



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF
CO-OPERATIVE GOVERNANCE,
HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS**

SERVICE DELIVERY IMPROVEMENT PLAN: 2015/16 - 2017/18

TABLE OF CONTENTS

1. Process followed	3
2. Team members	3
3. Vision and mission	4
4. Values	4
5. Legislative Mandates	5
6. Situational Analysis	7
7. Listed services	7
8. SDIP Template	9

SDIP REVIEW PROCESS

1. Batho Pele division identified key services from 2015/16 Annual Performance Plan.
2. The implementers of the identified key services were consulted and relevant information was then populated in the template, i.e., Spatial Planning and ISHS(Mr. Dali and Ms. Radebe's teams)
3. Provided information was consolidated and forwarded to implementers for verification
4. Both BP co-ordinators and key service implementers attended DPSA's SDIP development workshop
5. Draft SDIP crafted
6. Submission for approval
7. Submission to Communication for printing.

TEAM MEMBERS

SDIP Champions: BATHO PELE UNIT, 015- 284 5589/ 5368/ 5441/5388

Contact Details: Hensa Towers, Office no. 610, Cnr. Rabe and Landros Mare Street

- | | |
|------------------|---------------------|
| 1. Tjebana M.P | : Senior Manager |
| 2. Mamabolo T.E | : Manager |
| 3. Mashimbye R.J | : Deputy Manager |
| 4. Dikgale M.N | : Deputy Manager |
| 5. Kataka M.J | : Assistant Manager |
| 6. Legodi M.S | : Assistant Manager |

Vision

Integrated Sustainable Human Settlement.

Mission

To give our clients and stakeholders quality services by living up to our commitments and investing in our people by:

- Continuously improving service delivery to citizens;
- Implementing citizen-driven projects, improving infrastructure conditions and contributing to job creation;
- Demonstrate best practice in people management and leadership;
- Maintaining excellent internal and external communications to continuously improve transparency, visibility and public image;
- Building an appropriate organizational structure to achieve our strategic objectives, and
- Maintaining good governance.

Values

Our values are underpinned by the Batho Pele principles

- Service Excellence

We shall strive to attain recognized standards of service quality, and maintain continuous improvement in service delivery.

- Innovation

We shall toil in the pursuit of excellence and innovation on the use of information and communication technology to enhance public service delivery.

- Integrity

Relevant Act	Key Responsibilities
A. The Public Service Act of 1994 as amended and regulations	To provide for the organization and administration of the public service of the Republic, the regulation of the conditions of employment, terms of office, discipline, retirement and discharge of members of the public service.
B. The Public Finance Management Act 1 of 1999 (as amended) and Regulations	To regulate financial management in the national government and provincial government, to ensure all revenue, expenditure, assets and liabilities of those government are managed efficiently
C. The Housing Act of 1997	The Department in consultation with provincial organization must do everything in its power to promote and facilitate the provision of adequate housing in its province within the framework of national housing policy.
D. The Local Government Municipal Structures Act of 1998	The MEC for local government in a province, by notice in the Provincial 20 Gazette must establish a municipality in each municipal area which the Demarcation Board demarcates in the province in terms of the Demarcation Act.
E. The Local Government Municipal Systems Act of 2000	The MEC for local government in the province may be, subject to any other law Regulating provincial supervision of local government – Assist a municipality with the planning, drafting, and adoption of mid review of its 5 year integrated development plan.
F. The Disaster Management Act 2002	To provide for an integrated and coordinated disaster management policy that focuses on preventing or reducing the risk of disasters, mitigating the severity of disasters, emergency preparedness, rapid and effective response to disasters and post-disaster recovery; <ul style="list-style-type: none"> • the establishment of national, provincial and municipal disaster management centres; • disaster management volunteers; and • Matters incidental thereto.
G. Development Facilitation Act of 1995	To facilitate and speed up the implementation of reconstruction and development programmes and projects in relation to land; and in so doing to lay down general principles governing land development throughout the Republic

Relevant Act	Key Responsibilities
H. Traditional Leadership and Governance Framework Act 41 of 2003	To provide for the recognition of traditional communities; to provide for the establishment and recognition of traditional councils; to provide a statutory framework for leadership positions within the institution of traditional leadership, the recognition of traditional leaders and the removal from office of traditional leaders; to provide for houses of traditional leaders; to provide for the functions and roles of traditional leaders; to provide for dispute resolution and the establishment of the Commission on Traditional Leadership Disputes and Claims; to provide for a code of conduct; to provide for amendments to the Remuneration of Public Office Bearers Act, 1998; and to provide for matters connected thereto

LISTED SERVICES

- Number of demarcated sites available for Human Settlements
- Number of Housing stock / RDP rectified.
- Number of rental units built

SITUATIONAL ANALYSIS AND PROBLEM STATEMENT

In order to achieve the vision of sustainable human settlements and an improved quality of household life, the department will implement, amongst others, the following priorities over the MTEF period:

- Adequate housing and improved quality living environments, with approximately 75 000 more households living in new or improved housing conditions by 2018.
- Informal settlement upgrading will be expanded to cover 18 informal settlements through township establishment ensuring access to secure tenure. A total of 14 500 households will be provided with basic services and

infrastructure. A number of informal settlements will also be assessed for development feasibility and will also be enumerated.

- A functional and equitable residential property market with a target of 2 300 new housing units delivered in the affordable gap market by 2019
- **Challenge that the Department is facing in relation to the key services Chosen.**
- The department has commenced with the revision of the strategic plan for 2014-19, with significant changes on the consolidation of strategic objectives/outcome from 14 to 7. These will ensure focused activities to the realisation of the outcomes as pronounced nationally
- The successful implementation of affordable housing is highly related to the availability of both land and availability of bulk infrastructure, which has been a challenge in the province. Limitations in acquiring suitably land located in prime areas that promote integrated sustainable human settlement
- Bulk infrastructure and Sites not serviced by municipalities
- The key service: "Demarcation of sites" tries to address the tendency whereby people invade land, illegal occupation and improperly planned settlements in the province. Such settlements will ultimately demand services from municipalities whereas they do not exist within the systems and jurisdiction of the municipality. Demarcation therefore, allows for infrastructure and other social amenities to be provided whilst simultaneously integrating the demarcated area in the IDP and other service delivery processes of the institution.

Improvement is sought in terms of doing away with land invasions, capacity building and funds allocation. Proper allocation of resources and appointment of qualified practitioners will assist ISHS to find it well prepared ground for

building of low cost houses. Due to lack of staff, the SBU is unable to provide the necessary support to all municipalities at a given period. The improvement is solely on the processes rather than quantity.

We shall treat all our beneficiaries, suppliers and employees with fairness and equity at all times

The following services were identified as focus areas of improvement:

Key service - Demarcation of sites for Human Settlements

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		2014/2015	01/04/ 2015- 31/03/2016	01/04/2016- 31/03/2017	01/04/2017 31/03/2018
Number of sites demarcated	Municipalities	Quantity:	5000	5000	5000
		Quality:	Planning, Environment and Surveying Acts, Data information structure Act and	Planning, Environment and Surveying Acts Data Act regulations	Planning, Environment and Surveying Acts, Data structure Act planning

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD			DESIRED STANDARD		
		2014/2015	01/04/ 2015- 31/03/2016	01/04/2016- 31/03/2017	01/04/2017 31/03/2018		
					Act and regulations		
		regulations	Quarterly Meetings with municipalities and all stakeholders affected by the Development	Quarterly Meetings with municipalities and all stakeholders affected by the Development	Quarterly Meetings with municipalities and all stakeholders affected by the Development		
		Consultation	Meetings with municipalities and all stakeholders affected by the Development	Quarterly Meetings with municipalities and all stakeholders affected by the Development	Quarterly Meetings with municipalities and all stakeholders affected by the Development		
		Access	Sharing of information with Municipalities and other relevant stakeholders through meetings	Sharing of information with Municipalities and other relevant stakeholders through meetings, public participation,	Sharing of information with Municipalities and other relevant stakeholders through meetings, public participation,		

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD			DESIRED STANDARD		
		2014/2015	01/04/ 2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018		
		and workshops/seminars/conferences	participation, imbizos and workshops/seminars/conferences	imbizos and workshops/seminars/conferences	public participation, imbizos and workshops/seminars/conferences	Respond to queries through help desk, sms's, telephone with affected stakeholders	Respond to queries through help desk, sms's, telephone with affected stakeholders
		Courtesy	Respond to queries through communication with affected stakeholders	Respond to queries through help desk, sms's, telephone with affected stakeholders	Respond to queries through help desk, sms's, telephone with affected stakeholders	Respond to queries through help desk, sms's, telephone with affected stakeholders	Respond to queries through help desk, sms's, telephone with affected stakeholders
		Openness & Transparency	Information is made available to stakeholders	Information is made available to stakeholders	Information is made available to stakeholders	Information is made available to stakeholders	Information is made available to stakeholders

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
		2014/2015	01/04/ 2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018	
		Information is made available through reports and meetings	Information is made available through reports and meetings	Information is made available through reports and meetings	Information is made available through reports and meetings	Information is made available through reports and meetings
		Redress	Respond to queries within seven working days and involvement of other stakeholders if necessary	Respond to queries within seven working days and involvement of other stakeholders if necessary	Respond to queries within seven working days and involvement of other stakeholders if necessary	Respond to queries within seven working days and involvement of other stakeholders if necessary.
		Value for Money	Create conducive environment for	Build good quality houses suitable for our beneficiaries.	Build good quality houses suitable for our beneficiaries	Build good quality houses suitable for

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
		2014/2015	01/04/ 2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018	
		intergrated sustainable developments			our beneficiaries	
		Time:	3yrs	2015/16	2016/17	2017/18
		Cost:	Only R6m provided Shortfall R7m	Only R6m provided Shortfall R7m	R13m	R13m
		Human Resources:	Only five(5) survey Technicians employed and 27 posts vacant posts in different levels. Only 17	32 Town Planners(in different levels) and 32 Survey Technicians/surveyors(in different levels) and 20 Survey Assistant officers(ASOs)	32 Town Planners (in different levels)and 32 Survey Technicians/surveyors(in different levels) and 20 Survey Assistant officers(ASOs) Only Two GIS	32 Town Planners (in different levels)and 32 Survey Technicians/surveyors(in different levels) and 20 Survey Assistant

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD			DESIRED STANDARD		
		2014/2015	01/04/ 2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018		
		Town Planners employed Only Two GIS officials employed in different levels and 18 Vacant posts in different levels) Only Two GIS officials employed in different levels and 18 Vacant posts in different levels	officials employed in different levels and 18 Vacant posts in different levels	officers(AS Os) Only Two GIS officials employed in different levels and 18 Vacant posts in different levels		

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD			DESIRED STANDARD		
		2014/2015	01/04/2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018		
Number of Housing stock / RDP rectified	Low cost housing for beneficiaries in need of accommodation	Quantity:	500	500	500		
		Quality:	NHBRC compliance	NHBRC compliance	NHBRC compliance		
		Consultation	Meetings with municipalities and councilors who represent beneficiaries	Meetings with municipalities and councilors who represent beneficiaries	Meetings with municipalities and councilors who represent beneficiaries		
	Access	Sharing of information with Municipalities and other	Sharing of information with Municipalities and other relevant	Sharing of information with Municipalities and other relevant stakeholders	Sharing of information with Municipalities and other		

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		2014/2015	01/04/2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018
		relevant stakeholders through meetings and workshops	stakeholders through meetings and workshops	through meetings and workshops	relevant stakeholders through meetings and workshops
		Courtesy	Respond to queries through communication with affected stakeholders	Respond to queries through communication with affected stakeholders	Respond to queries through communication with affected stakeholders
		Openness & Transparency	Information is made available to stakeholders	Information is made available to stakeholders	Information is made available to stakeholders
		Information	Information is made available	Information is made available through reports	Information is made available

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
		2014/2015	01/04/2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018	
			through reports and meetings	through reports and meetings	and meetings	through reports and meetings
		Redress	Respond to queries within seven working days and involvement of other stakeholders if necessary	Respond to queries within seven working days and involvement of other stakeholders if necessary	Respond to queries within seven working days and involvement of other stakeholders if necessary	Respond to queries within seven working days and involvement of other stakeholders if necessary.
		Value for Money	Build quality houses that are suitable for accommodating beneficiaries	Build quality houses that are suitable for accommodating beneficiaries	Build quality houses that are suitable for accommodating beneficiaries	Build quality houses that are suitable for accommodating beneficiaries

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD	DESIRED STANDARD		
			01/04/2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018
		2014/2015			
		s			s
		Time:	2014/15	2015/16	2016/17
		Cost:	R1 322 528	R1 311 957	R1 446 348
		Human Resources:	08	36	36

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD	DESIRED STANDARD		
			01/04/2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018
Number of rental units built	Former Hostel residents and Community members earning between R3500-7500.	250	250	1 000	1400
		Quantity:	250	1 000	1400
		Quality:	NHBRC compliance	Maintain NHBRC compliance	Maintain NHBRC compliance

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
		2014/2015	01/04/2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018	
		Consultation	Meetings and workshops for beneficiaries	Our customers and stakeholders will be consulted through 3 meetings.	Our customers and stakeholders will be consulted through 4 meetings.	Improve the frequency of meetings.
		Access	Handrail for Disabled people	Applications accessed through municipality as per the advert. Handrail for Disabled people in some units, social amenities within reach, e.g. crèche, shops, community hall, etc.	Applications accessed through municipality as per the advert. Handrail for Disabled people in some units, social amenities within reach, e.g. crèche, shops, community hall, etc.	Through consumer education workshops, and pre-occupancy tenants training.
		Courtesy	Respond to queries within a day	Provide RDP houses for those who could not qualify for rental	Provide RDP houses for those who could not qualify for rental	Signing of MoU between department and municipality

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
		2014/2015	01/04/2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018	
		Openness & Transparency	Information distributed in all reception areas, adverts through local and national news papers and annual report	Information distributed in all reception areas, adverts through local and national news papers and annual report	Information distributed in all reception areas, adverts through local and national news papers and annual report	Launching of the project
		Information	Newsletters, reports, media statements and meetings	Through reports, media statements, meetings and internet	Through reports, media statements, meetings and internet	Through reports, media statements, monthly meetings.
		Redress	Respond to queries within a day, often via call center	Provide RDP houses for those who could not qualify for rental	Provide RDP houses for those who could not qualify for rental	Provide temporary holding for unqualified beneficiaries, whilst processing their relocation to housing programs

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD			DESIRED STANDARD		
		2014/2015	01/04/ 2015-31/03/2016	01/04/2016-31/03/2017	01/04/2017-31/03/2018		
							that they qualify for.
		Value for Money	Build quality houses that are suitable for accommodating families.	Sustain quality and enhance with improved modern designs, and increased access to social amenities	Sustain quality and enhance with improved modern designs and increased access to social amenities	Sustain quality and enhance with improved modern designs and increased access to social amenities	
		Time:	2014/15	2015/16	2016/17	2017/18	
		Cost:	R 1620 467	R1562 444	R1 683 676	R40M	
		Human Resources:	08	36	36	09	

Signed: ACTING HOD, 

MAKOKO M.G



Signed: MEC
MAKOMA MAKHURUPETJE