following up with service users are illustrated in the following extracts:

Once we finish with our referral of our clients depending on the type of rehabilitation they went to and completed programmes at the rehab and have recovered from drugs. So, recovery from drugs is what we call after care. After recovery from drugs... from rehabilitation their programmes is finished we come

back again for the aftercare to prepare them for the reality of the world and also empowerment it is taking place at the moment to prevent them from relapsing so that they can identify their goals earlier and work on them.

The extract supports the assertion that determining the extent of homelessness service and programmes can reduce homelessness, providing some measures of the cost-effectiveness of the services and programmes provisioned to homeless people (Moulton, 2013:606). Wessels (2017:10) argues that service users should not be observed as “case numbers” or “files” used by an agency to source funding or donations, but as human beings with dignity and worth. For this reason, follow-up with homeless people after intervention indicates the success of the intervention in addressing homelessness, when an individual is housed, employed, reunited with family or not (Gaetz, Ward & Kimura, 2019:73). Therefore, follow-up with homeless people after intervention can determine if further intervention is necessary. The participants render various programmes and services to homeless people to address homelessness and some are summarised in the extracts below:

We assist them [homeless people] with food parcels, clothes, toiletries, and some of them with accommodation but only for short period of time and some of them with IDs [Identity Documents]. Some of them we try and build relationships with their families so that they can be able to go back to their families or be able to be assisted by their families in terms of finances.

We have two programmes, namely family reunification and skills transformation programme for homeless people.

We have substance abuse programme. We have transforming skills programmes and we have this other one for health. The programmes that we have help us because each has a leader. If we go to the street and discover that this person is abusing substances, we refer him to a specific leader. For example, if a client needs medical attention, we know the leader to refer the matter to.

We do have programmes such as substance abuse, family reunification to teach homeless people who would like to be reunited with their families that it is possible to decide to go back home. I let homeless people know that there are rehabilitation centres for those who are abusing substances and for those who want to be reunited to be aware of our family reunification programme.

For the programmes that we have is skill development which helps them in getting jobs, and we get to know what they are interested in with regard to the job market and what they can do, others are more interested in working with their hands and we do support in that as well. We also have the health

programme because it is easy to contact diseases when living on the street, so we able to help them so that they are able to go to the clinics especially for those who do not have IDs [Identity Document], we can help them access the health facilities so that they can be helped quickly if we do intervene... we also have family reunification whereby we can reunite them with their families and hear what are the exact problems, we can also know if they have relatives for some who can help.

I can say we have certain forms, when we have contact with a homeless person for the first time, we... or let me start with the one for receiving food. We use indicators to record their names, their age and where they come from. We have the intake form and then we have the process note form and we have the one for referral to rehabilitation centres if the person is a substance user, we have a certain form that we fill, for medical assessment we have different forms that we use.

The participants' explanations demonstrate that social work programmes and services, such as drop-in centres, are the entry aspect in connecting with homeless people and then offers case management, early intervention and link to other services once a trusting relationship is developed (Thompson, Bender, Windor, Cook & Williams, 2010:205). It remains important to expose the homeless populations to daily social work practice to increase awareness of the work performed by social workers and the outcomes of their interventions to ensure they also benefit from such services (Kegan & Zychtinski, 2017:1494).

One of the participants cautions that short-term goals, such as food provision, may contribute to the normalisation of the situation. The participants' extract is quoted below:

Like the food parcel ones, the shower ones... I do not think they are really assisting in addressing street homelessness because they are only address short-term needs, they only help temporarily and after that life goes back to normal in a sense of the continuation of living on the street.

The participants' caution is consistent with the observation that efforts or initiatives to provide basic subsistence needs such as food should be combined with health programmes, such as rehabilitation, skill development and employment programmes, family reunification and policy to address long-term needs (Baggett et al 2011:633). For instance, skill development programmes support the development of self-sufficiency and should be beneficial for long-term successful transition

(Handin & Wille, 2017:43). Basic subsistence provision needs should not be abandoned as it is necessary for the survival of the homeless people (Crawford et al 2014:73). Conversely, the lack of basic subsistence provision needs may predict long-term difficulties, such as poverty perpetration or criminal involvement.

4.3.3.4 Sub-theme 3.4: Family reunification

Family-based interventions, such as family reunification, are employed to reconnect and restore family relations or reunite family members after a breakdown. social workers often employ homeless individuals' family relations, providing support and facilitating the family reunification process (Gasior et al 2018:30). Gasior et al (2018:28) emphasised that family reunification significantly correlates with the perceptions of addressing homelessness. The participants' experiences of facilitating family reunification are demonstrated below:

Background of the client is very important, the education, socio-economic ills, and environmental influences [assessment] will help to at least identify what led a person to become homeless. Based on that I can recommend what the client needs. It is important to hear the side of the family when working with homeless people as it makes our work easier in findings solutions. It also helpful to refer such family matters to FAMSA [Family and Marriage of South Africa].

We check with the beneficiary [homeless person] first, if he is ready to go back home, we call it family reunification. We contact the parents and then we meet with them and the beneficiary. We try to give them counselling and to understand what caused them to become homeless. If the parents agree to take them which happens most of the time they go back home. It depends on the beneficiaries if they are ready to go back home, most of them are not ready to go back home. They will tell you that they do not want to go back home, but when they are ready, we do meet with their family members.

They can be homeless but still be clean and look clean. Some of them are clean... [thinking for a while] they bath. We check them especially when we are on sites giving them food. Some of them come and queue and tell us they want food. We do what we call early intervention, we try to find out if the person is staying on the street or have a place to stay as some of them are staying in the flats. If we find out the person is homeless, we check how long has the person been staying on the street. We do try by all means to intervene with the ones who are new on the streets and try to get them to go back home.

My role as a social worker is to form relationships and with the homeless people and try and find out how they ended up on the street. Some are in need of family reunification, then we try and contact their families and find out what made them

leave home and reunite them with their families. That is my role, that is what I do.

My role is to provide services that can reintegrate the person back into the community, to reintegrate the individual back into their families, back to their community after they have been able to receive assistance in terms of their substance abuse problem.

We do have success stories, whereby there was, I cannot mention their names. There was a guy from Cape Town who went back home, there was a guy from Zimbabwe who went back home and there was this other again a lady from this side Hammanskraal who went back home. We do have cases whereby homeless people go back home.

Some of them end up going back home, some of them end up having proper relationships with their families in such a way that the person might be staying here but now the family is now assisting with funds that assist the homeless person buy food and look for a job.

Despite having had difficult and sometimes traumatic family experiences frequently homeless people want to reconnect and work to rebuild family relationships (Mayock & Parker, 2019:565). Family reunification is significant for the development of emotional well-being amongst homeless people. It is considered an ideal arrangement for homeless people owing to risks associated with life on the street (Thompson et al 2010:207). For instance, through family reunification family disputes between the homeless individuals' and family can be resolved to reduce the likelihood of future homelessness (Broll & Huey, 2017:19).

Disruptive family conditions, such as family violence and high conflict amongst family members, are principal reasons that some homeless people left their homes (Aliverdinia & Pridemore, 2012:212). It has a determining role if a homeless individual would consider reuniting with his family. One of the participants shared his experience below of providing a service to homeless people who were reluctant to return to their families:

What I have experienced is that at times we do try to assist homeless people, for example we try to unite a homeless person with a family... at times you will experience that person does not want to go back home or the family does not want to reunite with the homeless person or even assist. So, at times it becomes difficult having to work with a person who does not want to go back home. I remember one of my cases was this lady who was homeless and not willing to go back home, the family was willing to take her back, but she was not willing

to go back home so it was heart breaking to see such happening, because remember she will be here at the shelter and after she will be homeless again. It was not nice at all seeing that happening.

Provided the participants' explanations, De Venanzi (2008:131) alludes that conflicts occurring within families can easily reach grades of intensity instigating difficulty of family reunification after a member is cast out into the street. Family dysfunction and conflict increase the likelihood of homelessness (Aliverdinia & Pridemore, 2012:211). Homeless people who miserable and hurt by their family are often encountered with a choice to remain homeless on the street or be reunited with the families with hurt or let them down.

4.3.3.5 Sub-theme 3.5: Community work services

Weyers (2011:9) describes community work as a method employed by social workers to bring concerning necessary social change to benefit the community. Mendes (2008:248) regards community work as the core of a social work practice. The participants share their experiences of community work in the following extracts:

By working with communities we want to make sure what is lacking in the community so that they can be helped or what is it that they want so that they can get off the street; working with families we get to know the reasons why is the person not living with his family at home and whether the family knows where they are and how can they help them. Well working with churches and professionals, with churches I think they work like us professionals because they give homeless people food most of the churches, they render services that we social workers do render on certain level so they have the same purpose as us and then they also support homeless people spiritually. By working with them we try to understand why people are living on the streets, do they have people who care about them.

With the communities, usually people from the communities are the ones who provides us with donations so that we can be able to assist the homeless people, with the families we normally focus on building a relationship with the family... with friends it is very rare.

We have campaigns, we invite different people, we would invite SAPS [South African Police Services], Department of Health (DoH), we would invite other organisations, for example, they can test, they can get injections [syringes].

We have a number of projects where were get homeless people to play soccer with other teams such as students from local universities. When they are together with those university students you cannot pick who is homeless

because the whole idea is that they are humans, and they need to be part of the community. We are trying to bring those kinds of projects that a that somebody from a proper background will not think these ones are homeless they cannot be part of this... like right now we have a book club that is running because we always think that book clubs must be joined by people who are smart, who are in universities, who are in colleges or working in libraries. We welcome people from the street and have debates because they have the capacity to do these things but we kind of exclude them because we think homeless people cannot be part of this.

We have a drop-in centre where the guys [homeless individuals] on Wednesday's come, shower, and wash their clothes and then have a meal. It could be coffee and bread and then they get to watch TV. We work with them and on that day, we know that they get to bath and sometimes we refer them to other drop-in centres especially with ladies to Potter's House. We have Mercy House [shelter for women] which struggle to take our client because they are substance users or most of the times, they are actually full to capacity but at least we know we have got those options. We know some other NGO's help with ID's at a discount we refer them there to apply for their ID's. We have partnered with University of Pretoria community engagement; they are actually coming and have projects that allows the guys [homeless people] to get employed part time and they run this place here.

The findings indicate that community work services are an operationalisation of social engagement (Rothwell et al 2017:77). Through community work services social workers can identify and assist homeless people to obtain legal documents, such as IDs, asylum papers and social grants (Prinsloo & van der Bergh, 2017:41).

4.3.3.6 Sub-theme 3.6: Benefits of social work intervention for homeless people

Social work intervention often empowers the service users through discussions concerning their conditions, providing them with the available information, referring to appropriate services to meet their needs (Doostgharin, 2010:562). Conversely, through empowerment social workers can explore homeless people' strength and how they overcome hardship (Prinsloo & van der Bergh, 2017:41). As a result, the benefits of the social work interventions are alternatives or solutions to challenges explored by social workers with the homeless individuals. The participants shared their experiences of how social work intervention benefits homeless people in the extracts below:

The advantages are that they are able to find jobs, it makes it easier for them to live if they are able to provide for themselves. It is a good thing.

There are those with academic qualifications, we try and help them to find jobs that is how we intervene.

It benefits them [homeless people] because they are able to eat, some of them they are taking medication so you cannot take medication on an empty stomach. They do benefit. They get jobs and some of them go back home. Through, the service that we render some homeless people do get jobs, like I have mentioned most homeless people are unemployed and currently looking for jobs. So, we help them with CVs [curriculum vitae] and make copies for them. We have a database of people who already have jobs through our services.

With the skills development programme that we render to homeless people it is where they benefit. They learn how to use computers, they can become cashiers, security guards, work at call centres... such skills benefit homeless people a lot and they can be able to look for jobs, because there are those who do not have education, they just have matric and others did not even complete matric. We do help in addressing street homelessness by teaching them skills. For those who do not have education it does help them. By giving them food it is a way to have them to have strength and a way forward because you cannot have counselling session as a social worker with a hungry person, how are they going to listen to you while they are hungry. Food is just an entry for us to speak to them, it is not something that we offer to address homelessness.

It contributes positively because [homeless] people change, and transform and become better people, they [homeless people] get educated, they get knowledge, they get services, for example we do referrals where they will be able to go to the clinics, they now know of different stakeholders we have, they now know their rights which they did not know they had.

The homeless people benefit in several ways from the social work intervention, such as food access, acquiring skills, reuniting with their families, assistance with CVs and some obtain employment. The participants' explanations further support the assertion that social workers are often indispensable; without them, some service users may not survive (Doostgharin, 2010:562). Social work intervention addresses situations of personal distress and crisis by shaping and changing individuals' social environment (Mendes, 2008:248).

Homeless people benefit counselling provisioned by social workers. The benefits of counselling and existing programmes for homeless people respond individually to

the unique homeless individuals' unmet needs. The participants share the benefits of counselling in providing social services below:

It is important in a sense that it makes them think more about what they want because others are on drugs, so through counselling they can decide to quit... they may decide whatever they want to do. Some decide to go back home because others end up getting sick here on the street, they get infected with diseases.

The programmes help homeless people to get off the street and help to reduce the number of people living on the streets. They allow us to get to understand the homeless people and help them getting off the streets. Empowerment it is not like helping the client... you need to challenge the client because as a social worker I am not going to be there forever for the client and that is why I say once you identify the kind of skill they have, you also going to challenge them and you also try to find their strength and their capabilities because sometimes they are not aware because of low esteem they may be experiencing so my role is to make them aware of their strength and capabilities and inform them about certain opportunities that may be available in the market or institutions and that is part of empowering because I cannot keep a client forever. By empowering them, you make the client aware of their strengths and to work for themselves so that tomorrow when I am not there for them at least they will be able to be on their own to use those skills and tools that they have to proceed in life. However, it is a process and not something immediately to be taken easy and also use our peer educators after rehabilitation those homes people who are on substance after they have recovered because after they have recovered they go back home and you find that they have nothing to do and then they relapse because they are bored. You need to empower them before they are even recovered from substance use and prepare them in advance and even after recovery about the challenges they may have to face after care.

The participants' extracts demonstrate that counselling intends to restore hope to the hopeless (Bukoye, 2015:331). Counselling can improve service users' social connectedness and decrease their hopelessness (Gasior et al 2018:29). Richards (2009:233) explains that the goal of counselling is to lessen the distress, anxiety and concerns that service users may present to social workers. Service users can realise their full potential through counselling.

4.3.4 Theme 4: Collaboration with stakeholders to assist homeless people

Homelessness is too complex a problem for one stakeholder, therefore a combination of stakeholders must bring all hands-on deck to address the matter (Cornforth, Hayes & Vangen, 2015:775). Stakeholders are essential in enhancing

participation in addressing homelessness. Swanepoel and De Beer (2011:21) define a stakeholder as a person, a group or an agency performing a specific task geared towards addressing a common social problem, such as homelessness. The participants' views on the stakeholders needed in enhancing participation are illustrated in the following:

We have lawyers like the Human Rights Lawyers, but I do not see what they are doing. We have got people who are powerful who can actually help but I do not even think they worry about homelessness. There is too much stigma, so these people can actually help. Homeless people get harassed and arrested. When they appear in court, they cannot afford lawyers and even if they did not do anything, they are likely to get arrested because they have got no lawyers. Lawyers need to come out and protect the homeless people. Right now, if taxi drivers want to beat people on the street [homeless people] they decide and beat homeless people. The police need to come on board... the police need to understand homeless people. I know right now we have got this gang sport thing that we bring the police and homeless people to play soccer together so that when a homeless person has a problem and see a police they should be able to report to the police and get help instead of running away. And all these companies who are doing community social responsibility, all those people they take donations to old age homes and orphanages to places that are already established, some places that are already funded by the government but none of them think of taking the donations to meet the needs of the homeless people so nobody cares about the homeless people

We make sure that... [thinking] because most of the homeless people I work with are drug users whom we call them service users, we make sure that they get help but only those who are willing they will come to us and ask to go to rehabilitation centre. We make sure that they go to the clinic and get medical reports so that we can help them to go for rehabilitation. They need to have certain documents to go to rehabilitation centre and even the police help us with affidavit. We also have skill development partners that we work with and they pay for homeless people who are willing to undertake certain trainings so that they can be able to get jobs.

Our supervisor is the one to introduced us to the stakeholders and partners which are specifically focus on drug rehabilitation and shelters... SANCA [South African National Council for Alcohol and Drug Dependence] rehabilitation is one of our partners but with them you do not stay there for longer...

The participants' concerns and frustrations above resonate with Manomano's (2018:18) argument that a lack of stakeholder collaboration may result in social programmes and policies failing to achieve their objectives. Collaborations are not random - they are strategic alliances that stakeholders enter with careful evaluation

of differing skills and experience necessary when advocating a concern (Chibonore & Chikadzi, 2017:8). Collaborations are fostered when stakeholders are motivated to impact disadvantaged people's lives, such as the homeless population (Ashkanani, 2014:157). Collaboration with homeless people often relies on a level of trust, developed over time (Irving, Ayoko & Ashkanasy, 2019:11).

Ashkanani (2014:156) describes the collaboration as an interactive process, enabling individuals with diverse expertise or skills to solve a common social problem, such as homelessness. The participants emphasise some collaborators and the importance of collaboration in the extracts below:

Yes, mostly we collaborate with city councillors. We work with city councillors, we also work with retail shops such as Woolworths and Pick and Pay who provide us [organisation] with food, sanitary towels, and funding. Woolworths is very helpful because they supply us with food. It is very difficult to work with someone who is hungry. That person will not be interested to talk to you. So, we use food as a medium or form of contact. We give them food and in return we communicate with them.

Collaboration needs teamwork as we cannot address street homelessness on our own. We need teamwork in terms of stakeholders, community, and volunteers. It became more beneficial because we are able to hear each other's point of views, share ideas and suggestions and that what brings awareness to get the outcomes or results how we can bring growth and development and on our own it won't be possible it needs teamwork. The coordinated programme we use are outreach and awareness, and we have also introduced our tollfree number and volunteer stakeholders which makes our work easier in working with homeless people.

We have a forum and then we have a shelter network, so within that we can sit, but mostly we focus on domestic violence, but we include part of homelessness.

When collaborating with the homeless people, most of the time it becomes easier to see the result, we usually see the results quicker than when working independent from them as in that case you will only be focusing on what you want to do. When you collaborate with the homeless people they will tell you that I need this and that, then you will be able to make them see how to find such things, even when a person want to go back home she will be able to provide proper details so that you are able to contact the family and make the arrangement with them. But when you work independent it is another story.

The participants' extracts illustrate it is important for stakeholders to recognise the strengths and weaknesses in their efforts to collaborate effectively (Marek, Brock &

Salva, 2015:67). Stakeholders' collaboration is often recognised as an effective social work practice in delivering social assistance services (Marek et al 2015:67). Some authors contend that homelessness stakeholders' intervention or responses to homelessness are significantly affected by sectoral silos. Service types could not coordinate to facilitate adequate homelessness intervention (Clapton et al 2014:32).

Stakeholders' participation or collaboration, including the directly affected population, such as homeless people, is critical in responding to homelessness or assisting homeless people. For instance, stakeholder participation with rehabilitation centres is important in the intervention of homeless substance abusers and stakeholder participation, such as clinics, are important in providing primary health care for the homeless people when necessary.

Collaboration is often used as a strategy to achieve common goals (Mead, Brantley, Zur & Goldberg, 2017:286). Conversely, collaborative action can impact the individuals' experience of homelessness in diverse ways (Meanwell, 2012:79). Ashkanani (2014:156) explains that collaboration amongst social workers and affected stakeholders is the most efficient route to best respond to homelessness or assist homeless people. The advantages and benefits of a collaboration of various stakeholders to alleviate the plight of homeless people are illustrated below:

Collaboration obviously is the networking, networking it is very good for the current work we are doing and even for the career as a whole or for the future.

There are advantages of collaborating... like right now I work for COSUP [Community Oriented Substance Use Programme], this place is actually run by the community engagement from UP and that is how we collaborate and from that side they look at the accommodation issue and we come with the psychosocial services. It is actually beneficial because we all come and help service users with the things that they need cause most there is no organisation that come and look homeless people who are on substance abuse like we can look at TLF [Tshwane Leadership Foundation], for example TLF I know they have a drop-in centre for homeless people but at the end of the day if homeless people need drug intervention they cannot help so they will need us [COSUP] or SANCA [South African National Council on Alcohol and Drug Dependence] to come through. So, collaboration is very important it works like the ideology of functionalism where you say the eye cannot work without the head, where the head cannot work without the eye. So, you need to collaborate as long as there are clearly defined roles of who must do what to avoid an overlap.

The stakeholders are Department of Health; the churches and SAPS [South African Police Services] help a lot. It is very helpful because some of them, the beneficiaries you will find that they are not mentally stable so you cannot take that person to the hospital so you can call the police to escort us and then we take the person to the hospital.

The scenarios illustrate that when stakeholders join hands, the intervention effort is shared amongst the stakeholders reducing the likelihood of failing (Ashkanani, 2014:157). Stakeholders often lack the resources, expertise, or experience to effectively intervene homelessness in isolation (Gaetz et al 2009:73). Collaboration is particularly valuable in enabling stakeholders with diverse perspective to share information and resources directed to intervening a common social problem (Irving et al 2019:1). Marek et al (2015:67) observes that the assumed advantages or benefits of collaboration include providing more innovative solutions to complex concerns, whilst reducing duplicated efforts or services.

4.3.5 Theme 5: Participants' challenges when providing services to homeless people

Social workers are at the forefront of endeavours to address homelessness, as direct service providers and as advocates (Rosenberg, 2009:97). Interventions to address homelessness are an emerging area for the social work practice (Zufferey, 2011:241). Participants encounter varying challenges when they provide services to homeless people. social workers' primary function during service provision to homeless people is to listen, respond and support (Harington & Beddoe, 2014:153). homeless people' conduct may impede service-delivery progress. The challenges raised by the participants are indicated in the sub-themes below.

4.3.5.1 Sub-theme 5.1: social workers perceived as "miracle workers"

The need for the services may arise amongst all segments of the homeless populations in various circumstances (Kegan & Zychtinski, 2017:1482). Social workers have a demanding task as often the service users' demands exceed what they offer (Kim & Stoner, 2008:6). An increase in the homeless population does not inevitably lead to an increase in homelessness service intervention (Rosenberg, 2009:100). Whilst demands on social workers increases, they are often exposed to

an increased risk of developing work-related stress and burnout (Tesi, Aiello & Giannetti, 2019:123). The expectations and demands that social workers are exposed to in rendering their service, are encapsulated below:

It is challenging as they [homeless people] expect us to perform miracles, so to them we are like miracles performers, I am always expected to have all the answers. I must have whatever they need at that certain time they need it, so it is very challenging... they expect me to have solutions for them in a week or two-day's time. They expect us to have readymade jobs for them. So those are some of the challenges I do face as a social worker addressing street homelessness.

The challenges are when homeless people think you [social workers] are their personal saviour, and they end up asking for favours [cigarette] that you cannot necessarily offer as a social worker.

So, I think different programmes that we get from our organisation allows us to be on the same level with street [homeless] people [not impose ideas and advice], hence our relationship with them is quite very good, but you would find others that feel entitled to some services that we cannot reach or we cannot give, you would find them insulting [us], you would find them using vulgar words towards you [social worker] and then you have to always... maintain your professionalism at all times.

In cases whereby, someone does not want to go back home, I usually try but at times remember it depends on the person, at times you have to let the person be. You [social worker] cannot force a person to go back home if they do not want to go back home, but I do assist them to find a job so that person can end up having a place of their own... but with some I just let it be.

The professionalism of a social worker determines services offered (Keesman & Weenink, 2018:13). social workers consistently feel ill-equipped to respond to the breath of service users' needs. They are often frustrated by envisaged as "miracle makers" performing beyond their capacities, resources, or expertise (Clapton et al 2014:35). Rosenberg (2009:98) contends that homeless people vary tremendously in their needs, encountered in an array of social work settings. Social workers risk work-related stress attributable to the nature of their work and the contexts where they operated (Wagaman, Geiger, Shockley & Segal, 2015:201).

4.3.5.2 Sub-theme 5.2: Provision of inaccurate information to social workers

To provide an effective service to service users addressing their needs, delivering accurate or sufficiency information is necessary for the social workers. The participants' experiences of false or inaccurate information provision is demonstrated below:

The challenges are that sometimes homeless people lie about their family background or their reasons for being homeless. Sometimes they lie about their names, the other one will come and tell you I am "Mayonnaise". You need to have a skill of finding out what is happening with them while we busy counselling them you can realise this person is lying.

I had a case whereby the homeless person lied about his chronic disease. I think he did not want me to know that he is HIV positive and epileptic. As I was busy counselling him, I could learn about the medication he is taking because the reason why he is homeless is because he had a fight back home with the parents. They did not want to touch him, they felt like he is going to infect them with the disease. So those are certain things that you have to check.

Some of the challenges are that some homeless people come to me and do not provide me with their full information. Some will lie to you and only to find out only after some few sessions with that homeless person, and only realise that this person only came here saying this and now they are suddenly what they are saying the story has changed. Most of them when you meet them for the first time and second time they do not tell you what is really happening with them, they say things just to get over on what you are trying to find solutions on at that time and at a later stage you will only find out that they lied. I would say this delays me as a social worker on being able to give that homeless person proper assistance because at times that person might come to you and tell you that she wants to go back home but she won't give you all the necessary information that she is supposed to give and only to find out that at times you want to assist her and take her home... but only to find out that you do not have the proper directions [plan for the short and long term solutions] to help and at the end of the day it appears as if you have wasted the organisation resources.

The findings demonstrate that efforts to prevent or address homelessness require clarification on the reasons why individuals become homeless, how long individuals remain homeless, and identifying factors associated risk for homelessness (Rosenberg, 2009:97). Unfortunately, homeless people indicate distrust in social workers resulting in providing inaccurate information. Jamal (2019:103) argues that a commitment can establish the trust of service users to listen and learn, respecting

religious and cultural values and engaging service users' in the decision-making process. Without trust, service users may lose the opportunities to explore and express their concerns, emotions and opinions resulting in positive interventions (Hsieh & Ku, 2018:1020). The inaccurate information provided by service users to social workers may fail the intervention in addressing homeless people' needs and homelessness.

4.3.5.3 Sub-theme 5.3: Service users' lack of self-determination

A core value of social work practice is self-determination, often adopted by social workers to enable service users to live with great success in realising their potential within the community by focusing on establishing solutions for their problems (Murphy, Duggan & Joseph, 2013:705). Conversely, self-determination fosters the service users' active involvement in addressing their needs (Wolfer, Hodge & Steele, 2018:8). The participants' experiences of fostering self-determination are demonstrated in the extracts below:

The challenges are that there are those homeless people who are on the street and do not know what they want in life, are not ready to improve their lives, they have given up on life. It is a challenge to me as a social worker in addressing street homelessness.

Working with homeless people to be honest it is a huge challenge but as a social worker I ask wisdom from God to serve the people in the community because sometimes you are a social worker you want to help the people but at times the assistance it is not enough to the homeless community.

... so when you work with homeless people, they are not going to be on time, they are not going to keep appointments as much as you want them to, you, yourself, you have to work on yourself to be more flexible, you have to be very... you can be firm but as you are firm, you have to really understand the nature of the person you working with ...

Watson (2017:462) postulates that responses to homeless people need to be attentive to their non-material concerns, such as self-determination, provided the aforementioned extracts. Ignoring homeless people' self-determination is prone to result in them losing confidence, self-esteem and opportunities, which may often go unrecognised (Williams & Stickley, 2011:433). Wolfer et al (2018:9) contend that by not allowing self-determination, opportunities might be removed for service users to

develop. Consequently, social workers failing to consider service users' self-determination, undermine their professional effectiveness and efficiency (Wolfer et al 2018:9).

4.3.5.4 Sub-theme 5.4: Service users' inability to adapt to rules at shelters

The participants shared the difficulties of service users' inability to adapt to rules at shelters as illustrated in the following extracts:

I think homeless people are often used to the freedom they have while living on the street to do whatever they want anytime, but now shelters have rules that have to be followed of which they may fail to adapt... if they fail to adapt and it does not work for them the end up absconding. They are used to the life on the street... the hardcore life of which sometimes may be a disorder, and, in that case, we refer them to psychologists as it may be a mental challenge as well.

...if you cannot help them you are failing them if I can put it like that way.

Sometimes it can be very scary, you need to be firm and communication skills are very important with PCA [Person Centred Approach] what I have experienced it is the best approach that I feel really helped me such as skills like immediacy. This experience I have with substance users is that when counselling him he no longer saw me as a social worker but as her lover and calling me names my wife, and that is where my ethics challenged me and I had to use immediacy as said to him...

The extracts indicate that implementing rules may be problematic because they often add unnecessary stress to service users (Gregory et al 2017:8). Conversely, Farrell (2012:339) contends that individuals in homeless shelters are often subjected to a complex system that may often be in their interests. Service users finding it difficult to adapt to rules at shelters or in the professional relationship with social workers, may be discouraged from pursuing assistance from social workers.

4.3.5.5 Sub-theme 5.5: Some service users revert to their former ways before social work intervention

Social work intervention often intervenes with a positive impact or change in individuals' life. For instance, when social workers intervene in homelessness, the primary goal is to address homelessness whereby homeless people reunite with their families, leaving the street; homeless substance abusers are placed in

rehabilitation centres and others are assisted to find jobs. Some homeless people benefitting from social work intervention may revert to their initial situation before the intervention, such as relapsing to substance abuse. The participants shared their experience of working with service users who often revert to their old ways below:

It challenges me because you find, in my passion for working with people especially those who are trafficked, empowering them or assisting them in changing their lives is difficult because you would find if one has been trafficked from the street or from wherever, they tend to run away and go back to the pimps, so for one to empower them it is quite difficult because they abscond and go back to their way of life.

With those we collaborate with we do see the results even though with some of them they often go back to the old life.

I have different experiences; It has never been the same when I receive [at the centre] women who are living on the streets or even going out to those on the street. At times you experience a more satisfactory feeling where one is willing to receive services and receive whatever you are offering. At times you will find that people are not willing to receive services and it is extremely challenging. At times you find that it is dangerous for us to even go to the street, so it is different experiences at different times but it is very sad to see people staying in... for example slums, not knowing what they are going to eat the next day I think most [homeless people] experience a feeling of hopelessness.

Based on my experience with sex workers who are homeless when we have to cross or go to those bridges to reach out to them with our services they cannot be trusted themselves because at the time they are like pimps to drug dealers but you won't be able to identify and even your own clients can be part of the syndicates and they can traffic you or even inject you, so you need to be very observant and listening skills there is very important to see certain signs.

Our main service is referral, so based on wherever we refer homeless people to different shelters we have to adhere to the shelter's requirements. For instance, shelters can only accommodate one and two based on a homeless persons' childhood background and based on our referral report. They need to get an assessment report from our organisation stating outcomes of interventions and recommendations of why we are referring the homeless person. As a social worker I must be prepared to answer questions based on the criteria the homeless person has to meet to be admitted in that shelter. If the homeless people do not meet a shelters' criteria of admission... we need to do family reunification as a matter of last resort, we intervene first with the parent or family, or whoever that they are close to get their side of the story and we then plan for a full family intervention to amend relationships. But it is not something that happens immediately and if the relationship is amended I believe it is where we can see the way forward as the person is no longer

homeless considering he is going back to his home. But if a homeless person or the family is not ready for family reunification because of what happened it is always a challenge but we usual refer the homeless person to a shelter.

I work with substance users who are homeless and there are those who want to reclaim their lives and at the same there are drug dealers who you may be destroying their business by helping the substance users to stop using and they may be pimps to report you amongst the homeless people you trying to help. They may start following you because you will be affecting their business.

The participants empower the service users with essential resources, such as information, food and shelter. Whilst referring them to other agencies for further intervention, service users often revert to their old ways. By empowering the service users, social workers recognise the capabilities of individuals to engage in meaningful decision-making and recognise and use the available resources (Hills, 2008:108). Farrell (2012:340) indicates that for some service users' homelessness is living a chaotic experience on the streets or in a drop-in centre providing survival essentials. Conversely, for those homeless people homeless for longer periods may revert to their old ways because they developed an adaptive and coping mechanism fostering survival within hostile environments (Farrell, 2012:339).

4.3.5.6 Sub-theme 5.6: Participants' non-judgemental attitude towards homeless people

Social work professional values and ethics oblige social workers to be tolerant of diversity, open to new experiences, humble enough to accept their ignorance and willing to learn from those they serve (Chu et al 2009:292). Conversely, social workers must observe each as individual and refrain from judging or forming stereotypes according to their own or other preconceived ideas (Wessels, 2017:7). The attitude towards social workers addressing homelessness is essential in the intervention process with homeless people. The participants' attitudes towards the homeless people are demonstrated in the extracts below:

Working with homeless people offered me an opportunity to learn that homeless people are not what we think they are, you do not have to judge without getting to understand them better. I have realised that most of the people in society judge homeless people as I was also one of them, people judge homeless people on the basis that they are homeless and when they see them they see criminals... working with them helped me understand them better.

I see them as human being, I do not judge them, and I believe they gained much from my profession ... I do not judge them, I respect them, I assist them to feel like human being, the way I treat them helps them to have hope, helps them to feel... even though they have been rejected by other people, family members, or friends but they still feel that at least there is someone who cares much about them, someone who understand their challenges, someone who is able to give them direction where possible.

Okay respect and non-judgemental, and when I say respect and non-judgemental is that be on their level and with contact making you need to know their main jargon language to make them feel accepted and understood, not undermined... you assess such things how they talk and imitate that in a certain way and if it works. And also, empathy it goes a long way with wisdom ... at times in our professional we become aware that we using jargon words so we have to be careful of our language and also know their jargon and if you know it better use it.

...social workers are compassionate; our job requires us to show compassion. So, when we are having that professional relationship the homeless people will end up thinking maybe I should find someone who can assist me, so you find a lot of time people who are coming through actually asking you for money to buy food which is so hard because I am in a work place you know and sometimes you might find yourself...

Considering the above accounts, Clapton et al (2014:32) contend that non-judgemental attitudes towards service users is characterised by unconditional acceptance. A social worker supports service users in realising their potentials, without judging them (Grobler, Schenck & Mbedzi, 2013:41). The non-judgemental attitude towards homeless people cannot be practised in isolation from the social worker's professional respect value. Social workers cannot facilitate personal growth without respecting service users (Grobler et al 2013:41).

4.3.5.7 Sub-theme 5.7: Participants' satisfaction with the intervention outcomes

Generally, social workers intervene in homelessness to impact homeless people' positively, such as assisting them to find jobs or reuniting them with their families. The participants' satisfaction with the intervention consequences are illustrated below:

I can say I have a good experience working with homeless people, because seeing them going somewhere in life makes me happy. That is what I want to

do, I want to bring change into their lives, some I even meet them in town they tell me sister, I just got a job in a certain restaurant. Which is an achievement, we call it an achievement because they are able to provide for themselves and be able to pay for rent.

It makes me feel good that I was able to impact someone's life like when a homeless person gets a job or decides to go back home.

I could say when I get the outcomes in terms of the family intervention and the client [homeless individuals] has went back home and is no longer homeless and have amended the relationship with parents and was able to go to rehabilitation and well reintegrated with family that is where we see the success stories and that is how homeless people benefits from our services. For those who do not have families we refer them to shelters and when they are there they get empowered with certain skills and seeing them running their own businesses is a compliment to us as we see this homeless person has benefited from us.

Social workers have an important role in rendering visible divergences in policy regarding improved results for homeless people (Zufferey, 2011:243). Authors contend that job satisfaction mediates the relation between resourced and exhaustion whilst partially mediating the relationship between job resources and rigour (Boudrias, Desrumaux, Gaudreau, Nelson, Brunet, & Savoie, 2011:376). A worker's sense of achievement, sustained motivation or even inspiration and enjoyment from emotional demanding social work can be prompt compassion satisfaction (Wagaman et al 2015:203).

4.3.5.8 Sub-theme 5.8: Participants' frustration with undesirable intervention outcomes

Social work is considered an emotional labour because social workers often experience frustration and burnout arising from high emotional demands from dealing with work and service users' unceasing requests (Tartakovsky, 2016:658; Travis, Lizano & Barak, 2016:1077; Tesi et al 2019:122). Work frustration is the harmful physical and emotional responses occurring when the outcomes do not match the capabilities, resources or needs of the social worker (Travis et al 1077). Emotions and frustration are not unique to social workers (Jones, 2012:50). The participants' frustrations are shared in the extracts below:

Some of our services are beneficial, but some of them I do not think they benefit the homeless people. Remember for example the service of family reunification, the family at times they are able to assist the homeless person to be independent. But services like the one for food parcels I cannot say they are really beneficial to the homeless people because they are just for the now, after some few days the person will still be on the streets. So, maybe if there was another way which we can help people fighting street homelessness within the city [Pretoria].

...let us say we work with a woman and find accommodation for her in our shelter for that particular period of time, and then after that you will see the same woman back again to the street. It makes me feel like we not doing anything to tell the truth. If there were other ways to help homeless people become independent and be able to afford their own houses and be able to get jobs... maybe that was going to be better.

For those responsible for homelessness intervention programmes, measuring outcomes is critical for assessing the relevance of these programmes (Gaetz et al 2019:73). An undesirable intervention outcome may result in burnout. Burnout is characterised by sensing frustration, exhaustion, and disenchantment (Gomez-Garcia, Alonso-Sangregorio & Llamazares-Sanchez, 2019:2). Burnout is associated with workers' frustration, a stressful working environment and a lack of desirable intervention outcomes. The consequences of burnout are potentially serious for social workers, their service users and service agencies (Tartakovsky, 2016:658). Intervening in the needs homeless people requires a more unique renewed set of solutions and programmes (Tutty et al 2014:1514).

One of the participants reflected on her work and acknowledged God as a source of wisdom in dealing with her frustrations below:

...but you are wondering of something that you might be missing but despite that I think wisdom makes me humble in doing my function and it also teaches me to have growth in what I am doing to know homeless people and how should I approach them or on what level should I approach them. Working with homeless people you need wisdom from God.

The participant acknowledgement of God over systematic problems resulting in undesirable outcomes demonstrates social workers' solidarity with the homeless people (Kosny & Eakin, 2008:157). social workers are regularly exposed to the difficult and often work frustration experiences of those they serve and actively work to address systems promoting inequality and injustice (Miller, Lee, Shalash &

Poklembova, 2019:14). The social worker pursuing a comprehension of occurrences is more prone to stay calm and patient and consequently is less prone to impair matters (Wendt, Schiller, Cheers, Francis & Lonne, 2011:199). The participants' belief in God could result in increased internal locus of control as God is credited with providing the wisdom to exercise agency (Snodgrass, 2013:314).

Social workers are ideally placed to work with homelessness because they maintain focus on the wider socio-economic factors, leading to difficulty in accessing or maintaining a home, whilst at the same time being sensitive to individuals' stories revealing vulnerabilities and strengths (Australian Association of social workers, 2019:8). Social workers practice in situations involving human misery, tragedy, trauma, conflict, and vulnerability (Wendt et al 2011:196). The participants' feeling of failures are shared in the following extracts:

At times I feel like I am not skilled enough or I am not doing enough to help homeless people. So, I keep asking myself if I am doing the correct thing, am I doing enough, am I rendering enough social services to the homeless people.

For example, one of the homeless people I worked with, did not seem to have any interest of quitting drugs, looking for a job... he only wanted to sleep, beg and eat, even in our support group he was negative. As a social worker in that case I end up not knowing what to do.

At times it makes me feel like a failure in playing my role... like I feel like I did not do my job but anyway I cannot do my job without the homeless person allowing me to. Let's say I had several sessions with a homeless person and nothing has changed and the person is still the same, and when they ask him you have been to a social worker... if feels like I do not know my job or I do not know what I am doing or supposed to do.

At times it makes me feel I have failed that particular homeless person, but at times you do see that there is nothing you can do with the situation and I have to let it go. As a social worker it is about understanding that not everything is under your control and some of the things you just have to let them be the way they are, because you cannot force a person to do what she does not want.

...sometimes I can refer a client to a shelter and the next thing they abscond... I will wonder what is it that is missing, maybe I didn't do my work, proper assessment, with a family when you do your report you will be able to get all the background like upbringing of which it will help in responding to the client's challenges.

Sometimes you judge yourself whether you qualified enough, whether you are using your position the way you are supposed to be using, you judge yourself because sometimes it happens that you cannot help that person. I think, I judge myself because of the services we render because sometimes you might call different organisations and you find they won't provide all that person's needs, so you start questioning whether... you even question what is the government doing about the problems around street homelessness, so even I know that I try my best, sometimes I feel even my best is not enough.

We social workers often go out of the way because that psychosocial assessment I have to intervene but obviously there is a time where you realise that you actually cannot do anything and it is so hard because once you tell the client I cannot assist you in this regard you have lost that client.

The extracts support the assertion that workers often communicate failures and difficulties associated with intervening in service users' lives (Kosny & Eakin, 2008:157). Chibonore and Chikadzi (2017:10) allude that if social workers perform in constrained environments with inaccessible resources, it prevents their ability to effectively advocate for service users in both cases, causing advocacy. Understanding the structural homelessness causes is essential for targeting appropriate responses to this phenomenon and raising the concern beyond individual vulnerabilities and individually focused intervention (Tutty et al 2014:1514). The homelessness intervention programmes, whilst well-meaning are not structured to assist homeless people to exit homelessness rapidly, reducing the risk of future experiences of homelessness (Gaetz et al 2019:73).

4.3.5.9 Sub-theme 5.9: Danger, risk, and trauma of working with homeless people

Social work is often experienced and described as a “dangerous, risk and traumatic” human service practice (Hyslop, 2011:414). Kosny and Eakin (2008:159) contend that social workers taking risks, position themselves as committed to homeless people and the cause of assisting them and addressing homelessness. In the findings, participants also acknowledged that it is sometimes risky, dangerous, and traumatic to provide services to the homeless people as illustrated below:

Last year there were people who used our toll free number and asked us to come as they have our clients who needs help They call and make up stories and you [social workers] may easily fell into the trap not knowing that the person

calling is a pimp and one of your clients. They are trying to trap you and they can lock you into their home. When you follow up with the clients, they keep on providing different stories but luckily when we do our outreach we go as a team and our driver to protect us in these risky areas we may be responding to. Human trafficking is real on the streets and trust issues... it is a dilemma as you do this you are going to be affected and if you do not you may be neglecting the client and these are at high risk and also with other clients you may be in a normal area and the next thing you see a bunch of drug dealers but because of learned lessons our line supervisor told us that when we go for outreach we should not go alone.

Other ones [social work interventions] can be very traumatic and scary... In the street when you walk you do not know who is watching you especially sex workers and the substance users... working on the streets it is not safe.

The challenges are when homeless people think you are their personal saviour, and they end up asking for favours that you cannot necessarily offer as a social worker. This is a very dangerous field. Let me say because if somebody comes here and ask you for something you cannot give them... remember like I said we bumped into these people. And the other thing I have been three or four times a victim of crime committed by the homeless people using drugs My car was once broken into while it was parked on the street and they took the wheel caps as well. A while back, I worked with somebody and I made a mistake by leaving him in my office then my phone got stolen... I even know who stole the phone but sometimes it is hard to go and open a criminal case for a homeless person. Our lives ... we not sure if we are safe or not, people who are homeless may also have emotional instability, anger and the pain... there are things that you feel life is unfair these ones they have got it all and also most homeless people on the street might have undiagnosed mental illnesses which might erupt while we are in a session. We always aware of that, we are working with people at risk and anything is possible, we can just get attacked, they can steal something from you and where they want you to assist and you cannot, you might turn to being a bad person which can happen anywhere else, but like I say homeless people experiences emotional instability, they have to survive to eat and when they see a phone, they see money and they do not have to think twice. Sometimes it has its own advantages because when I am on the streets I feel safe, like now when I park my car I know most of the homeless people there and when I get there I inform them that is my car take care of it, but at some point again you may trust them with your car and they may break into it, so we are on a rollercoaster we do not really know to trust or not to trust homeless people especially when they are substance users I trust them there and there because they can steal whatever to feed their habit. I am in between, sometimes I feel safe because the guys know me but sometimes, I do not feel safe.

The findings emphasise the stressful and threatening situations where social workers are often expected to perform their duties (Kosny & Eakin, 2008:150).

Social work practice is characterised by high demands, exposure to criminal activities, such as violence or theft and situations that may be harmful to social workers' health and safety (Kosny & Eakin, 2008:150). Conversely, Kosny and Eakin (2008:158) contend that social workers find themselves in dangerous, risky, and traumatic situations because their focus was on assisting disadvantaged populations and not their well-being. Despite the risk, danger and trauma, social workers' often experience whilst assisting, becoming accustomed to the risk, danger, and trauma encountered (Keesman & Weenink, 2018:14).

Along with taking risks, social workers are sustained by passion and energy for their work derived from a strong personal commitment to improving the lives and situations of others, aligned to their own beliefs (Wendt et al 2011:197). Correspondingly, social workers developed strategies congruent with the mission discourse, maintaining devoted personal relationships with service users to reduce risks in their jobs (Kosny & Eakin, 2008:156).

4.3.6 Theme 6: Participants' suggestions and recommendations for future practice in homeless people

Social workers are fundamentally involved with efforts to address problems encountered by individuals who find themselves homeless (Schiff, 2019:424). Kegan and Zychtinski (2017:1484) contend that understanding factors that explain the likelihood of pursuing assistance from social workers is paramount for service users and for social work as a profession. The profession of social worker has an opportunity to lead in promoting social justice within society and practice (Lane & Flowers, 2015:363).

Through interactions, homeless people may be aware of the judgements of others whose negativity affect individuals' esteem (Roche, 2015:231). One of the participants shared his perceptions on how social workers can intervene in addressing homelessness without judgements below:

Firstly, they [social workers] should not judge homeless people. Instead, they should get to know and understand why homeless people are living on the street. Secondly, they should know how they can help homeless people wherever they can. Because most of the homeless people did not choose to live

on the street and that is why I say they should get to know why are they on the streets and how can they intervene... they should not judge homeless people on the basis that they are homeless and call them nyaopes [drug addicts].

To enhance the responsiveness of social work in addressing homelessness, social workers must respond to homelessness without judging or imposing their views on homeless people. Conversely, social workers supporting homeless people in any professional context should endeavour to generate their clients worth through supporting self-determination and facilitating participation in addressing their unmet needs (Roche, 2015:241).

Social work education programmes may hold a critical function in preparing students for the social work profession. In this situation, social work students should be provided with the necessary competence to operate within a diverse population, such as homeless people in a well informed and socially sensitive area (Bo, 2015:562). This suggestion was expressed by one of the participants, sharing her initial perceptions concerning homeless people in the extracts below:

I know that homeless people are on the street for different reasons. Before doing my practical as a student or practicing I perceived homeless people as criminals and when I saw them I used to run away but since working with them I got to understand it is not like that, homeless people are people like everyone's else and have to be treated with dignity.

The participants' perception supports the assertion that social work education should incorporate the concerns of homelessness into a curriculum, providing students with training in this area of homelessness (Rosenberg, 2009:104). Social work education must impart the necessary skills and knowledge for social workers to be effective change agents (Mmatli, 2008:306).

Conversely, outreach work is important for stakeholders in approaching the homeless people. Andersson (2013:176) describes outreach work as a process of social intervention between individuals in need and conversely, as supported oriented stakeholder body with a common goal. Outreach efforts are required to improve awareness of the availability of services and dismiss inaccurate perceptions (Thompson et al 2010:208). The homeless population represents the important stakeholder in addressing homelessness. Effective outreach is therefore flexible in

the type and number of services provided and may require extended contact with the client before trust and rapport can be established (Rickards, McGraw, Araki, Casey, High, Hombs & Raysor, 2009:154). The importance of outreach was emphasised in the excerpt below:

Volunteers are needed to help with outreach. We need teamwork to reach out to the homeless people because on our own we are going to struggle. It needs to start from the church as well serving the homeless people to work with us social workers, and churches need to fundraise for the homeless people because usually no one things about the homeless people during festive seasons.

Likewise, collaborating with various stakeholders often create capacity (Shier & Handy, 2015:19). Attributable to the collaboration or links between social workers and stakeholders, sharing of information and resources simplify mobilising change (Ennis & West, 2010:409). Mostly, social workers need an extensive contact network of other stakeholders in addressing homelessness (Andersson, 2013:171). The assertion was expressed in the scenarios below:

Different departments need to avail themselves so that we can together fight homelessness because you cannot say I am a social worker, I can fight homelessness without other people assistance, it is crucial to have other departments who are willing to get in and assist.

I think homeless people... the communities and social worker should not look to homelessness as something that begins here in the inner-city [Pretoria]. we need to look to back at home where homeless people grew up... I think it need to start there, social workers and community need to build relationship with communities back at home where homeless people may be coming from. Remember some of the things start back home a long time and now street homelessness may be an end result of something that have begun long time ago. If around the rural areas social workers work with those families and try by all means to educate the families about what social workers do, how can they ask for help, and render them some services. I think street homelessness can be reduced in some way because it is not something that it began today... [thinking] it is something that began long ago and now it is an end result.

The scenarios emphasise that social workers should strengthen local collaborations and networks to the benefit of the communities they serve (Jamal, 2019:101).

Two of the participants shared concerns regarding inadequate resources for service delivery in addressing homelessness. Subsequently, lack of adequate resources,

such as funding, often hinders service delivery (Prinsloo & van der Bergh, 2017:43). Indeed, social workers need adequate resources to assist them in increasingly expanding functions in service delivery and policy formation (Schiff, 2019:425). The participants share their concerns below:

I think accommodation should be the first for the homeless people before we intervene and anything else. Unfortunately, we do not have that, so even if you want to intervene on the drug abuse side or on the family side, but you find that the person has no place to sleep. So you are sending them back to the dangerous streets, to the places that actually kills them every day, to the place that makes them hopeless every day and then you expect them to have hope that things will be fine tomorrow, that won't happen.

It is so painful that somebody needs help, and we are aware about the challenge and attending to them without the necessary resources you like nothing because sorry won't help them. To us at work we held a meeting with our manager and express our dissatisfaction with our services because we feel like hypocrisy and yes! [emphasising] the challenges are the reality and how can we deal with it, we then agreed to stop some of the services because of limited resources but we continued with other services like assisting only homeless people who are abusing illegal substances and those who are victims of sexual assaults. We still journey with them and help with family reintegration... we try reuniting them [homeless people] with their families and bring them back to their homes. You cannot always rely on the resources as bringing hope to them maybe will change their lives and it is not always about resources and maybe come with a different aspect of mind and that is the reason why we do family reintegration and others we cannot refer them to shelters based on their situations so family intervention is used as an alternative to overcome their brokenness because home that is where is where they may get warmth and that is the route we have taken to assist substance users and sexual assault victims but also related with those we experiencing family distress we provide them with counselling and try work with them in finding their families but there are those one's who do not want anything to do with their families. Resources are the challenge, but I think we need to think out of the box when rendering a service to homeless people.

The participants' extracts resonate with the assertion that the lack of adequate resources in organisations hinders effective service delivery to the development of service users, such as homeless people (Shava, 2019:131). Organisations often allocate conditional funding on certain levels, standards or types of service provided, limiting their service delivery (Martin & Healy, 2010:80). For instance, homelessness persists because these services do not always acknowledge the basic needs of homeless individuals, hence they often respond to the needs of the homeless

(Culhane, 2008:111). For this reason, without providing basic needs, such as housing, nothing else would prevent and address homelessness (Moulton, 2013:602). Substance use or gender-based violence programmes accomplish insignificantly in addressing homelessness (Moulton, 2013:602). Homelessness should, therefore, be intervened holistically.

4.4 Conclusion

This chapter presents the research findings derived from the transcribed interviews with eight participants providing social work service to homeless people, with a collaborative role in addressing street homelessness with homeless people. The biographical profile of participants as outlined in the first section, followed by six themes and 18 sub-themes, provide direct quotes from the transcribed interviews, subjecting them to literature control. The first theme focuses on the participants' understanding of homelessness and observations on the causes. The second theme discusses the challenges experienced by homeless people. The third theme presents the available programmes and services provided to homeless people. The fourth theme discusses social workers' collaboration with stakeholders to assist homeless people. Theme 5 presents the participants' challenges when providing services to homeless people. In conclusion, this was followed by Theme 6, presenting participants' suggestions and recommendations for future practice in working with homeless people.

CHAPTER 5: SUMMARIES, CONCLUSIONS, AND RECOMMENDATIONS

5.1 Introduction

This chapter is the culmination of the research process by providing the qualitative research process, conclusions and recommendations based on education, practice, and policy (Creswell, 2016:232). This chapter is important as it demonstrates how the study goals were attained. Summaries of the previous four chapters, followed by conclusions derived from the research process and the research findings, based on two groups (A and B), participated in the study. Group A comprised 14 homeless participants and Group B comprised eight social work participants. Eight themes were presented for Group A and six themes for Group B. The subsequent section focuses on recommendations on the qualitative research process, research findings, and suggestions for future studies.

5.2 Summary of the previous chapters

The study comprises five chapters; the previous four chapters are summarised as follows:

Chapter 1 provides a general orientation to the study. The background, problem statement, and motivation for the study are described, supported by relevant literature. The research questions and research goals derived from the topic are provided, followed by objectives guiding the inquiry. The qualitative research methods were briefly introduced, including ethical considerations guiding the research conduct during the study. These comprise informed consent, confidentiality, anonymity, and management of information. The main concepts employed in the study are clarified to provide context and demarcation.

Chapter 2 provides a detailed description of the application of the qualitative research process. The chapter also orientates the reader on the chosen research paradigm and the justification of the relevance of the research methodology in accomplishing the goals of the study. A discussion on applying the research designs, sampling methods, data collection methods, data analysis and data verification are presented.

Chapter 3 presents, first, the biographical profiles of the participants with particular reference to their gender, age, race, level of education, occupation, duration homelessness, family knows street homelessness, whether participants are in contact with their families and if 'yes', times of contact with their families. Secondly, the research findings are presented and subjected to literature control.

Chapter 4 presents, first, the biographical profiles of the participants with particular reference to their gender, age, race, duration of experience working in the area of homelessness and further training or formal qualification on homelessness as a professional social worker. Secondly, the research findings are presented and subjected to literature control.

5.3 Conclusions based on the research process

The conclusions based on the outcomes of the qualitative research process and the ethical considerations are provided below.

5.3.1 Research questions

The research questions for the study were formulated as follows:

- What is the collaborative role of social workers and homeless people in addressing street homelessness?

The research question was specific, concise, and researchable concerning developing an in-depth understanding of the collaborative role of social workers and homeless people in addressing street homelessness and how their roles impact homelessness. The research question was answered, based on the participants' diverse experiences, insights, and perceptions.

5.3.2 Research goals and objectives

The study had one goal, indicating:

- To gain an in-depth understanding of the collaborative role of social workers and homeless people in addressing street homelessness.

The study goal was achieved in Chapter 3 and 4 where the findings were extensively presented. The research objectives were accomplished as elucidated below:

- A sample of participants comprising social workers working in homelessness and homeless people within the area of CoT, in the Gauteng Province could be obtained. Unisa Department of Social Work concerned the research with ethical clearance to conduct the study.
- The study could be conducted through face-to-face, semi-structured interviews with open-ended questions contained in an interview guide (for Group A and Group B), with a sample of homeless people and social workers in the field of homelessness.
- The collaborative role of social workers and homeless people could be explored in addressing homelessness.
- The obtained data could be sort and analysed according to the eight steps of qualitative data analysis constructed by Tesch (Creswell, 2013:46).
- The study findings regarding the collaborative role of social workers and homeless people could be described in addressing homelessness.
- The data could be interpreted, and literature control conducted to support and contrast the research findings.
- Conclusions could be drawn, and recommendations rendered on the collaborative role of social workers and homeless people in addressing homelessness. The conclusions and recommendations are presented in the subsequent section of this chapter.

5.3.3 Research approach

Qualitative research was applied to obtain the participants' valuable and diverse insights and experiences. This approach was particularly vital in describing and interpreting the participants' insights and experiences on the enacted participation in addressing street homelessness.

5.3.4 Research design

Exploratory, descriptive, and contextual research designs were applied in the following manner:

Attributable to limited knowledge and understanding concerning the collaborative role of social workers and homeless people in addressing street homelessness, the **exploratory research design** assisted to explore the participants' experiences.

The **descriptive research design** enabled providing descriptions of the participants' experiences in addressing street homelessness, based on the areas explored during the research process. The descriptions of their experiences were compared, contrasted, and subjected to literature control.

The **contextual research design** enabled the participants to share their realities and insights, influenced by their different environmental context.

5.3.5 Ethical considerations

The prescribed ethical considerations indicating informed consent, confidentiality, and anonymity, protecting participants from harm, and management of information were observed during the study. All the participants consented to participate in the study, whilst they were assured of anonymity and confidentiality observed by using letters of the alphabet as codes to conceal their identity. Although measures were established to ensure participants' identities are not revealed, it is arduous to guarantee anonymity as the involvement of gatekeepers may compromise such guarantee. The study would be published in the print and electronic media.

5.4 Conclusions based on the research findings

Conclusions drawn from the findings of the homeless participants (Group A) and social work participants (Group B) are presented in the sections below according to the participants' biographical profiles and themes.

5.4.1 Research findings on homeless participants (Group A)

Participants' biographical profile

The participants' biographical profiles reveal the following:

- Most homeless participants are black males.
- The participants' homelessness duration ranges from two to twenty-six years.

- Most (seven) participants infrequently contacted their families, whilst five participants had no contact with their families and lastly, two of the participants were in contact with their families daily.
- Most (13) participants were unemployed.

5.4.1.1 Theme 1: Participants perceptions of homelessness and its causes

- Poverty and unemployment appear the major homelessness causes. Marital breakdown, family conflict or violence (domestic violence), gender-based abuse, poor family support or disintegration, foster care and a non-existence family relation could also contribute towards homelessness.
- Attributable to harsh conditions on the street, some homeless people may commit crimes to be arrested to escape these conditions, such as food insecurity.
- Some participants recognised homelessness as a choice.
- The participants reported substance use as a cause of their homelessness, compelling them to remain homeless attributable to easy access.

5.4.1.2 Theme 2: Challenges, risks, and consequences of homelessness

- Homeless people observed to be more vulnerable to personal harm than the housed population. The risk encountered by older homeless people reported to be severe compared to the general homeless population.
- It was disheartening that the police and security personnel harassed individuals and were often discouraged from reporting the harassment.
- The participants' explanations support the assertion of food insecurity and insufficiency as common amongst the homeless people. Some participants resorted to extreme measures, such as survival sex, to secure food.
- Homeless people are more susceptible to health risks because of a lack of access to basic amenities, such as toilets, drinking water or health care as a challenge resulting in a loss of dignity.

5.4.1.3 Theme 3: Attitudes of society towards homeless people

Homeless people are often stigmatised by society and derogatory labels, such as crazy, *nyaopes*, and criminals, are often used to describe them.

5.4.1.4 Theme 4: Participants' attitudes towards their current situation

Most homeless people reported emotions of hopelessness, disillusionment, and suicidal ideation because of the experienced stressful events of homelessness. Despite these emotions, some participants were determined and hopeful concerning their future. Participants appeared hopeful that social work intervention will contribute towards the improvement of their lives.

5.4.1.5 Theme 5: Exploitation of the homeless by the public and private sectors

- Some participants reported they were exploited by NPOs staff using their names to obtain funding or donations they do not benefit from.
- Some participants questioned the role of the media, interested in reporting on concerns encompassing homelessness during a crisis involving homeless people.

5.4.1.6 Theme 6: Social work intervention with homeless people

- After a negative social work service rendered, most of the participants were frustrated with the social workers' intervention and reported it as unhelpful. An appeal was made by some participants that social workers should refrain from raising the hope of the homeless people through false or unrealistic promises.
- Some participants appreciated the social work intervention because of the outcomes the participants benefited from. A dissenting voice came from some participants who reported to not be in support of food provision to the homeless people.
- Some participants reported to lack trust and confidence in social workers because of the stigma social workers are accused to pose on homeless people.

- Time is precious to the homeless people as they reported that “time is money”, therefore, they do not have time to observe social workers in their offices and recommend that social workers should reach to them on the street.

5.4.1.7 Theme 7: Participants’ perceptions of collaboration between social workers and participants to address homelessness

- Most participants were actively involved in community forum to address homelessness. They report to support that a future collaborative role with social workers can address homelessness.
- Some of the homeless people using illegal substances reported acknowledge their situation of homelessness and select not to participate in addressing homelessness but instead choose to obtain money to feed their addiction.

5.4.1.8 Theme 8: Participants’ suggestions for social work services

- Some participants suggested that shelter provision and other basic amenities alleviate problems related to safety and their goods and restore their worth and dignity. Some participants reported that shelter provision is insufficient, suggesting that if they are assisted to obtain jobs, they can provide for themselves.
- Some participants suggested that social workers should offer counselling to restore their hope in the future and assist them to break down rigid trust barriers.
- Most participants suggested that social workers should familiarise themselves with challenges that homeless people encounter, whilst becoming part of the solution to address homelessness preferred to occupy their “fancy offices”.
- Some participants requested a multi-level approach and cautioned that a ‘one size fits all approach’ would not succeed in addressing homelessness, suggesting that homeless people should be approached individually.
- Family relationships remained central to the homeless people. The participants suggested that social workers should facilitate the process of reuniting them with their families as they find it difficult doing it on their own.
- Most of the participants suggested that social workers should proactively facilitate the access to technology for the homeless population, rendering it easy

for them in communicating with their families or accessing the information on available job opportunities.

5.4.2 Research findings on social work participants (Group B)

Participants' biographical profile

- Most (eight) of the participants are female and black.
- The participants' experience of working in the field of homelessness ranges from 10 months to three years.
- The majority (seven) participants had no training within the area of homelessness whilst practising.

5.4.2.1 Theme 1: Participants' understanding of homelessness and views on causes thereof

- Social workers indicate that homelessness is a situation experienced by individuals with no residence, live on the street and often lack the resources or support networks to obtain other permanent housing.
- Similar to the homeless people' assertion, social workers also reported that unemployment, underprivileged or no family support, family breakdown, substance use, migration of individuals from rural or foreign countries are the major contributing factors towards homelessness.

5.4.2.2 Theme 2: Participants' observations on the challenges and consequences of homelessness

- Social workers observe that homeless people rarely commit violent crimes, such as murder and stealing. Instead, homeless people usually fight amongst themselves for scarce resources.
- Some of the social workers reported that homelessness can be a traumatic experience for the homeless people. Attributable to the influences of unpleasant traumatic experience other than homelessness, homeless people often lose hope for a better future. Exposure to traumatic experience positions homeless people at substantial risk of poor mental health outcomes.

- Participants shared that homeless people are at elevated risk of lacking knowledge on how to access healthcare services.
- Participants also shared that homeless people are more prone to have limited or no healthcare facilities compared to the housed population.

5.4.2.3 Theme 3: Available programmes and services provided to homeless people

- The participants' accounts demonstrate that social work programmes and services, such as drop-in centres, are the first point of entry in connecting with homeless people, offering case management, early intervention, and links to other services.
- Social work services for those homeless people with problematic substance use is a specific and necessary service or programme in addressing homelessness. Substance use programmes focus on substance and family reunification, skills development, housing and linking service users to the labour market.
- Social work services are not stagnant as follow-ups are essential after termination. Follow-up is used to determine the extent that homelessness services and programmes can reduce homelessness, providing measures of cost-effectiveness of the services.
- Social workers cautioned that short-term goals, such as food provision, may contribute to the normalisation of the homelessness situation.
- Family-based intervention, such as family reunification, is used to reconnect and restore relations or reunite family members after a breakdown.
- Through community work service social workers can identify and assist homeless people to obtain legal documents, such as IDs and asylum documents.

5.4.2.4 Theme 4: Collaboration with stakeholders to assist homeless people

- Stakeholders are essential in enhancing participation in addressing homelessness.
- Collaboration benefits include providing more innovative solutions to complex concerns, whilst reducing duplicating efforts or services.

5.4.2.5 Theme 5: Participants' challenges when providing services to homeless people

- Social workers consistently sense ill-equipped to respond to a breath of homelessness' needs, often frustrated by expectations to be 'miracle makers' attending to concerns beyond their capacities, resources and expertise. Such frustration has undesirable intervention outcomes, which may result in burnout.
- The participants are often frustrated by the homeless people's inability to adapt to rules at shelters. Rules may be problematic as they may add unnecessary stress.
- Although participants empower the service users with essential resources, such as information, food, shelter and refer to other agencies for further intervention, service users often return to the streets.
- Participants reported that working with homeless people is often risky, dangerous and traumatic as they are exposed to criminal activities and personal harm, whilst providing services to the homeless people.

5.4.2.6 Theme 6: Participants' suggestions and recommendations for future practice in collaborating with homeless people

- Outreach work is reported as important for stakeholders in approaching homeless people and maintaining contact. Homeless people are reported as the main stakeholder in addressing homelessness.
- Participants suggested that homelessness should be intervened holistically in a sense that programmes are interlinked, such as food, shelter or housing, skills development, substance use programme, healthcare and link to labour markets to meet needs of the homeless population.
- The participants recommended community members to volunteer their time in to assist with outreach to approach more homeless individuals.
- Participants suggested churches to fundraise for the homeless population.
- The participants recommended that different government departments should avail themselves and form part of the social workers and increase capacity in addressing homelessness.

- The participants suggested that providing shelter or housing to homeless people should be the first aspect addressed before intervening in other homeless people' unmet needs.

5.5 Recommendations

5.5.1 Recommendations for practice

- Provided the participants' lack of access to human basic amenities and facilities, such as sufficient food, water, healthcare services, education and shelter, it is recommended that social workers working in the area of homelessness should partner or collaborate with stakeholders, such as the DHS, Water and Sanitation, DoH, DSD and Lawyers for Human Rights, to advocate for the rights of the homeless people to shelter and healthcare. The recommendation is that social workers should mobilise mobile clinics for the homeless people, which can be easily accessible for the homeless population.
- Because of the participants' lack of access to technology, it is recommended that social workers partner or collaborate with information communication technology companies or higher learning institutions to facilitate access to technology, such as computers for the homeless people to search for jobs on the Internet and communicate with their families.
- Considering the derogatory and stigmatised terms used to describe homeless people, it is recommended that social workers should collaborate with stakeholders, such as basic and higher learning institutions, civil society movements, NPOs, law enforcement agencies, such as the SAPS or Tshwane Metro Police Department (TMPD), and the media, to conduct ongoing awareness or campaigns to educate society on homelessness.
- Provided the homeless people valued direct contact with the social workers, it is recommended that social workers strengthen street-based outreach programmes, assisting to identify the needs of the homeless people and involve them in addressing such needs.
- Since some homeless people express the need to be reunited with their families, it is recommended that social workers should focus on the family-based

interventions, such as family reunification, facilitating the process of reuniting homeless people with their families.

- Considering that most homeless people are unemployed and often lack labour related skills, it is recommended that social workers partner with higher learning institutions and further education and training institutions to intensify skills development centres, advancing the homeless people, presenting them with job opportunities in the labour market.
- In observing that the experience of homelessness is traumatic and places homeless people at high risk of poor mental health, it is recommended that social workers should partner with mental health institution to provide mental healthcare to the homeless people.
- Because of the social work participants reporting working as a social worker as sometimes risky, dangerous and traumatic to render service to the homeless people, it is recommended that social workers partner with the SAPS or TMPD to increase their safety during street-based outreach work.

5.5.2 Recommendations for policy review

- Provided the social work participants' diverse comprehension of homelessness and lacked the policy to refer to, it is recommended that the DSD should facilitate a national engagement that seeks to develop a common understanding of homelessness and a guideline for social workers operating in the area of homelessness.
- Provided the inadequate resources for service delivery in addressing homelessness, it is recommended that the national DSD intensify funding of the social work programmes or NPO operating in the homelessness area to advance their effectiveness in their response to homelessness.
- Observing that most of the homeless participants are migrants from rural areas to urban areas or townships to city centres, it is recommended that the DSD facilitate a national coordination of services between rural and urban areas social workers and townships to city centres social workers in addressing homelessness.

5.5.3 Recommendations for education

- Provided the social worker's observations, they are not adequately equipped to respond to homelessness; it is recommended that institutions of learning should develop a short course or workshop for continuous training to upskill or equip social workers to remain relevant in responding to homelessness.

5.5.4 Recommendations for further and future research

- Provided the homeless participants unclear and questionable role of the media personnel in reporting on homelessness to the public or media consumers, it is recommended that more studies be conducted on the primary intention, role and interest of the media personnel in informing the public on homelessness.
- Considering that most of the homeless participants contacted their families infrequently, it is recommended that more studies be conducted on the experiences and challenges of the homeless persons' family.
- Observing that homeless participants reported harassment by police and security personnel, it is recommended that more studies be conducted on how the police and security personnel intervene in homelessness.
- Considering that most of the social work participants considered family-based intervention, such as the family reunification, as central in addressing homelessness, it is recommended that a qualitative or quantitative research be conducted to measure the effectiveness of the family reunification intervention in addressing homelessness.

5.6 Conclusions

This chapter presents summaries and an overview of the qualitative research method as presented in the first two chapters. A summary of the major research findings is accorded to the eight themes for Group A and six themes for Group B, followed by conclusions and recommendations based on the research findings. The discussion results in presenting recommendations for further research concerning practice policy and education, and recommendations for future research.

The findings suggest guaranteed basic services available in prison, such as housing and access to food, can lead to unintended consequences of committing a crime by those who deem themselves to be homeless. The comparison of being in prison is therefore deemed as better than sleeping on the streets, is concerning. It may imply that some individuals may be tempted or choose to commit a crime to be arrested and sent to prison instead of living on the streets.

Furthermore, the homeless people were critical of social work services. The criticism goes to the heart and soul of the profession. One of the homeless participants was unclear if it is the role of the social workers to provide tea and bread to the homeless people. Conversely, is it the collaborative role of social workers to provide tea and bread?

REFERENCES

- Abbott, Y. K. 2017. Breast cancer patient access to social work. *Journal of Social Work*. 17 (5): 531 – 543.
- Aberson, C. L. & McVean, A. D. W. 2008. Contact and anxiety as predictors of bias toward the homeless. *Journal of Applied Social Psychology*. 38 (2): 3009 – 3035.
- Aderamo, A. J. & Aina, O. A. 2011. Spatial inequality in accessibility to social amenities in developing countries: a case from Nigeria. *Australian Journal of Basic and Applied Sciences*. 5 (6): 316 – 322.
- Aldershot, A. 2008. The culture of homelessness. *Critical Social Policy*. 30 (1): 151 – 153.
- Aliverdinia, A. & Pridemore, W. A. 2012. Individual-level factors contributing to homelessness among adult males in Iran. *Sociological Spectrum*. 32: 209 – 225.
- Allen, M. 2018. *The Sage encyclopedia of communication research methods*, vol. 4, SAGE Publications, Inc, Thousand Oaks, CA, [Accessed 02/08/2018], doi: 10.4135/9781483381411.
- Alvesson, M. & Sandberg, J. 2013. *Constructing research questions: doing interesting research*. Sage Publications Ltd, London, [Accessed 28/07/2018], doi: 10.4135/9781446270035.
- Anderson, S. H. 2009. Unemployment and subjective well-being: a question of class. *Work and Occupations*. 36 (1): 3 – 25.
- Andersson, B. 2013. Finding ways to the hard to reach – considerations on the current and concept of outreach work. *European Journal of Social Work*. 16 (2): 171 – 186.
- Angrasino, M. 2011. 'Ethical considerations', in *Doing ethnographic and observational research, Qualitative Kit*. London: SAGE Publications Ltd. Available from <http://dx.doi.org/10.4135/9781849208932>. [Accessed 28/08/2018]

Ansary, R. & Das, B. 2018. Regional patterns of deprivation in India: an assessment based on household characteristics, basic amenities and asset possession. *Social Change*. 48 (3): 367 – 383.

Aqeel, S. & Campbell, R. 2012. *Contextual research: towards a model of learning for IDUS-215*. Available from <http://contextualresearch.wordpress.com/week-02/class-03>. [Accessed 17/08/2018]

Ashkanani, H. R. 2014. Attitudes toward achievement motivation among Kuwaiti social workers. *International Social Work*. 57 (2): 156 – 168.

Australia Bureau of Statistics: 2018. What is homelessness: Australia Bureau of Statistics. Available from <https://www.homelessnessaustralia.org.au/about/what-homelessness>. [Accessed 04/06/2018]

Australian Association of social workers. 2019. *Scope of social work practice homelessness*. www.aasw.asn.au [accessed 02/01/2020]

Baggett, T., Singer, D. E., Rao, S. R., O'Connell, J. J., Bharel, M., & Rigotti, N. A. 2011. Food insufficiency and health services utilisation in a national sample of homeless adults care utilisation. *Journal of General International Medicine*. 26 (6): 627 – 634.

Bailey, J. S. & Burch, M. R. 2011. *Research methods in applied behaviour analysis*. Thousand Oaks: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781412985710>. [Accessed 22/08/2018]

Bainbridge, R, Whiteside, M, McCalman, J. 2013. Being, knowing, and doing: a phronetic approach to constructing grounded theory with aboriginal Australian partners. *Qualitative Health Research*, 23(2):275-286.

Baran, M. L. & Jones, J. E. 2016. *Mixed methods research for improved scientific study*. Hershey, PA: IGI Global. Available from <http://dx.doi.org/10.4018/9781-5225-0007-0>. [Accessed 08/08/2018]

- Barnett, G. A., Melischek, G., & Seethaler, J. 2011. 'Structural theory', in *Encyclopedia of social networks*. Thousand Oaks: SAGE Publications. Available from <http://dx.doi.org/10.4135/19781412994170.n344>. [Accessed 08/08/2018]
- Bassuk, E. L. 2010. Ending child homelessness in America. *American Journal of Orthopsychiatry*. 80 (4): 496 – 504.
- Bedwell, W. L., Wildman, J. L., DiazGranados, D., Salazar, M., Kramer, W. S., & Eduardo, S. 2012. Collaboration at work: an integrative multilevel conceptualization. *Human Resource Management Review*. 22: 128 – 145.
- Belcher, J. R. & Deforge, B. R. 2012. Social stigma and homelessness: the limits of social change. *Journal of Human Behaviour in the Social Environment*. 22: 929 – 949.
- Bendassolli, P.F. 2014. Reconsidering theoretical naïveté in psychological qualitative research. *Social Science Information*, 53(2):163-179.
- Berndt, E. & Huey, L. 2008. 'You've gotta learn how to play the game': homeless women's use of gender performance as a tool for preventing victimisation. *The Sociological Review*. 56 (2): 178 – 194.
- Best, R. 2010. Situation or social problem: the inherence of events on media coverage of homelessness. *Social Problems*. 57 (1): 74 – 91.
- Bickman, L. & Rog, D. J. 2013. 'Practical sampling', in *Handbook of applied social research methods*. Thousand Oaks: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781483348858>. [Accessed 26/08/2018]
- Bird, M., Rhoades, H., Lahey, J., Cederbam, J., & Wenzel, S. 2017. Life goals and gender differences among chronically homeless people entering permanent supportive housing. *Journal of Social Distress and the homeless*. 26 (1): 9 – 15.
- Birks, M. 2017. 'Practical philosophy', in *Qualitative methodology: A practical guide*, SAGE Publications, Inc., 55 City Road, London, pp. 17-30, [Accessed 08/08/2018], doi: 10.4135/9781473920163.

- Biscotto, P. R. De Jesus, M. C. P. Da Silva, M. H. De Oliveira, D. M & Merighi, M. A. B. 2016. Understanding of the life experience of homeless women. *Journal of School of Nursing*. 50 (5): 749 – 755.
- Bo, B. P. 2015. Social work in a multicultural society: new challenges and needs for competence. *International Social Work*. 58 (4): 562 – 574.
- Botes, J. M. 2009. *Introduction to qualitative research in social sciences*. Thousand Oaks: SAGE Publications.
- Bottaglia, M. P. & Lavrakas, P. J. 2011. 'Nonprobability sampling', in the *SAGE encyclopedia of survey research methods*. Thousand Oaks: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781412963947>. [Accessed 22/08/2018]
- Boudrias, J., Desrumaux, P., Gaudreau, P., Nelson, K., Brunet, L., & Sovoie, A. 2011. Modelling the experience of psychological health at work: the function of personal resources, social organisational resources, and job demands. *International Journal of Stress Management*. 18 (4): 372 – 395.
- Bowen, G. A. 2006. Grounded theory and sensitizing concepts. *International Journal of Qualitative Methods*. 5 (3): 12 – 23.
- Bradford, A. 2017. Rabbits: habits, diets and other facts. www.livescience.com/28162-rabbits.html. [Accessed 09/02/2020]
- Broady, T. 2014. What is a person-centred approach? Familiarity and understanding of individualised funding amongst carers in New South Wales. *Australian Journal of Social Concerns*. 49 (3): 285 – 307.
- Broll, R. & Huey, L. 2017. "Every time I try to obtain out, I obtain pushed back": the function of violent victimisation in women's experience of multiple episodes of homelessness. *Journal of Interpersonal Violence*. 0 (0): 1 – 26.
- Bryant, A. & Charmaz, K. 2011. 'Sampling in grounded theory', in *The sage handbook of grounded theory*, SAGE Publications Ltd, pp. 229-244. Available from <http://dx.doi.org/10.4135/9781848607941>. [Accessed 27/12/2018]

- Bukoye, R. O. 2015. Case study: prevalence and consequences of street begging among adults and children in Nigeria, Suleja Metropolis. *Procedia Social and Behavioural Sciences*. 171: 323 – 333.
- Bullock, H. E., Truong, S. V., & Chun, L. 2017. Combating social exclusion: “safe space” and the dynamics of inclusion at a homeless farming site. *Journal of Poverty*. 21 (2): 166 – 192.
- Burlingham, B., Andrasik, M. P., Larimer, M., Marlatt, G. A., & Spigner, C. 2010. A house is not a home: a qualitative assessment of the life experiences of alcoholic homeless women. *Journal of Social Work Practice in Addictions*. 10: 185 – 179.
- Burns, V. F., Sussman, T., & Bourgeois-Guerin, V. 2018. Later-life homelessness as disenfranchised grief. *Canadian Journal of Ageing*. 171 (2): 171 – 184.
- Busch-Geertsena, V., Gilhane, D., & Fitzpatrick, S. 2016. Developing a global framework for conceptualising and measuring homelessness. *Habitat International*. 55: 124 – 132.
- Butler-Kisber, L. 2017. ‘Concerns in qualitative inquiry’, in *qualitative inquiry: thematic, narrative and arts – informed perspectives*. London: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781526435408>. [Accessed 16/09/2018]
- Cagle, J. G. 2009. Weathering the storm: palliative care and elderly homeless persons. *Journal of Housing for the Elderly*. 23: 29 – 46.
- Cardador, M. T. & Caza, B. B. 2012. Relational and identity perspectives on healthy versus unhealthy pursuit of calling. *Journal of Career Assessment*. 20 (3): 338 – 353.
- Carpenter-Song, E. 2019. “The kids were my drive”: sheltered families, moral strivings, and the loss of parental selves in the wake of homelessness. *Ethos*. 47 (1): 54 – 72.
- Castanos-Cervantes, S., Turnbull, B., & Aguilar-Villalobos, J. 2018. Psychosocial differences between Mexican girls at risk of homelessness and those unsheltered,

sheltered or emergency sheltered. *Vulnerable Children and Youth Studies*. 13 (1): 72 – 80.

Chamberlain, C. & Johnson, G. 2011. Pathways into adult homelessness. *Journal of Sociology*. 49 (1): 60 – 77.

Chamberlain, K. & Hodgetts, D. 2018. 'Collecting qualitative data with hard-to-reach groups', in *The sage handbook of qualitative data collection*, SAGE Publications Ltd, 55 City Road, London: 668-685, [Accessed 08/08/2018], doi: 10.4135/9781526416070.

Channamma, R. 2016. The function of social worker in community development. *International Journal of Social Sciences*. 5 (10): 61 – 63.

Check, J. & Schutt, R. K. 2017. 'Qualitative data analysis', in *research methods in education*. London: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781544307725>. [Accessed 01/09/2018]

Chereni, A. 2017. Advocacy in the South African social welfare sector: current social work research and possible future directions. *International Social Work*. 60 (2): 507 – 520.

Chibonore, W. C. & Chikadzi, V. 2017. Enablers and barriers encountered by social workers in understanding advocacy in Johannesburg, South Africa. *Southern African Journal of Social Work and Social Development*. 29 (2): 1 – 19.

Choeu, M. W. 2014. *Qualitative research in the social context*. London: SAGE Publications.

Chu, W. C. K., Tsui, M., & Yan, M. 2009. Social work as a moral and political practice. *International Social Work*. 52 (3): 287 – 298.

Clapton, J., Chenoweth, L., McAuliffe, D., Clement, N., & Perry, C. 2014. Precarious social inclusion: chronic homelessness and impaired decision-making capacity. *Journal of Social Distress and the homeless*. 23 (1): 32 – 41.

- Coghlan, D. & Brydon-Miller, M. 2014. *The sage encyclopedia of action research*, vol. 2, SAGE Publications Ltd, London. Available from <http://dx.doi.org/10.4135/9781446294406>. [Accessed 02/08/2018]
- Cohen, L., Duberley, J., & Smith, P. 2019. Losing the faith: public sector work and erosion of career calling. *Work Employment and Society*. 33 (2): 326 – 335.
- Colbry, S., Hurwitz, M., & Adair, A. 2014. Collaboration theory. *Journal of Leadership Education*. 13 (4): 68 – 75, doi: 10.12806/v13/14/c8.
- Commonwealth of Australia. 2008. *The road home: a national approach to reducing homelessness*. Canberra Business Centre: Department of Families, Housing, Community Service and Indigenous Affairs.
- Coohey, C. & Easton, S. D. 2016. Distal stressors and depression among homeless men. *Health and Social Work*. 41 (2): 111 – 119.
- Corbin, J. & Strauss, A. 2008. 'Theoretical sampling', in *Basics of qualitative research (3rd ed.): techniques and procedures for developing grounded theory*, SAGE Publications, Inc., Thousand Oaks, CA, pp. 143-158. Available from <http://dx.doi.org/10.4135/9781452230153>. [Accessed 27/12/2018]
- Cornforth, C., Hayes, J. P., & Vangen, S. 2015. Nonprofit-public collaborations: understanding governance dynamics. *Nonprofit and Voluntary Sector Quarterly*. 44 (4): 775 – 795.
- Crawford, B., Yamazaki, R., Franke, E., Amanatidis, S., Ravulo, J., Steinbeck, K., Ritchie, J., & Torvaldsen, S. 2014. Sustaining dignity? Food insecurity in homeless young individuals in urban Australia. *Health Promotion Journal of Australia*. 25: 71 – 78.
- Creswell, J. W. 2009. *Research design: Qualitative, quantitative and mixed methods approaches*. 3rd edition. Thousand Oaks: Sage Publications.
- Creswell, J. W. 2014. *Research design: qualitative, quantitative and mixed methods approaches*. 4th edition. Thousand Oaks: SAGE Publications.

Cross, C. & Seager, J. R. 2010. Towards identifying the causes of South Africa's street homelessness: some policy recommendations. *Development Southern Africa*. 27 (1): 143 – 158.

Cross, C., Seager, J., Erasmus, J., Ward, C., & O'Donovan, M. 2010. Skeletons at the feast: a review of street homelessness in South Africa and other world regions. *Development Southern Africa*. 27 (1): 5 – 20.

Culhane, D. P. 2008. The cost of homelessness: a perspective from the United States. *European Journal of homelessness*. 2 (1): 97 – 114.

Curry, H. R. 2015. *A semiotic phenomenology of homelessness and the precarious community: a matter of boundary*. DPhil (Communication). United State of America: University of South Florida

Daya, S. & Wilkins, N. 2012. The body, the shelter, and the shebeen: an effective geography of homelessness in South Africa. *Cultural Geography*. 20 (3): 357 – 378.

De Beer, S. & Vally, R. 2015. *(Finding) pathways out of homelessness: an engaged, transdisciplinary collaborative in the City of Tshwane*. Unpublished draft document: University of Pretoria.

De Beer, S. & Vally, R. 2017. (Finding) Pathways out of homelessness: An engaged, trans-disciplinary collaborative in the City of Tshwane. *Development Southern Africa*. 34 (4): 385 – 398.

De Beer, S. 2015a. *Street homelessness policy and strategy for the City of Tshwane*. Draft Document August 2015, City of Tshwane.

De Beer, S. F. 2015b. Ubuntu is homeless: an urban theological reflection. *Verbum et Ecclesia*. 36 (2): 1 – 12.

De Bruin, L. 2018. *COSUP gives hope to substance abusers*. www.up.ac.za/new/post-2699510-cosup-gives-hope-to-substance-users.

[Accessed 23/02/2020]

- De Venanzi, A. 2008. The institutional dynamics of homelessness: the United States of America and Japan compared. *International Journal of Sociology and Social Policy*. 28 (4): 129 – 145.
- De Vos, A. S., Strydom, H., Fouche, C. B., & Delport, C. S. L. 2011. *Research at grass too: for the social sciences and human service professions*. Pretoria: Van Schaik Publishers.
- Deck, S. M. & Platt, P. A. 2015. homelessness is traumatic: abuse, victimisation, and trauma histories of homeless men. *Journal of Aggression, Maltreatment and Trauma*. 24: 1022 – 1043.
- Denicolo, P. & Becker, L.. 2012. *Developing Research Proposals*. London: SAGE Publications.
- Dickens, L. 2018. One-year outcomes of youth exiting a residential care facility in South Africa. *Child and Family Social Work*. 23: 558 – 565.
- Dikko, M. 2016. Establishing construct validity and reliability: Pilot testing of a qualitative interview for research in Takaful (Islamic Insurance). *The Qualitative Report*. 21 (3): 521 – 528.
- Dolamo, R. 2013. Botho/Ubuntu: the heart of African ethics. *Scriptura*. 112 (1): 1 – 10.
- Donley, A. & Jackson, E. 2014. Blending in: the presentation of self among homeless males in a gentrifying environment. *Theory in Action*. 7 (1): 46 – 64.
- Donley, A. M. & Gualtieri, M. C. 2017. “homeless killer”: an analysis of the media’s portrayal of the victims of a serial killer. *Deviant Behaviour*. 38 (2): 226 – 239.
- Doody, O. & Noonan, M. 2013. Preparing and conducting interviews to collect data. *Nurse Researcher*. 20 (5): 28 – 32.
- Doostgharin, T. 2010. Inequalities in health care and social work intervention: the case of Iran. *International Social Work*. 53 (4): 556 – 567.

- Du Toit, J. L. 2010. Local metropolitan government responses to homelessness in South Africa. *Development Southern Africa*. 27 (1): 110 – 128.
- Elmir, R., Schmied, V., Jackson, D., & Wilkes, L. 2011. Interviewing individuals about potentially sensitive topics. *Nurse Researcher*. 19 (1): 12 – 16.
- English, F. W. & Fauske, J. R. 2006. 'Collaboration theory', in *Encyclopedia of education leadership and administration*. Thousand Oaks: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781412939584.n103>. [Accessed 07/08/2018]
- Ennis, G. & West, D. 2010. Exploring potential of social network analysis in asset-based community development practice and research. *Australian Social Work*. 63 (4): 404 – 417.
- Evans, J. 2007. 'The semi-structured interviews as part of grounded theory', in *your psychology project: the essential guide*. London: SAGE Publications Ltd. Available from <http://dx.doi.org/10.4135/9781446213667.n19>. [Accessed 28/08/2018]
- Farrell, D. 2012. Understanding the psychodynamics of chronic homelessness from a self-psychosocial perspective. *Clinical Social Work Journal*. 40: 337 – 347.
- Farrell, D. C. 2010. The paradox of chronic homelessness: the conscious desire to leave homelessness and the unconscious familiarity of the street life. *Journal of Human Behaviour in the Social Environment*. 20: 239 – 254.
- Farrugia, D. 2010. The symbolic burden of homelessness: towards a theory of youth homelessness as embodied subjectivity. *Journal of Sociology*. 47 (1): 71 – 87.
- Flick, U. 2014. *An introduction to qualitative research*. Thousand Oaks: SAGE Publications.
- Flick, U. 2018. *The SAGE handbook of qualitative data collection*. London: Sage Publications. Available from <http://dx.doi.org/10.4135/9781526416070>. [Accessed 11/08/2018]

Forge, N., Hartinger-Saunders, R., Wright, E., & Ruel, E. 2018. Out of the system and onto the street: LGBTQ – identified youth experiencing homelessness with past child welfare system involvement. *Child Welfare*. 96 (2): 47 – 74.

Frey, B. 2018a. *The sage encyclopedia of educational research, measurement, and evaluation*, vol. 4, SAGE Publications, Inc., Thousand Oaks,, CA, [Accessed 18/04/2019], doi: 10.4135/9781506326139.

Gaetz, S., Ward, A., & Kimura, L. 2019. Youth homelessness and housing stability: what outcomes should we be looking for? *Healthcare Management Forum*. 32 (2): 73 – 77.

Gajda, R. 2004. Utilizing collaboration theory to evaluate strategic alliance. *American Journal of Evaluation*. 25 (1): 65 – 77.

Gasior, S., Forchuk, C., & Regan, S. 2018. Youth homelessness: the impact of supportive relationships on recovery. *Canadian Journal of Nursing Research*. 50 (1): 28 – 36.

Gaughan, L. & Garrett, P. M. 2011. The ‘most twisted and unaccountable force in the state’? Newspaper accounts of social work in the Republic of Ireland in troubled times. *Journal of Social Work*. 12 (3): 267 – 286.

Gaurin, G., Labelle, R., Daigle, M., Breton, J. J., & Houle, J. 2019. Coping, social support and suicide attempts amongst homeless adolescents. *Crisis: The Journal of Crisis Intervention and Suicide Prevention*. Advanced Online Publication. <http://dx.doi.org/10.1027/02275910/a000579> [Accessed 11/02/2020]

Gemichi, M. C. 2019. Masculinity and suicidal desire in a community sample of homeless men: bringing together masculinity and the interpersonal theory of suicide. *Journal of Men’s Studies*. 27 (3): 329 – 342.

George, P., Coleman, B., & Barnoff, L. 2007. Beyond “providing services”: voices of service users on structural social work practice in community – based social service agencies. *Canadian Social Work Education (CASWEI)*. 24 (1): 5 – 22.

Giske, T. & Artinian, B. 2007. A personal experience of working with classical grounded theory: from beginner to experienced grounded theorist. *International Journal of Qualitative Methods*, 6(4):67-80.

Given, L. M. 2012. *The Sage encyclopedia of qualitative research methods*, vol. 0. Thousand Oaks: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781412963909>. [Accessed 18/02/2019]

Global Agenda for Social Work and Social Development: First report – promoting social and economic equalities. 2014. *International Social Work*. 57 (S4): 3 – 14.

Gneezy, A. & Epley, N. 2014. Worth keeping but not exceeding: asymmetric consequences of breaking versus exceeding promises. *Social Psychological and Personality Science*. 5 (7): 796 – 805.

Goldbach, J. T., Amaro, H., Vega, W., & Walter, M. D. 2015. The grand challenge of promoting equality by addressing social stigma. *American Academy of Social Work and Social Welfare*. 18: 1 – 28.

Gomez-Garcia, R., Alonso-Sangregorio, M., & Llamazares-Sanchez, M. L. 2019. Burnout in social workers and socio-demographic factors. *Journal of Social Work*. 0 (0): 1 – 20.

Gonyea, J. G. & Melekis, K. 2016. Older homeless women's identity negotiation: agency, resistance, and the construction of valued self. *The Sociological Review*. 65 (1): 67 – 82.

Grant, C. & Osanloo, A. 2014. Understanding, selecting, and integrating a theoretical framework in dissertation research: creating the blueprint for your “house”. *Administrative Concerns Journal: Connecting, Education, Practice, and Research*. 4 (2): 12 – 26.

Green, S. & Baldry, E. 2008. Building indigenous Australian social work. *Australian Social Work*. 61 (4): 389 – 402.

- Gregory, K., Nnawulezi, N., & Sullivan, C. M. 2017. Understanding how domestic violence shelter rules may influence survivor empowerment. *Journal of Interpersonal Violence*. 0 (0): 1 – 22.
- Grobler, G., Schenck, R., & Mbedzi, P. 2013. *Person-centred facilitation: process, theory and practice*. Cape Town: Oxford University Press.
- Groot, S. & Hodgetts, D. 2012. Homemaking on the streets and beyond. *Community, Work and Family*. 15 (3): 255 – 271.
- Grundelova, B. & Stankova, Z. 2019. Hope in homeless people: potential for implementation of person-centred planning in homeless shelters. *Practice: Social Work in Action*. 0 (0): 1 – 19.
- Grymonprez, H., Roose, R., & Roets, G. 2017. Outreach social work: from manging access to practice of accessibility. *European Journal of Social Work*. 20 (4): 461 – 471.
- Gultekin, L., Brush, B. L., Baiardi, J. M., Kirk, K., & Van Maldeghem, K. 2014. Voices from the street: exploring the realities of family homelessness. *Journal of Family Nursing*. 20 (4): 390 – 414.
- Gwarinda, S. A., Taylor, D., & Masango, S. 2015. An analysis of the function of non-governmental organisations in the social welfare policy process: a case study of Zimbabwe. *African Insight*. 45 (2): 118 – 131.
- Handin, J. & Willie, D. E. 2017. The homeless individuals' viewpoint: homelessness causes and resources needed to leave the sheltered environment. *Social Work and Social Science Review*. 19 (2): 33 – 48.
- Hardcastle, D. A., Power, P. R., & Wenocur, S. 2011. *Community practices: theories and skills for social workers*. New York: Oxford University Press.
- Harington, P. R. J. & Beddoe, L. 2014. Civic practice: a new professional paradigm for social work. *Journal of Social Work*. 14 (2): 147 – 164.

- Hattingh, S. 2018. Preparing the workforce for the fourth industrial revolution. *Skills at Work: Theory and Practice Journal*. 9 (1): 6 – 18.
- Heaton, J. 2011. 'Epistemological concerns', in *Reworking qualitative data*. London: SAGE Publications Ltd. Available from <http://dx.doi.org/4135/9781849209878>. [Accessed 01/09/2018]
- Hennink, M., Hutter, I., & Bailey, A. 2011. *Qualitative research methods*. Los Angeles: SAGE Publications.
- Hill, K. 2008. A strength-based framework for social policy: barriers and possibilities. *Journal of Policy Practice*. 7 (3): 106 – 121.
- Hoffman, P. 2014. homelessness in the new South Africa. Available from <http://accountabilitynow.org.za/homelessness-new-south.africa/> [Accessed 24/05/2018]
- Hopper, E. K., Bassuk, E. L., & Olivet, J. 2009. Shelter from the storm: trauma informed care in homelessness service settings. *The Open Health Services and Policy Journal*. 2: 131 – 151.
- Horsell, C. 2006. homelessness and social exclusion: a foucauldian perspective for social workers. *Australian Social Work*. 59 (2): 213 – 225.
- Hossan, Z. A., Schattner, P., & Mozza, D. 2006. Doing a pilot study: Why is it essential? *Malaysian Family Physician*. 1 (2&3): 70 – 72.
- Howard, E. 2019. "Problem" of homelessness. *Journal of Urban History*. 45 (6): 1326 – 1331.
- Howell, K. E. 2015. 'Reliability, generalisation and reflexivity: identifying validity and trustworthiness', in *An introduction to the philosophy of methodology*, SAGE Publications Ltd, London, pp. 182-192, [Accessed 12/10/2018], doi: 10.4135/9781473957633.

- Hsieh, W. C. & Ku, Y. W. 2018. Trust inspires trust: medical social workers' perspectives of trust in the context of Taiwan. *International Social Work*. 61 (6): 1015 – 1026.
- Hudson, N. 2016. The trauma of poverty as social identity. *Journal of Loss and Trauma*. 21 (2) 111 – 123.
- Human Social Research Council (HSRC). 2010. A multidisciplinary study of homelessness between 2005 and 2008 special edition. *Development Southern Africa, Volume 27, No. 1*.
- Hyslop, I. 2011. Social work as a practice of freedom. *Journal of Social Work*. 12 (4): 404 – 422.
- Imenda, S. 2014. Is there a conceptual difference between theoretical and conceptual frameworks? *Journal of Social Sciences*. 38 (2): 185 – 195.
- International Federation of Social Work. 2012. *Definition of Social Work*. Available from <http://ifsw.org/policies/definition-of-social-work>. [Accessed 26/06/2018]
- International Federation of social workers, International Association of Schools of Social Work & International Council on Social Welfare. 2012. *The global agenda for social work and social development: commitment to action*. Available from www.globalsocialagenda.org. [Accessed 10/09/2018]
- International Federation of social workers. 2014. *Global definition of social work*. Available from <https://www.ifsw.org/what-is-social-work/global-definition-of-social-work/> [Accessed 12/09/2018]
- Irving, G. L., Ayoko, O. B., & Ashkanasy, N. M. 2019. Collaboration, physical proximity and serendipitous encounters: avoiding collaboration in collaborative building. *Organisation Studies*. 0 (0): 1 – 24.
- Islam, M. R. 2014. Improving development ownership among vulnerable people: challenges of NGOs' community empowerment projects in Bangladesh. *Asian Social Work and Policy Review*. 8: 193 – 209.

- Ismail, N., Kinchin, G., & Edwards, J. 2018. Pilot study, does it really matter? Learning lessons from conducting a pilot study for a qualitative PhD thesis. *International Journal of Social Science Research*. 6 (1): 1 – 7.
- Israel, N., Toro, P. A., & Quellete, N. 2010. Changes in the composition of the homeless population: 1992 – 2002. *American Journal of community Psychology*. 46: 49 – 59.
- Jacobson, N. 2009. A taxonomy of dignity: a grounded theory study. *BMC Central International Health and Human Rights*. 9 (3): 1 – 9.
- Jamal, A. 2019. Angels of mercy or smiling western invaders? Communities perception of NGOs in northwest Pakistan. *International Social Work*. 62 (1): 89 – 104.
- Johnson, G. & Chamberlain, C. 2008. homelessness and substance abuse: which one comes first? *Australian Social Work*. 61 (4): 342 – 356.
- Jones, S. 2012. Working with migrant clients: perils and possibilities for social workers. *Families in Society: The Journal of Contemporary Social Services*. 93 (1): 47 – 53.
- Juhila, K. 2008. Forms of advocacy in social welfare work with homeless women. *European Journal of Social Work*. 11 (3): 267 – 278.
- Kaloudis, G. 2017. Non-governmental organisations: mostly a force for good. *International Journal on World Peace*. 34 (1): 81 – 112.
- Kam, P. K. 2019. ‘Social work is no just a job’: the qualities of social workers from the perspective of service users. *Journal of Social Work*. 0 (0): 1 – 22.
- Kaminsky, S. E. & Behrend, T. S. 2015. Career choice and calling: integration calling and social cognitive career theory. *Journal of Career Assessment*. 23 (3): 383 – 398.
- Keating, V. C. & Thrandardottir, E. 2017. NGOs, trust, and the accountability agenda. *The British Journal of Politics and International Relations*. 19 (1): 134 – 151.

- Keesman, L. D. & Weenink, D. 2018. Bodies and emotions in tense and threatening situations. *Journal of Social Work*. 0 (0): 1 – 20.
- Keet, A. 2015. Strengthening social work professional development through education capabilities. *The Social Work Practitioner-Researcher*. 27 (3): 271 – 289.
- Kegan, M. & Zychtinski, E. 2017. The likelihood of pursuing help from social workers in Israel: effect of gender, religiosity and prior experience of receiving professional help from social workers. *International Social Work*. 60 (6): 1482 – 1497.
- Kegan, M. 2016. Public attitudes and knowledge about social workers in Israel. *Journal of Social Work*. 16 (3): 322 – 343.
- Kgatla, S. T. 2013. Forced removals and migration: a theology of resistance and liberation in South Africa. *Missionalia*. 41 (2): 120 – 132.
- Khunou, G., Pillay, R., & Nethononda, A. 2012. Social work 'women's work': an analysis of social work students' perceptions of gender as a career choice determinant. *The Social Work Practitioner-Researcher*. 24 (1): 120 – 135.
- Khvorostianov, N. & Elias, N. 2017. 'Leave us alone!': representation of social work in the Russian immigrant media in Israel. *International Social Work*. 60 (2): 409 – 422.
- Kidd, S. A. & Evans, J. D. 2011. Home is where you draw strength and rest: the meanings of home for homeless young individuals. *Youth and Society*. 43 (2): 752 – 773.
- Kim, H. & Stoner, M. 2008. Burnout and turnover intention among social workers: effects of function stress, job autonomy and social support. *Administration in Social Work*. 32 (3): 5 – 25.
- Kinsella, C. 2012. Re-locating fear on the streets: homelessness, victimisation and fear of crime. *European Journal of homeless ness*. 6 (2): 121 – 139.

- Knestaut, M., Devine, M. A., & Verlezza, B. 2010. "It gives me purpose": the use of dance with individuals experiencing homelessness. *Therapeutic Recreational Journal*. 4: 289 – 301.
- Ko, E. & Nelson-Becker, H. 2013. Does end-of-life decision making matter?: Perspectives of older homeless adult. *American Journal of Hospice and Palliative Medicine*. 0 (0): 1 – 6.
- Kok, P., Cross, C., & Roux, N. 2010. Towards a demographic profile of the street homeless in South Africa. *Development Southern Africa*. 27 (1): 21 – 37.
- Kolves, K., Ide, N., & Leo, D. D. 2011. Marital breakdown, shame, and suicidality in men: a direct link? *Suicide and Life-Threatening Behaviour*. 41 (2): 149 – 159.
- Kosny, A. A. & Eakin, J. M. 2008. The hazards of helping: work, mission and risk in non-profit social service organisations. *Health, Risk and Society*. 10 (2): 149 – 166.
- Krabbenborg, M. A. M., Boersma, S. N., Van der Veld, W. M., Vollenergh, W. A. M., & Wolf, J. R. L. M. 2016. Self-determination in relationship concerning quality of life in homeless young adults: direct and indirect effects through psychological distress and social support. *The Journal of Positive Psychology*. 12 (2): 130 – 140.
- Krahn, J., Caine, V., Chaw-Kant, J., & Singh, A. E. 2018. Housing interventions for homeless, pregnant/parenting females with addiction: a systematic review. *Journal of Social Distress and the homeless*. 27 (1): 75 – 88.
- Krefting, L. 1991. Rigour in qualitative research: the assessment of trustworthiness. *The American Journal of Occupational Therapy*. 45(3):214-222.
- Kumar, A. 2015. Rural households' access to basic amenities in India: deprivation and socio-economic exclusions. *Social Change*. 45 (4): 561 – 586.
- Lane, S. R. & Flowers, T. D. 2015. Salary inequality in social work: a review of the knowledge and call to action. *Affilia: Journal of females and Social Work*. 30 (3): 363 – 379.

Langrinichsen-Rohling, J., Lamis, D. A., & Malone, P. S. 2011. Sexual attraction status and adolescent suicide proneness: the function of hopelessness, depression, and social support. *Journal of Homosexuality*. 58: 52 – 82.

Lasker, R. D. & Weiss, E. S. 2003. Broadening participation in community problem solving: a multidisciplinary model to support collaborative practice and research. *Journal of Urban Health: Bulletin of the New York Academy of Medicine*. 80 (1): 14 – 47.

Laugh, B. 2008. Engaging the poor to challenge corrupt governance. *International Social Work*. 51 (4): 532 – 543.

Lavrakas, P. J. 2011. *Encyclopedia of survey research methods*. Thousand oaks: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781412963947>. [Accessed 01/09/2018]

Lebogo, M. 2017. COSUP – a medical students' view. www.up.ac.za/family-medicine/news/post-2603216-cosup-a-medical-students-view. [Accessed 23/02/2020]

Lee, B. A., Tyler, K. A., & Wright, J. D. 2012. *The homelessness revisited*. Lincoln: University of Nebraska (Sociology Department).

Lenhard, J. 2017. You care more for the gear than the geezer? Care relationships of homeless substance abusers in London. *City and Society*. 29 (2): 305 – 328.

Leomporra, A. & Hustings, M. 2018. Vulnerable to hate: a survey of bias-motivated violence against individuals experiencing homelessness in 2016 – 2017. National Coalition of the homeless. www.nationalhomeless.org. [Accessed 13/02/2020]

Lewis-Beck, M. S., Bryman, A., & Liao, T. F. 2011. *SAGE encyclopedia of social science research methods*. Thousand Oaks: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781412950589>. [Accessed 29/08/2018]

Lichtman, M. 2017. *Qualitative research for the social sciences*. London: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781544307756>. [Accessed 02/08/2018]

- Lipmann, 2009. Elderly homeless males and women: aged care's forgotten people. *Australian Social Work*. 62 (2): 272 – 286.
- Lippert, A. M. & Lee, B. A. 2015. Stress, coping, and mental health differences amongst homeless people. *Sociological Inquiry*. 85 (3): 343 – 374.
- Lombard, A. 2015. Global agenda for social work and social development: a path toward sustainable social work. *Social Work/Maatskaplike*. 51 (4): 482 – 498.
- Mack, N., Woodsong, C., MacQueen, K. M., Guest, G., & Namey, E. 2005. *Qualitative research methods: A data collectors field guide*. North Carolina: Family Health International.
- Maesele, T., Bie, M. B. D., & Roose, R. 2013. On the frontline or on the side-line? homelessness care and care avoiders. *European Journal of Social Work*. 16 (5): 620 – 634.
- Maesele, T., Roose, R., Bie, M. B. D., & Roets, G. 2014. From vagrancy to homelessness: the value of a welfare approach to homelessness. *British Journal of Social Work*. 44: 1717 – 1734.
- Makiwane, M., Tamasane, T., & Schneider, M. 2010. homeless individuals, families and communities: the societal origins of homelessness. *Development Southern Africa*. 27 (1): 39 – 49.
- Malatji, H. & Dube, N. 2015. Experiences and challenges related to residential care and the expression of cultural identity of adolescent boys at a child and youth care centre (CYCC) in Johannesburg. *Social Work/Maatskaplike Werk*. 53 (1): 108 – 126.
- Malik, S. & Roy, S. 2012. A study on begging: a social stigma – an Indian perspective. *Journal of Human Values*. 18 (2): 187 – 199.
- Mangayi, C. 2014. Poverty marginalisation and the quest for collective wellbeing in the context of homelessness in the City of Tshwane. *Missionalia* 43 (3): 212 – 235.
- Mangayi, L. C. 2017. 'Not just numbers!' homeless people as potential economic contributors in Tshwane. *Development Southern Africa*. 34 (4): 450 – 467.

- Manomano, T. 2018. Housing programmes and social work amenities in the Amathole District of the Eastern Cape. *South African Journal of Social Work and Social Development*. 30 (2): 1 – 23.
- Manthope, J., Cornes, M., O'Hallorans, S., & Joly, L. 2015. Multiple exclusion: the preventive function of social work. *British Journal of Social Work*. 45: 587 – 599.
- Mapurazi, M. N. 2016. *The nature of collaboration between social workers and isibindi child and youth care workers in providing services to orphans and vulnerable children*. MSW, University of South Africa, Pretoria.
- Mar, M. Y., Linden, I. A., Torchalla, I., Li, K., & Krausz, M. 2014. Are childhood abuse and neglect related to age of first homelessness episode among currently homeless adults? *Violence and Victims*. 29 (6): 999 – 1013.
- Marek, L. I., Brock, D. P., & Salva, J. 2015. Evaluating collaboration for effectiveness: conceptualisation and measurement. *American Journal of Evaluation*. 36 (1): 67 – 85.
- Mares, A. S. & Rosenheck, R. A. 2010. Twelve-month client outcomes and service use in a multisite project for chronically homelessness adults. *Journal of Behavioural Health Services and Research*. 37 (2): 167 – 183.
- Marsiglia, F. F., Kulis, S., Perez, H. G., & Bermudez-Parsai, M. 2011. Hopelessness, family stress, and depression among Mexican-Heritage mothers in Southwest. *Health and Social Work*. 36 (1): 8 – 18.
- Martin, B. & Healy, J. 2010. *Who works in community services? a profile of Australian workforces in child protection, juvenile justice, disability services and general community services*. Australia: National Institute of Labour Studies.
- Mathison, S. 2011. : 'Informed consent', in *Encyclopedia of evaluation*. Thousand Oaks: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781412950558>. [Accessed 01/09/2018]
- Maxwell, J. A. 2008. *Qualitative research design: an interactive approach*. London: SAGE Publications.

- Mayock, P. & Parker, S. 2019. "They are always complicated but the meaning of family in my eyes": homeless youth making sense of "family" and family relationship. *Journal of Family Concerns*. 40 (4): 540 – 570.
- Mayock, P. & Sheridan, S. 2013. 'At home in prison? females and the homelessness incarceration Nexus. *Irish Probation Journal*. 10: 118 – 140.
- Mayor, R. C. 2009. *African American males facing homelessness and co-occurring disorders: a qualitative investigation of multiple stigmas*. Unpublished DPhil: Marquette University.
- Mckissick, V. 2017. *The effects of homelessness on families and the impact that homelessness has on a students' success in school*. DPhil (Unpublished). East Eisenhower Parkway, Trevecca Nazarene University.
- McLean, H. 2016. Promises, promises. *Journal of Pastoral Care and Counselling*. 70 (1): 93 – 95.
- McNutt, J. 2011. Is social work advocacy worth the cost? Concerns and barriers to an economic analysis of social work political practice. *Research on Social Work Practice*. 21 (4): 397 – 404.
- Mead, K. H., Brantley, E., Zur, J., & Goldberg, D. G. 2017. Collaboration across the safety net in the era of health reform: opportunities on obstacles? *Medical Care Research Review*. 74 (3): 286 – 310.
- Meanwell, E. 2012. Experiencing homelessness: a review of recent literature. *Sociology Compass*. 6 (1): 72 – 85.
- Meintjies, H. & Hall, K. 2013. Demography of South Africa's children. *South African Child Gauge*.
- Mendes, P. 2008. Teaching community development to social work students: a critical reflection. *Community Development Journal*. 44 (2): 248 – 262.

- Mertens, D. M. 2018. *The SAGE handbook of qualitative data collection*. London: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781526416070>. [Accessed 11/08/2018]
- Miller, D. C. & Salkind, N. J. 2002. *Handbook of research design and social measurement*. Thousand Oaks: SAGE Publications.
- Miller, J. J., Lee, J., Shalash, N., & Poklembova, Z. 2019. Self-compassion among social workers. *Journal of Social Work*. 0 (0): 1 – 15.
- Mills, A. J., Durepos, G., & Wiebe, E. 2012. *Encyclopedia of case study research*, vol. 0, SAGE Publications, Inc. Thousand Oaks, CA. Available from <http://dx.doi.org/10.4135/9781412957397>. (Accessed 27/12/2018)
- Mills, J. 2017. *Qualitative methodology: a practical guide*. Thousand Oaks: SAGE Publications Inc. Available from <http://dx.doi.org/10.4135/978173920163>. [Accessed 29/08/2018]
- Mills, J., Bonner, A. & Francis, K. 2006. The development of constructivist grounded theory. *International Journal of Qualitative Methods*, 5(1):1-10
- Mishra, U. S. & Shukla, V. 2015. Provisions of basic household amenities in India: a progress report. *Social Change*. 45 (3): 421 – 439.
- Mitchell, D. 2011. Homelessness, American style. *Urban Geography*. 32 (7): 933 – 956.
- Mmatli, T. 2008. Political activism as a social work strategy in Africa. *International Social Work*. 51 (3): 297 – 310.
- Mokwena, K. & Morojele, N. 2014. Unemployment and unfavourable social environment as contributory factors to nyaope use in three provinces of South Africa. *African Journal for Physical, Health Education, Recreation and Dance*. 1 (2): 374 – 384.
- Mokwena, K. 2016. “Consider my plight”: a cry for help from nyaope users. *Health South Africa Gesondheid*. 21: 137 – 142.

- Mokwena, K. E. & Mampedi, H. 2014. Experiences of 'nyaope' users in the three provinces of South Africa. *African Journal of Physical, Health, Education, Recreation and Dance*. 1 (2): 352 – 363.
- Monroe, M. C., Oxarart, A., Mcdonell, L., & Plate, R. 2009. Using community forums to enhance public engagement in environment. *Journal of Education for Sustainable Development*. 3 (2): 171 – 182.
- Mooi, E. & Sarstedt, M. 2011. *A concise guide to market research: the process, data, and methods using IBM SPSS statistics*. London: Springer-Verlag.
- Moore, G., Gerdtz, M., & Manias, E. 2007. homeless ness, health status and emergency department use: an integrated review of the literature. *Australasian Emergency Nursing Journal*. 10: 178 – 185.
- Morrow, S. 2010. The homeless in historical context. *Development Southern Africa*. 27 (1): 51 – 62.
- Morse, J. M., Barrett, M., Mayan, M., Olson, K., & Spiers, J. 2002. Verification strategies for establishing reliability and validity in qualitative research. *International Journal of Qualitative Methods*. 1 (12): 13 – 22.
- Morse, J. M., Lewis-Beck, M. S., Bryman, A., & Liao, T. F. 2011. 'Purposive sampling', in the *Sage encyclopedia of social science research methods*. Thousand Oaks: SAGE Publications. Available from <http://dx.doi.org/10.4135/9781412950589>. [Accessed 22/08/2018]
- Morselli, D. 2017. Contextual determinants of hopelessness: investigating socioeconomic factors and emotional climates. *Social indicators Research*. 133: 373 – 393.
- Moulton, S. 2013. Does increased funding for homeless programmes reduce chronic homelessness. *Southern Economic Journal*. 79 (3): 600 – 620.
- Moya, E. M., Chavez-Baray, S. M., Martinez, O., Mattera, B., & Adcox, C. 2018. Bridging the gap between micro and macro practice to address homelessness in the

U.S – Mexico Border Region: implications for practitioners and community stakeholders. *Reflections Volume*. 24 (1): 102 – 118.

Moyo, U., Patel, L., & Ross, E. 2015. homelessness and mental illness in Hillbrow, South Africa: a situation analysis. *Social Work/MaatskaplikeWerk*. 51 (1): 1 – 21.

Munisa, R. K. 2010. The function of NGOs in addressing gender inequality and HIV/AIDS in Uganda. *Canadian Journal of African Studies*. 44 (3): 605 – 623.

Murphy, D., Duggan, M., & Joseph, S. 2013. Relationship-based social work and its compatibility with the person- centred approach: principled versus instrumental perspectives. *British Journal of Social Work*. 43: 703 – 719.

Naidoo, V. 2010. Government responses to street homelessness in South Africa. *Development Southern Africa*. 27 (1): 129 – 141.

Narhi, K. & Matthies, A. L. 2018. The Eco-social approach in social work as a framework for structural social work. *International Social Work*. 61 (4): 490 – 502.

National Coalition for the homeless. 2016. No safe street: a survey of hate crimes and violence committed against homeless people in 2014 and 2015. www.nationalhomeless.org [Accessed 13/02/2020]

National Coalition for the homeless. 2017. *Substance abuse and homelessness*. www.nationalhomeless.org.za [Accessed 09/02/2020]

National Coalition for the homeless. 2019. Hate, violence, and death on main street USA: a report on hate crimes and violence against individuals experiencing homelessness in 2008. www.nationalhomeless.org [Accessed 13/02/2020]

National Coalition of homeless. 2009. homeless? [Fact sheet]. Retrieved from <http://www.nationalhomeless.org/> [Accessed 13/02/2020]

National Planning Commission. 2012. *Our future – make it work: National Development Plan 2030, Executive Summary*. Pretoria: Department of Presidency, Republic of South Africa.

- Nemiroff, R., Aubry, T., & Klodawsky, F. 2011. From homelessness to community: psychological integration of females with experienced homelessness. *Journal of Community Psychology*. 39 (8): 1003 – 1018.
- Neuman, W. L. 2011. *Social research methods: Qualitative and quantitative approaches*. New York: Pearson.
- Newberry-Koroluk, A. M. 2018. “Little girls” and “Bitching up”: early – career social workers. *Affilia: Journal of females and Social Work*. 33 (4): 435 – 452.
- Nooe, R. M. & Patterson, D. A. 2010. The ecology of homelessness. *Journal of Human Behaviour in the Social Environment*. 20 (2): 105 – 152.
- Ntakirutimana, E. 2015. *Facing homeless people in the inner City of Tshwane. A missiological conversation with the Wesleyan tradition*. PhD. Dissertation, University of South Africa, Pretoria.
- O'Donoghue, K. & Louw-Potgieter, J. 2013. A process evaluation of a programme for street individuals. *Social Work/MaatskaplikeWerk*. 49 (4): 544 – 569.
- O'Leary, Z. 2018. *Research questions: little quick fix*. London: SAGE Publications.
- Oliver, P. 2013. ‘Questions of ethics’, in *Understanding the research process*. London: SAGE Publications Ltd. Available from <http://dx.doi.org/10.4135/9781446279373>. [Accessed 01/09/2018]
- Oliver, V. & Rebecca, C. 2014. The social network: homeless young women, social capital, and the health implications of belonging outside the nuclear family. *Youth and Society*. 46 (5): 642 – 662.
- Olivet, J., McGraw, S., Grandin, M., & Bassuk, E. 2009. Staffing challenges and strategies for organisations serving individuals with experienced chronic homelessness. *Journal of Behavioural Health Services and Research*. 37 (2): 226 – 238.

- Olojede, O. A., Agbola, S. B., & Samuel, K. J. 2019. Technological innovations and acceptance in public housing and service delivery in South Africa: implications for the fourth industrial revolution. *Journal of Public Administration*. 54 (2): 162 – 183.
- Olufemi, O. & Reeves, D. 2004. Lifeworld strategies of females who find themselves homeless in South Africa. *Planning Theory and Practice*. 5 (1): 69 – 91.
- Olufemi, O. 2000. Feminisation of poverty among the street homeless females in South Africa. *Development Southern Africa*. 17 (2): 221 – 234.
- Orjuela, C., Herath, D., & Lindberg, J. 2016. Corrupt peace? Corruption and ethnic divides in post-war Sri Lanka. *Journal of South Asian Development*. 1 (2): 149 – 174.
- Osborne, M. 2018. Who gets “housing first”? Determining eligibility in an era of housing first homelessness. *Journal of Contemporary Ethnography*. 48 (3): 402 – 428.
- Osborne, R. E. 2002. “I may be homeless, but I’m not helpless”: the costs and benefits of identifying with homelessness. *Self and Identity*. 1: 43 – 52.
- Padgett, D. K. & Priyam, P. 2019. Gender, everyday resistance and bodily integrity: women’s lives on Delhi streets. *Journal of females and Social Work*. 34 (2): 170 – 185.
- Page-Reeves, J. 2012. Commentary: the nexus of poverty, hunger, and homelessness in New Mexico. *Social Justice*. 38 (3): 33 – 41.
- Paradis, E., Bardy, S., Diaz, P. C., Athumani, F., & Pereira, I. 2012. *We are not asking, we’ve telling: an inventory of practices promoting the dignity, autonomy, and self-determination of females and families facing homelessness*. The homelessness Hub Report Series. Report 8.
- Parpouchi, M., Moniruzzaman, A., Russolillo, A., & Somers, J. M. 2016. Food insecurity among homeless adults with mental illness. *PLOS ONE*. 11 (7): 1 – 14.

- Parsell, C. & Parsell, M. 2012. homelessness as a choice. *Housing, Theory and Society*. 29 (4): 420 – 434.
- Parsell, C., Tomaszewski, W., & Phillip, R. 2014. Existing unsheltered homelessness and sustaining housing: a human agency perspective. *Social Service Review*. 88 (2): 295 – 321.
- Penceliah, Y. & Mathe, E. N. J. 2007. Afrocentric versus Eurocentric leadership: towards an appropriate style for organisational effectiveness. *Journal of Public Administration*. 42 (2): 149 – 159.
- Pennbrant, S. 2017. Semi-structured interviews with a sociocultural perspective: the meeting between the elderly patient and the physician in a hospital setting in Sweden [online]. *SAGE Research Methods Cases*. Available from <http://0-dx.doi.org.oasis.unisa.ac.za/10.4135/9781526411075>. [Accessed 26/08/2018]
- Perlinski, M., Blom, B., & Moren, S. 2012. Getting a sense of the client: working methods in the personal social service in Sweden. *Journal of Social Work*. 13 (5): 508 – 532.
- Philbeck, T. & Davis, N. 2019. The fourth industrial revolution: shaping a new era. *Journal of International Affairs*. 72 (1): 17 – 22.
- Phillips, D. & Kuyini, A. B. 2018. Consumer participation at specialist homelessness services: do the homeless have a say in the services they receive. *International Social Work*. 61 (6): 1095 – 1115.
- Phillips, L. 2015. homeless ness: perceptions of causes and solutions. *Journal of Poverty*. 19: 1 – 19.
- Phiri, C. M. & Perron, B. E. 2012. Health implications of chronic homelessness: lived experiences of adult males and females at a community in Gauteng province, South Africa. *African Journal of Physical, Health, Education, Recreational and Dance*. 2: 160 – 173.
- Pierson, J. 2010. *Tackling social exclusion*. United State of America: Routledge.

Pluck, G., Lee, K. H., & Parks, R. W. 2013. Self-harm and homeless adults. *Crisis*. 34 (5): 363 – 366.

Pretoria News. 2014. Up to 5 000 individuals in the city – shelter and low-cost rental housing should top mayor's to do list, says expert. 3 June: 10.

Pretoria News. 2018. R500 000 cash injection to ease plight of the homeless. 23 October: 2.

Pretoria News. 2019. '*Killings have put spotlight on those living on the streets*'. Pretoria News (South Africa), 24 June, page 3, (Online)

Prinsloo, R. & van der Bergh, C. 2017. Strength-based services offered to the homeless by non-governmental and faith-based organisations in Tshwane region three, South Africa. *Social Work and Social Sciences Review*. 19 (2): 33 – 46.

Purser, G. L., Mowbray, O. P., & O'shields, J. 2017. The relationship between length and number of homeless episodes and engagement in survival sex. *Journal of Social Service Research*. 43 (2): 262 – 269.

Rayburn, R. L. & Guittar, N. A. 2013. "This is where you are supposed to be": how homeless people cope with stigma. *Sociological Spectrum*. 33: 159 – 174.

Reck, J. 2009. homeless gay and transgender youth of colour in San Francisco: "no one likes street kids" – even in the Castro. *Journal of LGBT Youth*. 6: 223 – 242.

Reeve, K. 2017. Welfare conditionality, benefits sanctions and homelessness in the UK: ending the 'something for nothing culture' or punishing the poor? *Journal of Poverty and Social Justice*. 25 (1): 65 – 78.

Reitzes, D. C., Crimmis, T. J., Yarbrough, J., & Parker, J. 2011. Social support and social network ties amongst the homeless in downtown Atlanta park. *Journal of Community Psychology*. 39 (3): 274 – 291.

Renkin, W. 2015. *Finding a prophetic response to end homelessness in the City of Tshwane: a transdisciplinary approach*. Mdiv. Dissertation, University of Pretoria, Pretoria.

- Reza, M. H. & Ahmmed, F. 2009. Structural social work and the compatibility of NG approaches: a case analysis of Bangladesh Rural Advancement Committee (BRAC). *International Journal of Social Welfare*. 18: 173 – 182. Doi: 10.1177/14682397.2008.00604.x
- Rhoades, H., Wenzel, S. L., Rice, E., Winetrobe, H., & Henwood, B. 2017. No digital divide? Technology use amongst homeless adults. *Journal of Social Distress and the homeless*. 26 (1): 73 – 77.
- Richards, D. 2009. Features and benefit of online counselling: Trinity College online mental community. *British Journal of Guidance and Counselling*. 37 (3): 231 – 242.
- Richards, T. N. 2010. Personal and political?: Exploring the feminisation of the American homelessness population. *Journal of Poverty*. 14: 97 – 115.
- Richards, T. N., Garland, T. S., Bumphus, V. W., & Thompson, R. 2010. Personal and political?: exploring the feminisation of the American homeless population. *Journal of Poverty*. 14: 97 – 115.
- Rickards, L. D., McGraw, S. A., Araki, L., Casey, R. J., High, C. W., Hombs, M. E., & Raysor, R. S. 2009. Collaborative initiative to help end chronic homelessness: introduction. *Journal of Behavioural Health Services and Research*. 37 (2): 149 – 166.
- Roche, S. 2015. The salvaging of identities amongst homeless men: reflections for social work. *Australian Social Work*. 68 (2): 228 – 243.
- Rodgers, K. 2010. 'Anger is why we're all here': mobilising and managing emotions in a professional activist organisation. *Social Movement Studies*. 9 (3): 273 – 291.
- Roets, L., Botha, A., Greef, M., Human, S. P., Strydom, H., Watson, M. J., & Chigeza, S. 2016. A synthesis of homelessness in South Africa: a rapid critical appraisal. *Development Southern Africa*. 33 (5): 613 – 627.
- Rosenberg, J. 2009. *Working in social work: the real world guide to practice settings*. New York: Routledge.

Rota-Bartelink, A. & Lipmann, B. 2007. homelessness causes amongst older individuals in Melbourne, Australia. *Australian and New Zealand Journal of Public Health*. 31 (3): 252 – 258.

Rothgeb, J. M. & Lavrakas, P. J. 2011. 'Pilot testing', in the *Sage encyclopedia of survey research*. Thousand Oaks: Sage Publications. Available from <http://dx.doi.org/10.4135/978141296347>. [Accessed 22/08/2018]

Rothwell, D. W., Sussman, T., Grenier, A., Mott, S., & Bourgeois-Guerin, V. 2017. Patterns of shelter use amongst males new to homelessness in later life: psychological factors related to departure. *Journal of Applied Gerontology*. 36 (1): 71 – 93.

Roulstone, K. 2013. 'Asking questions and individual interviews', in *Reflective interviewing: a guide to theory and practice*. London: Sage Publications Ltd. Available from <http://dx.doi.org/10.4135/9781446288009>. [Accessed 26/08/2018]

Ruden, M. H. 2019. A call for hope-centred work: a preliminary study of oncology social workers perceptions of the function and value of hope at end-of-life. *Clinical Social Work Journal*. 47:300 – 307.

Ryan, F., Coughlan, M., & Cronin, P. 2009. Interviewing in qualitative research: the one-to-one interview. *International Journal of Therapy and Rehabilitation*. 16 (6): 309 – 314.

Sala, A. & Mignone, J. 2014. The benefits of information communication technology use by the homeless: a narrative synthesis review. *Journal of Social Distress and the homeless*. 23 (1): 51 – 67.

Salkind, N. J. 2011. *Encyclopedia of measurement and statistics*, Sage Publications, Inc., Thousand Oaks. Available from <http://dx.dox.org/10.4135/9781412952644>. (Accessed 16/09/2018).

Salkind, N. J. 2012. *Encyclopedia of research design*, Sage Publications, Inc., Thousand Oaks, CA, [Accessed 18 April 2019], doi: 10.4135/9781412961288.

- Sanchez, D. 2010. Civil society responses to homelessness. *Development Southern Africa*. 27 (1): 101 – 110.
- Schenck, R., Roman, N., Erasmus, C., Blaauw, D., & Ryan, J. 2017. homeless in observatory, Cape Town through the lens of Max-Neef's Fundamental human's needs taxonomy. *Social Work/MaatskaplikeWerk*. 53 (2): 265 – 287.
- Schenk, R., Nel, H., & Louw, H. 2010. *Introduction to participatory community practice*. Pretoria: Unisa Press.
- Schiff, J. W. 2019. homelessness and social work: an intersectional approach. *Social Work Education*. 38 (3): 424 – 425.
- Schneider, B. 2011. Sourcing homelessness: how journalists use sources to frame homelessness. *Journalism*. 13 (1): 71 – 86.
- Scholtz, H. 2015. Rational choice theory in comparative sociology. *Comparative Sociology*. 14: 587 – 608.
- Schrag, A. & Schmidt-Tieszen, A. 2014. Social support networks of single young mothers. *Child Adolescence Social Work Journal*. 31: 315 – 327.
- Schutt, R. K. 2009. 6th edition. *Investigating the social world: the process and practice of research*. Thousand Oaks: Sage Publications Ltd.
- Schwandt, T. A. 2011. 'Verification', in the *Sage dictionary of qualitative inquiry*. Thousand Oaks: Sage Publications. Available from <http://dx.doi.org/10.4135/9781412986281>. [Accessed 01/09/2018]
- Scutella, R., Johnson, G., Moschion, J., Tsheng, Y. P., & Wooden, M. 2013. Understanding lifetime homeless duration: investigating wave one findings from the journeys home project. *Australian Journal of Social Concerns*. 48 (1): 83 – 110.
- Seager, J. R. & Tamasane, T. 2010. Health and well-being of the homeless in South African cities and towns. *Development Southern Africa*. 27 (1): 63 – 83.

Seale, C. 2012. *Researching society and culture*. Thousand Oaks: SAGE Publications.

Sewpaul, V. 2005. A structural social justice approach to family policy: a critique of the draft South African family policy. *Social Work/Maatskaplike Werk*. 41 (4): 310 – 323.

Shah, M. F., Liu, Q., Eddy, J. M., Barkan, S., Marshall, D., Mancuso, D., Lucenko, B., & Huber, A. 2017. Predicting homelessness amongst emerging adults ageing out of foster care. *American Journal of Community Psychology*. 60: 33 – 43.

Shava, E. 2019. Accountability of non-governmental organisations in poverty alleviation programmes. *African Insights*. 49 (1): 122 – 136.

Shaw, I. F. 2012. *Contemporary social work studies: practice and research*. English: Ashgate.

Shier, M. L. & Handy, F. 2015. Social change efforts of direct services nonprofits: the function of funding and collaborations in shaping social innovations. *Human Service Organisations: Management, leadership and Governance*. 39: 6 – 24.

Sidiki, L. 2016. *Experiences of homeless people as victims of crime in urban and rural settings*. MA (Criminology). Pretoria, University of Pretoria.

Sieber, J. E. & Tolich, M. B. 2015. 'Communicating informed consent and process consent', in planning ethically responsible research. Thousand Oaks: Sage Publications. Available from <http://dx.doi.org/10.4135/9781506335162>. [Accessed 01/09/2018]

Silitsky, C. 2018. Conducting interviews with males and their partners: a qualitative study of men's experiences in couple therapy [online]. *SAGE Research Methods Cases*. Available from <http://0-dx.doi.org.oasis.unisa.ac.za/10.4135/9781526457288>. [Accessed 01/08/2018]

Silverman, D. 2011. *Interpreting qualitative data: a guide to the principles of qualitative research*. Thousand Oaks: Sage Publications.

Simoes, A. & Sapeta, P. 2019. The concept of dignity in nursing care: a theoretical analysis of the ethics of care. *Rev. Bioef (Impr)*. 27 (2): 244 – 252.

Smith, M. S. 2015. *Necessity not choice: worker and homeless adult perspectives on shelter usage*. Unpublished MSW. St. Catherine University and University of St. Thomas.

Smith, R. J. & Hall, T. 2018. Everyday territories: homelessness, outreach work and city space. *The British Journal of Sociology*. 69 (2): 372 – 390.

Snodgrass, J. L. 2013. Spirituality and homelessness: implications for pastoral counselling. *Pastoral Psychology*. 63: 307 – 317.

Song, Z., Uy, M. A., Zhang, S., & Shi, K. 2009. Daily job search and psychological distress: evidence from China. *Human Relations*. 68 (8): 1171 – 1197.

South Africa. 1978. Social Service Professions Act (Act No. 110) of 1978. Available from https://www.sacssp.co.za/Content/documents/Social_Service_Professions_Act_1978.pdf. [Accessed 08/01/2019]

South Africa. 1997. Non-profit Organisations Act (Act No. 71) of 1997. Available from http://www.ngopulse.org/sites/default/files/npo_act.pdf. [Accessed 08/01/2019]

South Africa. 2005. Children's Act (Act No. 38) of 2005. Available from <http://www.justice.gov.za/legislation/acts/2005-038%20childrensact.pdf>. [Accessed 17/08/2018]

South African Council for Social Services Professions (SACSSP). 2012. *South African council for social service professions: policy guidelines for course of conduct, code of ethics and the rules for social workers*. Pretoria: SACSSP.

South African Council for Social Services Professions (SACSSP). EBulletin. June 2018. Available from http://www.sacssp.co.za/content/documents/SACSSP-MONTHLY_eBULLETIN_2018.pdf. [Accessed 09/07/2018]

South African Social Security Agency, 2018. SASSA [WWW Document]. Available from <http://www.sassa.gov.za/index.php/about-us/our-mandate-and-objectives> [Accessed 13/09/2018]

Sreejesh, S., Mohapatra, S., & Anusree, M. A. 2014. *Business research methods: an applied orientation*. Dordrecht: Springer.

Staller, K. M. & Salkind, N. J. 2012. 'Qualitative research', in the *Sage encyclopedia of research design*. Thousand Oaks: Sage Publications. Available from <http://dx.doi.org/10.4135/9781412961288>. [Accessed 08/08/2018]

Statistics South Africa, 2011. Census 2011.

Statistics South Africa, 2011. Census data: City of Tshwane homeless people by Age.

Statistics South Africa. 2020. *Statistical release: quarterly labour force survey. Quarterly 4: 2019*. Pretoria: Statistics South Africa.

Steele, R. 2016. How offenders make decisions: evidence of rationality. *British Journal of Community Justice*. 13 (3): 7 – 20.

Stones, C. R. 2013. A psychosocial exploration of street begging: a qualitative study. *Southern African Journal of Psychology*. 43 (2): 157 – 166.

Sullivan, C., Gibson, S., & Riley, S. 2012. *Doing your qualitative psychology project*. London: Sage Publications.

Summer, R. C. & Gallagher, S. 2017. Unemployment as a chronic stressor: a systematic review of cortisol studies. *Psychology and Health*. 33 (3): 289 – 311.

Swanepoel, H. & De Beer, F. 2011. *Community development: breaking the cycle of poverty*. Lansdowne: Juta.

Sylvester, J., Kerman, N., Polillo, A., Lee, C. M., Aubry, T., & Czechowski, K. 2017. A qualitative study of the pathways into and impacts of family homelessness. *Journal of Families Concerns*. 39 (8): 2265 – 2285.

- Tan, H. & Forbes-Meweff, H. 2018. Whose 'fault' is it? Becoming homeless in Singapore. *Urban Studies*. 55 (16): 3579 – 3595.
- Tarasuk, V., Dachner, N., Poland, B., & Gaetz, S. 2009. Food deprivation is integral to the 'hand to mouth' existence of homeless youths in Toronto. *Public Health Nutrition*. 12 (9): 1437 – 1442.
- Tartakovsky, E. 2016. Personal value preferences and burnout of social workers. *Journal of Social Work*. 16 (6): 657 – 673.
- Terre Blanche, M. T. Durrhein, K & Painter, D. 2009. *Research in practice: applied methods for social sciences*. Cape Town: University of Cape Town Press.
- Tesi, A., Aiello, A., & Giannetti, E. 2019. The work-related well-being of social workers: framing job demands, psychological well-being, and work engagement. *Journal of Social Work*. 19 (1): 121 – 141.
- Thabane, L., Ma, J., Chu, R., Cheng, J., Ismail, A., Rios, L. P., Robson, R., Thabane, M., Giangregorio, L., & Godsmith, C. H. 2010. A tutorial on pilot studies: the what, why and how. *BMC Medical Research Methodology*. 10: 1 – 10.
- The Presidency, Republic of South Africa. 2015. *National Youth Policy 2015–2020*. Pretoria: Republic of South Africa.
- Thoka, M. & Geyer, H. S. 2019. Migration and labour force participation: an analysis of internal economic migrants in Gauteng, South Africa, 2011. *South African Geographical Journal*. 101 (3): 307 – 325.
- Thomas, D. R. & Hodges, I. D. 2013. *Designing and managing your research project: core skills for social and health research*. London: Sage Publications. Available from <http://dx.doi.org/10.4135/9781446289044>. [Accessed 28/07/2018]
- Thomassen, B. 2015. Begging Rome: norms at the margins, norms of the in-between. *Critique of Anthropology*. 35 (1): 94 – 113.

- Thompson, S. J., Bender, K., Windor, L., Cook, M. S., & Williams, T. 2010. homeless youth: characteristics, contributing factors, and service options. *Journal of Human Behaviour in the Social Environment*. 20: 193 – 217.
- Thompson, S. J., Ryan, T., Montgomery, K. L., Lippman, A. D. P., Bender, K., & Ferguson, K. 2016. Perceptions of resiliency and coping: homeless young adults speak out. *Youth and Society*. 48 (1): 58 – 76.
- Thyer, B. A. 2011. 'Descriptive studies', in the *handbook of social work research methods*. Thousand Oaks: Sage Publications. Doi: 10.4135/9781412986182. (Accessed 16/09/2018)
- Tipple, G. & Speak, S. 2006. homeless in developing countries? Differentiating between inadequately housed and homeless people. *International Development Planning Review*. 28 (1): 57 – 84.
- Toolis, E. E. & Hammack, P. L. 2015. The lived experience of homeless youth: a narrative approach. *Qualitative Psychology*. 2 (1): 50 – 68.
- Travis, D. J., Lizano, E. L., & Barack, M. E. M. 2016. 'I am so stressed!': a longitudinal model of stress, burnout and engagement amongst social workers in child welfare settings. *British Journal of Social Work*. 46: 1076 – 1095.
- Tshwane Leadership Foundation, 2018. *Akanani* [WWW Document]. Available from <http://.tlf.org.za/akanani/> [Accessed 05/06/2018]
- Tutty, L. M., Ogden, C., Giurgiu, B., & Weaver-Dunlop, G. 2014. I built my house of hope: abused females and pathway into homelessness. *Violence Against Women*. 19 (12): 1498 – 1517.
- Umlauf, M. G., Bolland, A. C., Bolland, K. A., Tomek, S., & Bolland, J. M. 2015. The effect of age, gender, hopelessness, and exposure to violence on sleep disorder symptoms and daytime sleepiness amongst adolescents in impoverished neighbourhoods. *Journal of Youth Adolescence*. 44 (2): 518 – 542.

- United Nations General Assembly. 2015. *Report of the Special Rapporteur on adequate housing as a component of the right to an adequate standard of living, and on the right to non-discrimination in this context*. A/HRC/31/54
- Van Breda, A. D. 2019. Developing the notion of Ubuntu as African theory for social work practice. *Social Work/ Maatskaplike Werk*. 55 (4): 438 – 450.
- Vaughn, S., Schumm, J. S., & Sinagub, J. 2013. *Focus group interviews in education and psychology*. Thousand Oaks: Sage Publications. Available from <http://dx.doi.org/10.4135/9781452243641>. [Accessed 22/08/2018]
- Vazquez, J. J. & Panadero, S. 2019. Suicidal attempts and stressful life events amongst females in a homeless situation in Madrid (Spain). *American Journal of Orthopsychiatry*. 89 (2): 304 – 311.
- Vazquez, J. J., Suarez, A., Berrios, A., & Panadero, S. 2017. Stressful life events amongst homeless people in Leon (Nicaragua): quantity, types, timing, and perceived causality. *Journal of Community Psychology*. 47: 176 – 185.
- Wagaman, M. A., Geiger, J. M., Shockley, C., & Segal, E. A. 2015. The function of empathy in burnout, compassion, satisfaction, and secondary traumatic stress amongst social workers. *Social Work*. 60 (3): 201 – 209.
- Walter, M. 2013. *Social Research Methods*. South Melbourne: Victoria Oxford University Press.
- Watson, J. 2017. *Youth homelessness: a social justice approach*. *Journal of Sociology*. 53 (2): 461 – 475.
- Webb, W. A. 2015. When dying at home is not an option: exploration of hostels staff views on palliative care for homeless people. *International Journal of Palliative Nursing*. 21 (5): 173 – 181.
- Weiser, S. D., Bangsberg, D. R., Kegeles, S., Ragland, K., Kushel, M. B., & Frongillo, E. A. 2009. Food insecurity amongst homeless and marginally housed individuals living with HIV/AIDS in San Francisco. *AIDS Behaviour*. 13: 841 – 848.

- Weisz, C. & Quinn, D. M. 2018. Stigmatised identities, psychological distress, and physical health: *Intersections of homelessness and Race Stigma and Health*. 3 (3): 229 – 240.
- Wendt, S., Schiller, W., Cheers, B., Francis, K., & Lonne, B. 2011. Exploring social workers' personal domains in rural practice. *Journal of Social Work*. 12 (2): 194 – 210.
- Wentz, E. A. 2018. *How to design, write and present a successful dissertation proposal*. London: Sage Publications. Available from <http://dx.doi.org/10.4135/9781506374710>. [Accessed 09/05/2018]
- Wessels, G. 2017. Promoting dignity and worth of people: implications for social work practice. *Southern African Journal of Social Work and Social Development*. 29 (3): 1 -16.
- Western Cape Government. 2015. *Norms and standards for shelters for homeless adults*. Cape Town: Western Cape Government.
- Weyers, M. L. 2011. *The theory and practice of community work: a Southern African perspective*. Potchefstroom: Keurkopie.
- Wiles, R., Crow, G., Health, S., & Charles, V. 2008. Management of confidentiality and anonymity in social research. *International Journal of Social Research methodology*. 11 (5): 417 – 428.
- Williams, A. & Sheehan, R. A. 2015. Emerging adulthood in time and space: the geographic context of homelessness. *Journal of Family Theory and Review*. 7: 126 – 143.
- Williams, K., Poyser, J., & Hopkins, K. 2012. *Accommodation, homelessness and reoffending of prisoners: results from the surveying prisoners' crime reduction (SPCR) survey*. Ministry of Justice, Research Summary 3/12.
- Williams, S. & Stickley, T. 2011. Stories from the street: peoples' experiences of homelessness. *Journal of Psychiatric and Mental Health Nursing*. 18: 432 – 439.

Winetrobe, H., Rhodes, H., Rice, E., Milburn, N., & Petering, R. 2017. "I'm not homeless, I'm houseless": identifying as homeless and association with service utilisation amongst Los Angeles homeless young individuals. *Journal of Social Distress and the homeless*. 26 (1): 16 – 24.

Wolfer, T. A., Hodge, D. R., & Steele, J. 2018. Rethinking client self-determination in social work: a Christian perspective as a philosophical foundation for client choice. *Social Work and Christianity*. 45 (2): 3 – 32.

Woolford, A. & Nelund, A. 2013. The responsibilities of the poor: performing neoliberal citizenship within the bureaucratic field. *Social Service Review*. DOI:NO:1086/671072

Yin, R.K. 2011. *Qualitative research from start to finish*. New York: The Guilford Press.

Yuen, B. 2009. Reinventing high-rise housing in Singapore. *Cityscape*. 11 (1): 3 – 18.

Zufferey, C. 2008. Homelessness, social work policy and the print media in Australian cities. *Social Work and Society*. 6 (2): 359 – 362.

Zufferey, C. 2009. Making gender visible: social work responses to homelessness. *Journal of females and Social Work*. 24 (4): 382 – 393.

Zufferey, C. 2011. Homelessness, social policy, and social work: a way forward. *Australian Social Work*. 64 (3): 241 – 244.

Zufferey, C. 2014. Questioning representations of homelessness in the African media. *Australian Social Work*. 67 (4): 525 – 536.

ADDENDUM A: INTRODUCTORY AND LETTER OF INVITATION TO PARTICIPATE IN THE STUDY

Dear prospective participant

I, Timson Mahlangu, the undersigned, am a part-time social worker in the service of the Gilead Health Unit under the auspice of Tshwane Leadership Foundation, and a part-time research administrator for the Centre for Contextual Ministry (Urban Studio Project) at the University of Pretoria. I am also a part-time master's degree student in the Department of Social Work at the University of South Africa. In fulfilment of the requirements for my master's degree, I have to undertake a research project and have consequently decided to focus on the following research topic:

The collaborative role of social workers and homeless people in addressing street homelessness.

Provided the fact that you are well informed concerning the topic, I hereby approach you with a request for your participation in the study. For you to decide whether or not to participate in this research, I am going to provide you information that will assist you to understand the study (i.e. What the aims of the study are and why there is a need for this particular study). You will be informed concerning what your involvement in this study will entail (i.e. What you will be asked/or what you will be requested to do during the study, the risks and benefits involved by participating in this research, and your rights as a participant in this study).

This research originated awareness of various social work services provided by social workers to homeless people with the aim of addressing street homelessness but appears ineffective. As the number of individuals becoming homeless continues to be on the rise, social work services become more in demand for homeless people. Important to the proposed study is the fact that social workers providing services to homeless people view them through the channel of demanding to be saved. This has motivated me (the researcher) to conduct research regarding the collaborative role of social workers and homeless people in addressing street homelessness.

The information collected from this study assisted in contributing towards understanding the collaborative role of social workers and homeless people in addressing street homelessness.

Should you agree to participate, you would be requested to participate in a face-to-face interview that will be conducted at your organisation, park or street and at a time convenient to you. It is estimated that the interview will last for 45 minutes. During this interview (s) the following questions will be directed to you:

Request 1(a): Biographical profiling questions to be directed to social workers

- Gender.
- What is your current age?
- Race.
- How long have you been working with homeless people as a social worker?
- Did you obtain any other qualifications or extra training enabling you to address street homelessness?

Request 1(b): Topic related questions to be directed to social workers

- Please describe what informs your understanding of the nature of street homelessness? (*prompts: first-hand experience, social work training, social work experience, society, socio-economic concerns*)
- Please describe what informs your understanding of the meaning of the concept homeless people? (*prompts: social work practice, housing setting, society, socio-economic concerns*)
- Please share what is your role as a social worker in addressing street homelessness?
- Please share your experience of rendering a social work service to homeless people. (*prompts: how beneficial is it to homeless people, how it contributes to addressing street homelessness*)
- Please describe your professional relationship with the homeless people in addressing street homelessness. (*prompts: beneficial, challenging*)
- What are the challenges that you do encounter as a social worker in addressing street homelessness? (*prompts: how do they hinder/affect your*

function or contribution as a social worker in addressing street homelessness)

- What are the advantages of collaborative nor independent with other performers, such as homeless people, in addressing street homelessness? *(prompts: share how you collaborate nor work independent with homeless people and how beneficial it is)*
- What are the coordinated interventions that you use as a social worker in addressing street homelessness? *(prompts: share the programmes, framework or policy your organisations use in addressing street homelessness)*
- Please describe how are you working with the communities, families, friends, churches or other professionals in addressing street homelessness? *(prompts: share your already existing partnerships or stakeholders you collaborate with in addressing street homelessness)*
- What recommendations do you have concerning how the communities, families, churches, or other professionals can better collaborate with social workers and homeless people in addressing street homelessness?

Request 2(a): Biographical profiling questions to be directed to homeless people

- Gender.
- What is your current age?
- Race.
- What is your current highest level of education?
- Are you currently involved in any form of economic activities?
- If yes, what is your job title?
- How long have you been homeless?
- Does your family know about your street homelessness?
- Do you have family members that you are in contact with?
- If yes, how many times do you contact them? *(prompts: no contact, infrequent, or every day).*

Request 2(b): Topic related questions to be directed to homeless people

- Please describe what informs your understanding of the nature of street homelessness? (*prompts: first-hand experience, society, housing setting, socio-economic concerns*)
- Please describe what informs your understanding of the meaning of the concept *social worker*? (*prompts: social work service, society, social problems*)
- Please share what is your role as a homeless person in addressing street homelessness?
- What type of support do you have in addressing street homelessness from social workers? (*prompts: counselling, shelter, food share, what support social workers renders to you*)
- Please share how does using social work services assist you in addressing street homelessness? (*prompts: share how beneficial is it for you when using social work service*)
- What are the challenges that you are encountering as a homeless person in addressing street homelessness? (*prompts: how do they hinder and/or affect your role or contribution in addressing street homelessness*)
- What recommendations do you have concerning how social workers can collaborate with homeless people in addressing street homelessness?

With your permission, the interview will be pre-recorded and transcribed word for word. Your responses to the interview (transcribed and audio versions) will be kept confidential. Participation in this study is voluntary and you are under no obligation to consent to participating. You are free to withdraw from the study at any time and do not need to provide a reason for your decision. All information is treated as confidential and anonymity is assured by the researcher. The data shall be destroyed should you wish to withdraw. The researcher and his research supervisor, the translator and the independent coder will be the individuals who will have access to raw data from interviews, thus ensuring complete confidentiality.

The audiotapes and the transcripts of the interviews will be destroyed upon completing the study. Identifying information will be deleted or disguised in any subsequent publication and/or presentation of the research findings.

Please note that participation in the research is completely voluntary. You are not obliged to participate in the research. Your decision to participate, or to not participate will not affect you in anyway, now or in the future and you will incur no penalty and/or loss to which you may otherwise be entitled. Should you agree to participate, please sign the informed consent documents contained herewith as proof of your willingness to participate in the study. Please note that you are not signing your rights away.

If you agree to participate in the study, you have the right to change your mind at any time during the study. You are free to withdraw this consent and discontinue participation in the study without any loss of benefits. Should you withdraw from the study; you would be requested to grant me an opportunity to engage in an informal discussion with you so the established research partnership can be terminated in an orderly manner.

As the researcher, I also have the right to dismiss you from the study without regard to your consent if you fail to follow the instructions or if the information you divulge is emotionally sensitive and is upsetting you, to such an extent that it hinders you from functioning physically and emotionally. If participating in the study at any time jeopardises your safety in any way, you will be dismissed from the study. Should I conclude that the information you have shared has left you feeling emotionally upset, or perturbed, I am obliged to refer you to a counsellor for debriefing or counselling if you agree.

You have the right to ask questions concerning the study at any time. Should you have any questions or concerns about the study, you can contact me on **071 542 0435**.

Please note that this study was approved by the Research and Ethics Committee of the Department of Social Work at Unisa. Without the approval of this committee, the study cannot be conducted. Should you have any questions and queries that have not sufficiently addressed by me as the researcher, you are more than welcome to contact the Chairperson of the Research and Ethics Committee of the Department of Social Work at Unisa. His contact details are as follows: Prof. A.H. (Nicky) Alpaslan, telephone number: **012 429 6739**, or e-mail: alpasah@unisa.ac.za.

If, after you have consulted the researcher and the Research and Ethics Committee in the Department of Social Work at Unisa and their answers have not satisfied you, you may direct your question/concerns/queries to the Chairperson, Human Ethics Committee, College of Human Science, PO Box 392, Unisa, 0003.

Based upon all the information provided to you above, and being fully aware of your rights, you are asked to provide your full consent in writing should you want to participate in this study, by signing and dating the information and consent forms provided herewith, and initialling each section to indicate that you understand and agree to the conditions contained herewith.

Thank you for your participation.

Kind regards

.....

Mr. T Mahlangu

ADDENDUM B: INFORMED CONSENT TO PARTICIPATE IN THE STUDY

I, _____ (participant name), confirm that the researcher asking my consent to participate in this research has informed me about the nature, procedure, potential benefits and anticipated inconvenience I can expect if I participate in the study.

I have been informed (in writing or orally) and understood the purpose of the study and what will be expected of me.

I have had sufficient opportunity to ask questions and I am prepared to participate in the study.

I understand that my participation is voluntary and that I am free to withdraw from the study at any time without penalty.

I am aware that the findings of this study will be processed into a research report, but that my participation will be kept confidential unless otherwise specified.

I agree to the recording of the semi-structured interviews.

I have received a signed copy of the informed consent agreement.

Participant Name and Surname _____ (please print)

Participant Signature _____ Date _____

Researcher's Name and Surname Timson Mahlangu

Researcher's signature _____ Date _____

ADDENDUM C: LETTER OF DEBRIEFING OF PARTICIPANTS



TSHWANE LEADERSHIP FOUNDATION

Working with Churches and Communities for Urban Transformation

STRENGTHENING LEADERSHIP AND RESOURCES FOR:

WOMEN & GIRLS IN CRISIS

CHILD PROTECTION AND
DEVELOPMENT

HOMELESSNESS

HEALTH DEVELOPMENT

COMMUNITY DEVELOPMENT

DIRECTORS:

WILNA DE BEER (CEO)

TINUS NIENABER

(CHAIRPERSON)

JOEL MAYEPHU

LUKAS VAN DER MERWE

FLORINCE NORRIS

PETER MARUPING

OCTAVIA EPHRAIM

DON MCDOUGALL

LESEGO MOKHUTSWAE

PRAKSHNA SOMAI

THE JUBILEE CENTRE
288 BURGERSPARK LANE
PRETORIA-CENTRAL

P O BOX 11047
THE TRAM SHED
PRETORIA
0126

TEL: (012) 320 2123
FAX: (086) 679 9239
info@tlf.org.za
www.tlf.org.za

NPO no. 028-040-NPO

Reg. No. 2013 / 034434 / 08

ESTABLISHED IN 1993 AS
PRETORIA COMMUNITY
MINISTRIES

Ms. Slindile Phoso
Centre Manager: Akanani Project
Tell: 012 320 2123
Cell: 074 930 6980
Email: Slindile@tlf.org.za

Dear Sir/Madam

Date: 09 January 2019

To whom it may it may concern

This is to acknowledge that Mr. Timson Mahlangu has arranged with me to debrief his research participants if and when required. I work for Tshwane Leadership Foundation as a social worker and I will be offering debriefing to his participants as requested.

For further enquiries do not hesitate to contact me.

S. Phoso

Social Worker

 **Tshwane Leadership
Foundation**
Gilead Health Unit
50 De Waal Street, Pretoria
Phone: 012 323 6692

*We see healthy and vibrant communities
flourishing in God's presence.*

ADDENDUM D: ETHICAL CLEARANCE TO CONDUCT THE STUDY



SOCIAL WORK RESEARCH ETHICS COMMITTEE (SWREC)

Date: 01 April 2019

Dear Mr KT Mahlangu

DECISION:
Ethics approval from 01 April 2019 to 31
March 2020

SWREC Reference #: 2019-SWREC-49495259
Name: Mr KT Mahlangu
Student #: 49495259
Staff #: NA

Researcher(s): Name: Mr KT Mahlangu
Contact details: 49495259@mylife.unisa.ac.za; 071542 0435

Supervisor(s): Name: Dr NP Kgadima
Contact details: kgadima@unisa.ac.za; (012) 4296515

Title of research:

The collaboration role of social workers and homeless people in addressing street homelessness

Qualification: Master of Social Work (MSW)

Thank you for the application for research ethics clearance by the Social Work Research Ethics Committee (SWREC) for the above mentioned research. Ethics approval has been granted effective from 01 April 2019.

The following are standards requirements attached to all approval of all studies:

1. Approval will be for a period of twelve months. At the end of this period, if the study has been completed, abandoned, discontinued or not completed for any reason you are required to submit a report on the project. If you complete the work earlier than you had planned, you must submit a report as soon as the work is completed. Reporting template can be requested from the SWREC administrator on rap@unisa.ac.za
2. However, at the end of 12 months' period if the study is still current, you should instead submit an application for renewal of the approval.
3. Please remember that you must notify the committee in writing regarding any amendments to the study.
4. You must notify the committee immediately in the event of any adverse effects on participants or any unforeseen event that might affect continued ethical acceptability of the study.
5. At all times you are responsible for the ethical conduct of your research in accordance with the SWREC standard operating procedures, terms of references, National Health Research Council (NHREC) and university guidelines.

Yours sincerely


.....
Dr KJ Malesa
Chairperson of SWREC
Email: maleskj@unisa.ac.za
Tel No.: (012) 429 4780


.....
Prof MPJSB Madise
College Higher Degree Office
Email: madismjs@unisa.ac.za
Tel No.: (012) 429 4706

ADDENDUM E: LETTER OF CONFIRMATION OF DATA SATURATION

P. O. Box 1327
Wingate Park
0152

28 October 2019

Mr Timson Mahlangu (MSW Student)
Unisa
Pretoria
0003

To whom it may concern

This is confirmation that I have independently coded 23 interview transcripts based on a study entitled "*The collaborative role of social workers and homeless people in addressing street homelessness.*"

The following documents are attached:

- Two tables of biographical profiles of participants,
- Two table of themes, sub-themes and categories, and
- Two reports on themes, sub-themes and categories verified by relevant quotations/excerpts.

The rich data will facilitate a compilation of a detailed section on the findings.

Regards



Prof MDM Makofane

ADDENDUM F: ARTICLE ON HOMELESS PEOPLE, REMEMBERING FIVE MURDERED INDIVIDUALS

NEWS

PRETORIA CENTRAL REKORD OCTOBER 18, 2019



The homeless commemorate World Homeless Day and the five homeless men killed in Pretoria earlier this year.

Homeless remember five who were killed

'Police are not doing anything about attacks on the homeless and on foreign nationals.'

Reitumetse Mahope

A group of about 100 people marched from Church Square to the Union Buildings on Thursday to commemorate World Homeless Day.

The march was held by the Tshwane Homelessness Forum commemorating the senseless killings of five homeless men earlier this year.

Prince Dlamini (37) who has been living on the streets for about 20 years, said being homeless was their only worry back in the days when Tshwane was "properly managed".

"Back when the municipality was well governed by the right people, who knew what their jobs were, we would never suffer and fear like now," said Dlamini.

He said in 2012/13 the metro organised buses that would transport them to various organisations from the No. 2 Struben shelter.

"I stayed there for almost four years, however, now that place is being run by people who don't care," Dlamini said.

He added that since the recent killings and taxi driver attacks on the homeless, they feared sleeping in certain buildings and areas within the city.

"There are certain places we do not enter and areas we do not sleep in. Whether we

nationals and sometimes steal money or cellphones from the foreign nationals," said Modipa.

"We see it almost on a daily basis. They were even here at Church Square yesterday."

Modipa said these attacks were becoming common in the Pretoria CBD.

He alleged that "the same taxi drivers will confiscate drugs from a dealer and at a later stage take those same drugs and sell them to us at half price".

"Police are not doing anything about these attacks on the homeless and on foreign nationals. They can beat me up in front of police, nothing will be done."

Modipa said the homeless felt that the police had failed them.

However, he said the City, along with the Tshwane Homelessness Forum, were trying their best to ensure that homeless individuals were taken care of.

"Some members of THF are from the streets, so they know exactly what we need." Chairperson of the Tshwane Homelessness Forum, Joel Mayephu, said their forum had now joined hands with the Tshwane metro to fight homelessness.

"We as an NPO and Tshwane NGO are looking at providing transitional housing for our homeless.

"We are trying hard to ensure skills development and even place them in job opportunities."



ADDENDUM G: ARTICLE ON ATTACK ON A HOMELESS MEN

NEWS

PRETORIA CENTRAL REKORD JULY 12, 2019



Scene where the fifth body was found. Photo Liam Ngobeni

Attack on homeless men case postponed

The suspect is said to have been arrested following a string of murders in Muckleneuk and Sunnyside.

Reitumetse Mahope

A 40-year-old suspect accused of attempting to kill a homeless man has had his case postponed to 30 July for further investigations

Malusi Mothupi made his second appearance in the Pretoria Magistrate's Court on Monday, said National Prosecution Authority spokesperson Phindi Louw-Mjonondwane.

He faces a charge of attempted murder. He is said to have been arrested following a string of murders in Muckleneuk and Sunnyside.

Five bodies of homeless men were found over a period of three weeks, fueling speculation that a serial killer was on the loose.

Mothupi was previously arrested but released from police custody.

Mjonondwane said his case could not be put on the court roll then as he had been under arrest for longer than 48 hours without being charged.

"According to the law, an accused person must appear before court within

48 hours of being arrested. This is to afford the accused a fair judicial process."

Police spokesperson Captain Kay Makhubela said Mothupi was arrested following "police investigations".

The identities of three of the five dead men have since been confirmed by investigators.

Police spokesperson Captain Mavela Masondo said police could not divulge the ages or names of the identified men until their families had been informed.

"A statement will be issued soon on the names," he said.

The victims were all male, middle-aged, homeless and killed at night.

Most of the victims sustained blunt force trauma to the head and stab wounds to the upper body.

A team of specialists from forensic services, including pathologists and criminal psychologists, crime intelligence, and detectives, have been tasked to investigate the cases.

Anyone with information can contact their nearest police station or call the crime stop number 08600-10111.

ADDENDUM H: LANGUAGE EDITING CERTIFICATE: ACADEMIC AND PROFESSIONAL EDITING SERVICES



Nr: 0019305

Academic and Professional Editing Services

Tel nr: SA +27 82 347 4148/ USA: +1 (773) 217-4568/ NZ: +64 22 359 2202 SA
www.apespro.com; Facebook: www.facebook.com/apespro

LANGUAGE EDITING CERTIFICATE

Research report title: THE COLLABORATIVE ROLE OF SOCIAL WORKERS AND HOMELESS PEOPLE IN ADDRESSING STREET HOMELESSNESS

Author: TIMSON MAHLANGU

Institution: UNIVERSITY OF SOUTH AFRICA

Date Issued: 2020/05/11

This document certifies that the manuscript listed above was edited for proper English language, grammar, punctuation, spelling, and overall style. Neither the research content nor the author's intentions were altered in any way during the editing process. Documents receiving this certification should be English ready for publication; however, the author has the ability and choice to accept or reject our suggestions and changes.

If you have any questions or concerns about this document or certification, kindly contact Elizabeth Marx at info@apespro.com.

APES are committed to providing high quality services for professionals and researchers. To find out more about APES, visit www.apespro.com.

Elizabeth Marx



(NY, USA)