

### SERVICE DELIVERY IMPROVEMENT PLAN (SDIP) DEPARTMENT OF CULTURE, SPORT AND RECREATION

2016/17 -2017/18



### **COVER LETTER TO DPSA**

### 1. INTRODUCTION

The Service Delivery Improvement Plan (SDIP) 2016/17-2017/18 for the Department of Culture, Sport and Recreation is informed by the Strategic Plan 2015-2020 and is aligned to the Annual Performance Plan 2016-17.

### 2. PROCESS FOLLOWED

### Step 1

The Department took a decision to review the SDIP 2015-2018 during the strategic planning session held on the 20<sup>th</sup> October 2015 upon realisation that the key services implemented in the SDIP will no longer be implemented in 2016-17.

The Departmental top management and Sport and Cultural Institutions agreed prioritise three new keys services namely: Transfers to Cultural Institutions, Transfers to Sports Structures and Provision of Library Materials as new projects for improvement that are correctly aligned to the Strategic Plan 2015-2020 and the Annual Performance Plan 2016/17 as well as the Medium Term Expenditure Framework (MTEF).

### Step 2

A cross cutting team of Senior Managers, MMS and Assistant Managers met on the  $18^{\rm th}$  of May 2016 to review the SDIP and align the new projects to the SDIP template and consolidate a draft plan

### Step 3

The draft SDIP plan was presented to Top Management for inputs and endorsement

### Step 4

SDIP plan was approved and authorised by the Executive Authority

### 3. STAKEHOLDERS CONSULTED

This is a revised plan, all affected stakeholders were consulted

- ✓ Sport and Cultural Institutions
- ✓ Librarians
- ✓ Departmental Management

### 4. SDIP Team members

1. Name & Surname	Title	Telep	hone	
2. Mr AS Mkhwanazi	Deputy Director- Cultural Affairs	013	766	5007
3. Mr MS Zwane	Assistant Director- School Sports	013	766	5250
4. Ms N Mabhena	Communication Officer	013	766	5374
5. Ms JN Skosana	Assistant Director- Administration (Nkangala)	013	947	2880
6. Mr LD Mohlamonyane	Assistant Director: Administration  Gert Sibande Region	017	811	6196
7. Ms X Tibane	Finance: Head Office	013	766	5363
8. Ms E Mkhombo	SCM: Head Office	013	766	5246
9. Ms SE Gondwe	HRD: Head Office	013	766	5509
10. Ms PN Masilela	Assistant Director: Evaluation	013	766	5262
11. Mr S Msimango	Manager: Programme Management	013	766	5016
12. Ms NH Hlatshwayo	SDIP Coordinator	013	766	5013
13. Mr EM Mahlangu	SDIP Champion	013	766	5201

Mr SW Mnisi

**Head of Department** 

### MAIN SDIP- 2016/17-2017/18

### **Table of Contents**

Topic	Page no:
1. Vision	5
2. mission	5
3. Value statement	5
4. Legal mandates	5
5. Listed services	8
6. Situational analysis	9
7. Key priority areas for SDIP	13
8. Problem statement	13
9. Process mapping: Transfer of Grants to Cultural Institutions	14
<b>10.</b> SDIP improvement process: Transfer of Grants to Cultural Institutions	15
<b>11.</b> Process mapping: Transfer of Grants to Sports Structures	17
<b>12.</b> SDIP improvement process: Transfer of Grants to Sports Structures	18
13. Process mapping: Provision of library materials	20
<b>14.</b> SDIP improvement process: Provision of library materials	21
15. Particulars of SDIP Champion Team	23
16. Official sign-off	24

### 1. VISION

A patriotic socially cohesive society

### 2. MISSION

To promote social cohesion and nation building through culture, sport and information service to people of Mpumalanga

BEHAVIOURAL STATEMENT
We endeavour to understand the needs of our staff and the communities we serve.
The importance of respect, empathy and value of staff will be paramount in creating positive work environment.
We will provide honest and constructive criticism when needed.
We pledge have a clear understanding of vision, mission and goals of the Department.
We pledge to be conversant with individual role and responsibility towards the realisation of goals and objectives the Department.
We commit to adhere to deadlines and delivery targets.
We commit to remedial action in instances of underperformance and recognise good performance.
We pledge to adopt an integrated approach.
We promote collaborative decision making and cooperation.
We commit to team members afforded opportunities to excel.
We embrace the positive values and good work ethics.
We strive for a corruption free environment.
We are reliable, trustworthy and honest as strive to achieve irreproachable character.
We subscribe to innovation and creativity.
We pledge to create an environment conducive for creative.

### 4. LEGAL MANDATES

- 4.1. Constitutional mandate: The Department derives its Constitutional mandate from sections6, 30 and 31 and schedule 5 of the Constitution of the Republic of South Africa, 1996.
- 4.2. Legislative mandates: The Department derives its legislative mandates from National and Provincial Legislations, as well as from policy specifications of relevant National Departments (Listed). In addition, the Department is now aligned to lead Outcome 14 of the National Development Plan 2030: Nation Building and Social Cohesion as part of MTSF facilitation and implementation.

Name of the Act	Key Responsibilities
Library Ordinance no 20 of 1992	For proper management and administration of public libraries and maintenance
Mpumalanga Arts and Culture Council Act of 1999	It seeks to advance the development of Arts and Culture
White Paper on Sport and Recreation 1996	This document seeks to address the imbalances of the past on elite sport and infrastructure development and redress
White Paper on Arts, Culture and Heritage 1996	It seeks to preserve and conserve our diverse cultural heritage
National Arts Council Act, 56 (Act No. 56 of 1997)	programme and reducing exploitation of distinct
Mpumalanga Archives Act, 394 (Act No. 394 of 1998)	archival material
National Heritage Resources Act, 25 (Act No. 25 of 1999)	heritage
National Heritage Council Act, 11 (Ac No. 11 of 1999)	To determine its objects. functions and method of work; to prescribe the manner in which it is to be managed and governed; to regulate its staff matters and financial affairs
Cultural Institutions Act, 119 (Act No	<ul> <li>To provide for the payment of subsidies to certain culturates</li> </ul>
	Page 6 of <b>24</b>

119 of 1998), as amended	institutions; to provide for the establishment of certain institutions as declared cultural institutions under the control of councils; to establish a National Museums Division
Culture Promotion Act, 35 (Act No. 35 of 1983)	To provide for the preservation, development, fostering and extension of culture in the Republic; the development and promotion of cultural relations with other countries; and for the establishment of regional councils for cultural affairs
South African Geographical Names Council Act, 118 (Act No. 118 of 1998)	Transformation and standardisation of geographical names in South Africa for official purposes
Heraldry Act, 18 (Act No. 18 of 1962)	To make provision for the establishment of a bureau of heraldry, a heraldry committee and a heraldry council; for the registration and protection of coats of arms, badges, other emblems, names and uniforms
Legal Deposit Act, 54 (Act No. 54 of 1997)	To provide for the preservation of the national documentary heritage through legal deposit of published documents
National Film and Video Foundation Act, 73 (Act No. 73 of 1997)	The objects of the Foundation are to develop and promote the film and video industry
PAN South African Language Board Act, 59 (Act No. 59 of 1995)	To promote multilingualism in South Africa and to develop the country's 11 official
National Library of South Africa Act, 92 (Act No. 92 of 1998)	For collecting, preserving, making available and promoting awareness of the national documentary heritage
South African Library for the Blind Act, 91 (Act No. 91 of 1998)	Provide for library and information services to blind and print-handicapped readers
The National Sport and Recreation Act, 1998 (Act No. 110 of 1998)	To provide for the promotion and development of sport and recreation and the co-ordination of the relationships between the Sports Commission, national and recreation federations and other agencies
SA Institute for Drug Free Sport Act, 1997	To promote the participation in sport free from the use of prohibited substances or methods intended to artificially
DCSR SERVICE DELIVERY IMPROVEMENT PLAN 2016/	17-2017/18 Page <b>7</b> of <b>2</b> 4

	enhance performance
Lotteries Act No. 57 of 1997	To regulate and prohibit lotteries and sports pools to provide for matters connected therewith
Non Profit Organizations Act No. 71 1997	To provide for an environment in which non-profit organisations can flourish; to establish an administrative and regulatory framework within which non-profit organisations can conduct their affairs
Safety of Sport and Recreational Events Bill 2006	It recognises the promotion and protection of the physical well-being and safety of all persons attending sports and recreational
SA Boxing Act No. 11 of 2001	To ensure the effective and efficient administration of professional boxing in the Republic

### 5. LISTED SERVICES

- ✓ Improving and knowledge and upholding values enshrined in RSA Constitution by coordinating the celebration of our national commemorative days and rolled out of social cohesion campaigns in communities and schools.
- ✓ Promoting the identification, development and preservation of our heritage and resources.
- $\checkmark$  Facilitating the development, preservation and promotion of multilingualism.
- ✓ Promoting the development of sporting and artistic talent by providing opportunities for development from entry level through to high performance or professional level.
- ✓ Delivering community-based recreation programmes and mass participation in Sports, Arts, and Culture and encouraging community participation in such programmes to achieve social cohesion
- ✓ Promoting Arts and Culture industries through the coordination of EPWP linked projects.
- ✓ Facilitating the development and management of the Geographical Name System in the Province.

- ✓ Facilitating the provision of archival services to the Provincial and Local Government ensuring that systems are in place for sound record management and access to the community.
- ✓ Promote access to Library Service through establishment and support of municipal public libraries.

### 6. SITUATIONAL ANALYSIS

The Department has made remarkable success towards implementing its key services. This has been achieved through compilation of clear long term and short term plans that are continuously being monitored. The following achievements were recorded on each strategic outcome oriented goals of the Department in 2015/16 financial year.

### Improved knowledge and upheld values enshrined in RSA Constitution

- Promoted human rights, reconciliation, cultural diversity and nation building through the host and support of 8 national commemorated days
- Enhanced knowledge of the constitution through the roll out of 72 campaigns in all municipalities and 518 schools receiving preamble of the constitution to be recited at school assemblies.

### Equalize opportunities, inclusion and redress:

- Promoted heritage and culture through variety of activities that included;
  - ✓ Supported of three (3) cultural preservation events, of projects that promote Culture and Heritage supported
  - ✓ Coordinated there (3) Indigenous Knowledge System session that benefited 287 youth on issues of life skills and cultural preservation
  - ✓ Created jobs through arts and craft where 30 cooperatives and 153 youth benefited supported to promote heritage and culture as part of investment in the cultural and creative industries
- Initiated campaigns to improve utilization of currently marginalized languages by ensuring speeches of the Executive Authority are also available in Siswati and isiNdebele. In addition the Department conducted three (3) literary exhibitions to promote African literature benefiting more than 276 learners as well as rolled out 3 language awareness programmes in all districts.

- Facilitated the protection, conservation and promotion of heritage and museums in the Province through attraction of 40 718 visitors in the 3 museums who also got exposed to the temporary exhibitions staged
- Improved literacy level in the province through provision of access to library service that increased from 112 to 114 as well provision of necessary resources such as ICT and books to all of them.
- Taken the Province to the next level of having functional archive facility as it used to be counted amongst those that did not have their own archive repository. At least two government offices (Mbombela and Umjindi Local Municipalities) repatriated their documents as part of redress.
- Increased access to sport infrastructure by building three (3) new sport combo courts that will go a long way to redress inequality of previously disadvantaged to access of sport facilities

### Social cohesion across society through increased interaction across race and class:

- Ensured that equal opportunities exist for all citizens of Mpumalanga to participate and excel in sport and recreation. The following are the activities that were achieved in this regard;
  - Coordinated 30 595 people who participated in recreation activities and events, some of the high profile events includes; Loskop marathon with approximately 4500 athletes and 89 upcoming athletes, Indigenous Games festival with 168 participants, Big Walk at Mbombela Stadium with 160 participants, Recreation Day at Mbombela Stadium with 342 participants and National Golden Game at Kimberly with 180 participants.
  - ✓ Coordinated 8 426 learners participation sin school sport starting at district, provincial until national level. The competitiveness of Mpumalanga athletes improved since it moved from position 8 to 6 when compared with nine other Provinces
  - ✓ Capacity building was given to all athletes that includes learners and teams through training and involvement of 3 regional sport academies

- ✓ Enabled effective participation through the provision of sport equipment's to 200 schools, 60 clubs and 18 hubs which included an outside gym at Msukaliwa
- ✓ Increased participation of athletes from 63 498 to 416 804 in Community Sport and Recreation events
- ✓ Staged 8 tournaments and leagues to foster club development in the following priority codes; Women Basketball , Hockey, Netball, DEAFSA tournament, Boxing, Handball, Boxing and Football

### Promoting active citizenry and broad-based leadership:

- Improved participation of community based structures in the roll out of Departmental projects and programmes that as follows:
  - ✓ 25 Arts and Culture structures that based in all municipalities
  - ✓ Four (4) structures for the development of Languages in the province (Mpumalanga Provincial Language Committee, Silulu National Lexicography Unit, Iziko lesiHlathululimezwi sesiNdebele and Mpumalanga Writers Association
  - ✓ Three (3) museum structures supported to keep museums open during weekend and holidays and host of coordination of national and international gold panning tournaments
  - ✓ Four (4) sport structures (Cycling tournament, Loskop marathon, MP School Sport Organization and MP Sport Confederation

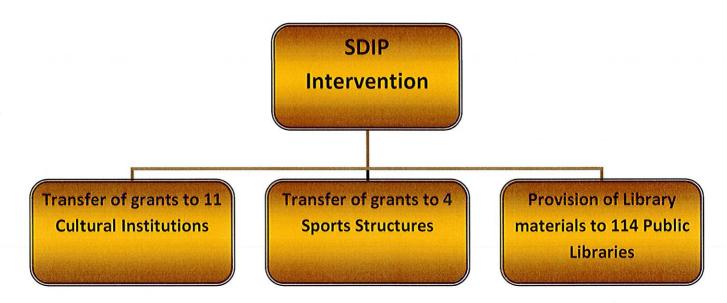
While there were number of successes recorded, there were also some few activities / services that could not be optimally rendered to communities due to varying circumstances.

 The Grants issued to develop culture and sport is not optimally utilized. There are delays to dispatch the grants and some especially in sport end up not receiving it due to non-compliance with funding criteria.

- There is a slow progress in establishing anchor projects such as Cultural Hub and High Altitude
   Training Center due to inadequate cash flow from Treasury coffers. The project has since been elevated to Public Private Partnership.
- The renaming of Riverside government buildings could not be concluded due to prolonged consultation process
- 2 of 7 planned new Libraries facilities were completed. 3 Libraries could not be completed due to inadequate capacity of contractors and 2 Libraries were put on hold to complete due process on land availability and close proximity to existing library.
- Books not delivered on time due to delays in the procurement of library materials,
   cataloguing process and dispatch to Public Libraries.
- 1380 of 1810 planned schools registered for school sport programme. This function has since been shifted to the Department of Education.

The Batho Pele principles are the pre-requisite in implementing all the Departmental projects.

### 7. KEY PRIORITY AREAS FOR SDIP



### 8. PROBLEM STATEMENT

- 1. The Department issued grants for sustenance of Cultural Institutions and Sport Structures in the Province to maximise coverage in development and promotion of active citizenry and broad-based leadership. The process to transfer the funds to the structures took over 11 months to effect instead of the desired (3 months). The delays in the transfer of the grant has a negative effect to the beneficiaries because they are not afforded enough time (with 1 month left)within the financial year to implement projects and programmes as per their business plans and the opportunity to account on the usage of grant before the financial year end.
- 2. The Department, through the Conditional Grant Community Library has a responsibility to support and transform community libraries, this including the Provision of library materials to 114 Public Libraries. However for the Department to facilitate and conclude the procurement and dispatch of 32 639 library materials took over 11 months than the targeted actual 09 months due to delays internal processes and delivery of books. This greatly affects the functioning of Public Libraries with regards to the availability of relevant and up to date library materials.

# 9. PROCESS MAPPING- TRANSFER OF GRANTS TO CULTURAL INSTITUTIONS

Accounting officer & General Manager	fficer & General Manager 10 designation of the Control of the Cont
2. Submission of business plans and relevant documents to the Department	ant documents to the Department
Administration Officer & Institutions	5 days
3. Verification of business plans and alignment to mandate	ind alignment to mandate
General Manager & Manager Arts	S days
<b>\rightarrow</b>	
4. Approval of business plans	iness plans
General Manager & Chief Financial Officer	3days
Þ	
5. Compilation of Service Level Agreement (SLA's)	vel Agreement (SLA's)
Manager Legal & Manager Arts	13 days
<b>&gt;</b>	
6. Signing of Service Level Agreements (SLA's)	Agreements (SLA's)
Accounting Officer & Institutions	10 days
<b>→</b>	
. Submission of SLA's and all compliance documents to supply chain to effect payment	ments to supply chain to effect paymen
Adminsitration Officer & Manager Arts	S days
<b>⇒</b>	
8. Capturing for payment of transfers	ent of transfers
3X Supply Chain staff	5 days
Þ	
9. Transfer of grants to 11 Cultural Institutions	Cultural Institutions
	5 days

### 10. SDIP IMPROVEMENT PROCESS (CULTURAL INSTITUTIONS)

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		01/04/2015-	•	01/04/2016 - 01/03/2017	01/04/2017 - 31/03/2018
Transfer of Cultural grants to 11 Institutions Cultural	of Cultural 11 Institutions	Quantity:	09 Provincial Cultural Institutions received grant after 09 months	11 Cultural Institutions received grant within 3 months(April -June)	Cultural Institutions 11 Cultural Institutions received grant 11 Cultural Institutions received grant after 09 months within 3 months(April -June) within 3 months(April -June)
Institutions		Quality:	Sustained grant transfer to Cultural Institutions to deliver on arts and culture mandate	Sustained grant transfer to Cultural Sustained grant transfer to 11 Cultural Sustained grant Institutions to deliver on arts and Institutions to culture mandate	Sustained grant transfer to 11 Cultural Institutions to deliver on arts and culture mandate
V	5	Legal standards	Ensured compliance Treasury Regulations & PFMA	Treasury Ensure compliance Treasury Regulations & PFMA & PFMA	Ensure compliance Treasury Regulations & PFMA
		Professionals standards	Ensured compliance with Corporate Governance and King II report and standard operating procedures	Ensured compliance with Corporate Ensure compliance with Corporate Ensure compliance with Corporations and King II report and Governance and King II report standard operating procedures	Ensure compliance with Corporate Governance and King II report and standard operating procedures
· -		Consultation	1 consultation meeting with each institution before the grant transfer	1 consultation meeting with each Coordinate 2 meetings per annum with Coordinate 2 meetings per annum with institution before the grant transfer Cultural Institutions for consultation and Cultural Institutions for consultation and monitoring	Coordinate 2 meetings per annum with Cultural Institutions for consultation and monitoring
		Access	Institutions have access to a All in designated responsible Offic.  Administration officer for support and and 2 standing meeting with for Institutions per annum	responsible Office, decentralised regional offices Office, decentralised regional offices of support and designated administration officer and designated administration officer and designated administration officer sting with for administrative support and 2 for administrative support and 2 standing meeting with Institutions per standing meeting with Institutions per	e, decentralised regional offices Office, decentralised regional offices designated administration officer and designated administration officer administrative support and 2 for administrative support and 3 for administrative suppo
		Courtesy	Quarterly feedbacks on the processing of the grant	weekly feedback on the status grant transfer to effect customer d consideration	Provide weekly feedback on the status of the grant transfer to effect customer care and consideration

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KEY	SERVICE	CURRENT STANDARD		DESIRED STANDARD	
		01/04/2015-		01/04/2016 - 01/03/2017	01/04/2017 - 31/03/2018
		Open & Transparency	Annual Performance Plan, MEC's Annual Budget Speech and Departmental Budget Reports	Performance Plan, Speech and Departi	MEC's Annual Performance Plan, MEC's nental Budget Speech and Departmental Reports
				Display of Departmental service Display standards and charter	Display of Departmental service standards and charter
		Information	One Standing meeting before grant Coordinate 2 meetings per annum transfer to provide information on provide information on the amount the amounts and time frames for and time frames for transfer of grants	Coordinate 2 meetings per annum to provide information on the amounts and time frames for transfer of grants	ng meeting before grant Coordinate 2 meetings per annum to provide information on provide information on the amounts provide information on the amounts ts and time frames for transfer of grants, and time frames for transfer of grants,
		Redress	Provision of feedback on registered Departmental complaints Complaints reg All registered within 21 days	pa gis:	Complaints/suggestion Departmental Complaints/suggestion rtmental service points boxes in all Departmental service points ters  Complaints resolved All registered complaints resolved within 21 days
		Value for Money	Sustained 09 Cultural Institutions and delivery on arts and culture mandates	Sustained 09 Cultural Institutions Sustained 11 Cultural Institutions to Sustained 11 Cultural Institutions a and delivery on arts and culture mandates and delivery on arts and culture service in the Province	09 Cultural Institutions Sustained 11 Cultural Institutions to Sustained 11 Cultural Institutions and ery on arts and culture mandates and Culture service in the Province
= 1		Time:	09 Months	3 Months	3 Months
		Cost: '000	R2,5000	R3,4500	R3,4500
		Human Resources:	60	60	09

## 11. PROCESS MAPPING- TRANSFER OF GRANTS TO SPORTS STRUCTURES

1. Grant confirmation to identified Community based sport structures	Community based sport structures
Committee of Centeral Manager	10 days
ubmission of business plans and re	2. Submission of business plans and relevant documents to the Department
Administration Officer & Sports Structures	14 days
3. Verification of business plans and alignment to mandate	s and alignment to mandate
Octici ai Manager & Semor Manager	S days
4. Approval of business plans	Weineschlans
General Manager & Chief Financial Officer	3days
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5. Compilation of Service Level Agreement (SLA's)	Level Agreement (SLA's)
Manager Legal & Senior Manager	5 days
6. Signing of Service Level Agreements (SLA's)	el Agreements (SLA's)
Accounting Officer & Sport Structures	10 days
nission of SLA's and all compliance do	7. Submission of SLA's and all compliance documents to supply chain to effect payment
Adminsitration Officer & Senior Manager	5 days
8. Capturing for payment of transfers	ment of transfers
3X Supply Chain staff	5 days .
9. Transfer of grants to Sports Structures	o Sports Structures
	5 days
Administration to the second of the second o	

### 12. SDIP IMPROVEMENT PROCESS (SPORTS STRUCTURES)

KEY	SERVICE	CURRENT STANDARD		DESIRED STANDARD	
SEKVICES	BENEFICIARY	01/04/2015-	-5-	01/04/2016 - 01/03/2017	01/04/2017 - 31/03/2018
Grant transfers to 4 Sport	Grant Community transfers Sports to 4 Sport Structures	Quantity:	4 Community based 4 structures received grant recafter 09 months	Community based seived grant within 3 morne)	structures 4 Community based structures received nths(April - grant within 3 months(April -June)
structures	<ul> <li>Loskop marathon</li> <li>Cycling tournament</li> <li>Mpumalanga School Sports Organisation</li> <li>Mpumalanga</li> </ul>	Quality:	Sustained grant transfer to 4 Sustained Community Sport Structures Community to develop and enhance develop an sporting and recreation recreation capabilities of the Mpumalang Mpumalanga sporting	to 4 Sustained grant transfer to 4 sures Community Sport Structures to ince develop and enhance sporting and tion recreation capabilities of the the Mpumalanga sporting communities ting	Sustained grant transfer to 4 Sustained grant transfer to 4 Sustained grant transfer to 4 Community  Community Sport Structures Community Sport Structures to Sport Structures to develop and enhance to develop and enhance sporting and recreation capabilities of the Mpumalanga sporting communities  Mpumalanga sporting  Communities  Mpumalanga sporting  Mpumalanga sporting  Mpumalanga sporting  Mpumalanga sporting  Mpumalanga sporting  Mpumalanga sporting  Mpumalanga sporting
	Sport Confederation	Legal standards	Ensured compliance Treasury Ensure Regulations & PFMA Regulat	compliance tions & PFMA	Treasury Ensure compliance Treasury Regulations & PFMA
		Professionals standards	Ensured compliance with Corporate Governance and King II report and standard operating procedures	compliance with Ensure compliance with Corporate Ensure ce Governance and Governance and King II report and Governance and standard operating procedures	Ensure compliance with Corporate Governance and King II report and standard operating procedures operating procedures
	11	Consultation	1 consultation meeting with Coordinate 2 each structure before the with Sport Str grant transfer and programm	i e	meetings per annum Coordinate 2 meetings per annum with Ictures for consultation Sport Structures for consultation and programme management
		Access	Sports structures have access to a designated responsible Administration officer for support and 2 standing meeting per annum	have access Sport structures will have access to Sport structures will have accessonsible Head Office, decentralised regional Office, decentralised regional officer for offices and designated administration designated administration 2 standing meeting per annum meeting per annum	Sports structures have access Sport structures will have access to Head office, decentralised regional Office, decentralised regional Offices and Administration officer for offices and designated administration designated administration officer for support and 2 standing officer for administrative support and administrative support and 2 standing meeting per annum meeting per annum

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KEY	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		01/04/2015-		01/04/2016 -	01/04/2017 -
		Courtesy	Quarterly feedbacks on the processing of the grant	kly feedback on the ant transfer to re and consideration	
		Open & Transparency	Annual Performance Plan, MEC's Budget Speech and Departmental Reports	and Budget Speech and Departmental Reports Display of Departmental service standards and charter	Plan, MEC's Annual Performance Plan, MEC's Budget Departmental Speech and Departmental Reports Display of Departmental service standards ental service and charter
		Information	One Standing meeting before grant transfer to provide information on the amounts and time frames for transfer of grants	One Standing meeting before Coordinate 2 meetings per annum to grant transfer to provide information on the amounts and time frames for transfer of grants of grants.	Coordinate 2 meetings per annum to provide information on the amounts and time frames for transfer of grants
		Redress	Provision of feedback on registered complaints	Departmental Complaints/suggestion Depa boxes in all Departmental service in all points Complaints registers All registered complaints resolved days within 21 days	Complaints/suggestion bepartmental Complaints/suggestion boxes Departmental service in all Departmental service points Complaints registers All registered complaints resolved within 21 complaints resolved days
	1	Value for Money	Sustained and supported 4 Sustained Community Sport and Communit recreation Structures	and suppo y Sport and:	orted 4 Sustained and supported 4 Community recreation Sport and recreation Structures
		Time:	11 Months	3 Months	3 Months
		Cost: '000	R1,800	R4,984	R4,984
		Human Resources:	60	60	60

### 13. PROCESS MAPPING- PROVISION OF LIBRARY MATERIALS

Manager & Assistant Manager  Manager & Assistant Mana	Chief Librarians & Assistant librarians
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# 14. SDIP IMPROVEMENT PROCESS – PROVISION OF LIBRARY MATERIALS

KEY	SERVICE	CURRENT STANDARD		DESIRED STANDARD	
SERVICES	DENETICIARI	01/04	01/04/2015-	01/04/2016 - 01/03/2017	01/04/2017 - 31/03/2018
Provision 114 of Libraries		Public Quantity:	112 Public Libraries provided with Library materials after 11 months	provided with 114 Public Libraries provided with library 120 Public Libraries provided with library materials within 9 months materials within 9 months	120 Public Libraries provided with library materials within 9 months
Materials to 114 Public Libraries		Quality:	112 Public Libraries provided with relevant and updated library materials to deliver on library and information services	112 Public Libraries provided with 114 Public Libraries provided with 120 Public Libraries provided with relevant and updated library materials to deliver on library and information deliver on library and information services services	120 Public Libraries provided with relevant and updated library materials to deliver on library and information services
	, 1	Legal standards Ensured Regulati	compliance ons & PFMA	Treasury Ensure compliance Treasury Regulations Ensure compliance Treasury Regulations & PFMA	Ensure compliance Treasury Regulations & PFMA
		Professionals standards	Ensured compliance with Corporate Ensure Governance and King II report and Governation Standard operating procedures	compliance with Corpo ance and King II report d operating procedures	orate Ensure compliance with Corporate and Governance and King II report and standard operating procedures
		Consultation	6 quality circles meetings per quarter & 4 quarterly IGR meetings for consultation	6 quality circles meetings per quarter Coordinate 6 quality circles meetings per Coordinate 6 quality circles meetings per & 4 quarterly IGR meetings for quarter & 4 quarterly IGR meetings for consultation	Coordinate 6 quality circles meetings per quarter & 4 quarterly IGR meetings for consultation
		Access	112 Public Libraries have access to 6 114 Publ regional Libraries and designated regional Librarians, Regional & Head Office Librarian	ic Libraries will have Libraries and s, Regional &Head Offi	access to 6 120 114 Public Libraries will have access designated to 6 regional Libraries and designated ce Librarians, Regional & Head Office
		Courtesy	Provided constant feedback during consultation meetings	Provided constant feedback during Provide quarterly feedback and update on consultation meetings  the provision of Library materials, conduct customer satisfaction surveys during customer satisfaction surveys during quality circles meetings	ck and update on Provide quarterly feedback and update on aterials, conduct the provision of Library materials, conduct surveys during customer satisfaction surveys during quality circles meetings
		Open & Transparency	Annual Performance Plan, MEC's Budget Speech and Departmental Reports	Plan, MEC's Annual Performance Plan, MEC's Budget Annual Performance Plan, MEC's Budget Departmental Speech and Departmental Reports Speech and Departmental Reports Display of Departmental Service standards Display of Departmental Service Standards	MEC's Budget Annual Performance Plan, MEC's Budget Reports  Reports  Vice standards Display of Departmental service standards
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KEY	SERVICE	CURRENT STANDARD		DESIRED STANDARD	
SEKVICES	BEINEFICIARY	01/04	01/04/2015-	01/04/2016 -	01/04/2017 -
		01/13	01/13/2016	01/03/2017	31/03/2018
		Information	6 quality circles meetings per quarter & 4 quarterly IGR meetings	6 quality circles meetings per quarter 6 quality circles meetings per quarter 8 6 quality circles meetings per quarter &4 & quarterly IGR meetings 4 quarterly IGR meetings coordinated to	6 quality circles meetings per quarter &4 quarterly IGR meetings coordinated to
			coordinated to provide information on the budget, status of the process	coordinated to provide information provide information on the budget , provide information on the budget , on the budget , status of the process status of the process of providing libraries	provide information on the budget , status of the process of providing libraries
			of providing libraries and programme and programme management	and programme management	and programme management
		Redress	Provision of feedback on registered Departmental	Departmental Complaints/suggestion Departmental	Departmental Complaints/suggestion
			complaints	boxes in all Departmental service points	boxes in all Departmental service points
				Complaints registers	Complaints registers
				All registered complaints resolved within All registered complaints resolved within	All registered complaints resolved within
				21 days	21 days
		Value for	112 Public Libraries provided with	for 112 Public Libraries provided with 114 Public Libraries provided with cost 120 Public Libraries provided with cost	120 Public Libraries provided with cost
		Money	library materials after 11 months	effective, efficient, relevant and	
				accessible library materials within 9 accessible months	accessible library materials within 9 months
		Time:	11 Months	09 Months	09 Months
		Cost: '000	R11,050	R15,000	R15,000
		Human	18	18	18
		Resources:			

### 15. PARTICULARS OF CHAMPION/TEAM

1. Name & Surname	Title	Telep	hone		Signature
2. Mr AS Mkhwanazi	Deputy Director- Cultural Affairs	013	766	5007	ither.
3. Mr MS Zwane	Assistant Director- School Sports	013	766	5250	AX).
4. Ms N Mabhena	Communication Officer	013	766	5374	Moberd
5. Ms JN Skosana	Assistant Director- Administration (Nkangala)	013	947	2880	Procedu
6. Mr LD Mohlamonyane	Assistant Director: Administration Gert Sibande Region	017	811	6196	ANDON
7. Ms X Tibane	Finance: Head Office	013	766	5363	<b>M</b>
8. Ms E Mkhombo	SCM: Head Office	013	766	5246	P. P. CA
9. Ms SE Gondwe	HRD: Head Office	013	766	5509	Du
10. Ms PN Masilela	Assistant Director: Evaluation	013	766	5262	Washela
11. Mr S Msimango	Manager: Programme Management	013	766	5016	an B
12. Ms NH Hlatshwayo	SDIP Coordinator	013	766	5013	Dellat 1
13. Mr EM Mahlangu	SDIP Champion	013		5201	( , u)

### **OFFICIAL SIGN- OFF**

It is hereby certified that this SDIP:

- ✓ was prepared in line with the current Strategic Plan (2015-2020) and the Annual Performance Plan 2016/17 of the Department of Culture, Sport and Recreation
- ✓ will be monitored and assessed quarterly over a period of two years (2016/17-2017/18)
- ✓ performance information results will be used to inform strategic planning process every year.

Signed

Date 28 06 2016 MEC: Ms N Mahlangu