

FREE STATE PROVINCE



DEPARTMENT OF SPORT, ARTS AND CULTURE

SERVICE DELIVERY IMPROVEMENT PLAN FOR 2007/2008 FINANCIAL YEAR

VISION: An active, creative and informed Free State Community

MISION: Effective service delivery to the people of the Free State through

- collaboration with all relevant stakeholders
- a committed workforce
- implementation of departmental policies and sustainable programmes

People-centered development, thereby raising the profile of sport, arts and culture

KEY SERVICE TO BE IMPROVED	SERVICE BENIFICIARY	CURRENT STANDARD		DESIRED STANDARD	
NOT A SERV. PART OF STRAT. PLAN OPS PLAN V? G?	<ul style="list-style-type: none"> • Learners ✓ • Tertiary institutions ✓ • Communities ✓ • Dept of Education ✓ • Libraries ✓ 	Quantity:	None	Quantity:	A fully implemented Sesotho information services established at the Museum (V)
		Quality:	None	Quality:	Correct information provided based on authority research in the museum
		Consultation	Adhoc consultation with the department of education	Consultation	Structured meetings with all role-players on a quarterly basis (G)
		Access	Normal working hours in the week	Access	Normal working hours with extended hours on a Saturday from 8:00-12:00 communicate to all stakeholders (G)

		Courtesy	Sensitive and attract all culture groups	Courtesy	Sensitive, invite and attract all culture groups to the museum and share skills	✓
		Open & Trans	Adhoc basis	Open & Trans	Organised workshop to inform all on the Sesotho language in 5 districts	INFO
		Information	None	Information	The Communications Sections will be requested to advertise the service in the departmental newsletter. Media and word of mouth will be used to communicate the availability of this service.	✓
		Redress		Redress	Complaints will be dealt with in the normal way if such a need arises	✓
		Value for Money		Value for Money	The learners will not be expected to buy the information sheets. They will, however, pay for photocopying and faxing thereof.	✓
		Time:		Time:	Information service will be piloted in the 2007/8 financial year	✓
		Cost:		Cost:	Budget of the Sesotho Literary Museum	
		HR:		HR:	Present Sesotho Literary Museum officials will handle the administration of the service	

I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

LINE MANAGER:-----

DIRECTORATE:-----

DATE:...../...../...../.

KEY SERVICE TO BE IMPROVED	SERVICE BENIFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Provide library and information services through ICT infrastructure at libraries for online access to world wide web and Internet to improve access to information	<ul style="list-style-type: none"> • General public • Schools • Tertiary students • Community organizations 	Quantity:	20 out of 161 libraries have online access	Quantity:	40 additional libraries will be provided with ICT infrastructure (equipment and network connection)
		Quality:	Fragmented only at 20 libraries	Quality:	Quality of information services will improve with access to up to date electronic information resources at 60 libraries
		Consultation	Communities indicated need for on line access during consultation meetings on a annual basis and in suggestion box	Consultation	Municipalities were informed of roll-out programme on annual basis Communities will be informed once implementation starts
		Access	Only 20 libraries can provide online access	Access	60 libraries will provide ICT infrastructure/online access by March 2008
		Courtesy	Sensitivity to	Courtesy	Sensitivity to community

			community needs, members inquiries will receive assistance		needs, members inquiries will receive assistance
		Open & Trans	Information of service to be communicated with consultative meetings with municipalities	Open & Trans	Annual meetings, information accessible through the network
		Information	Access to information is limited to printed resources, a service delivery plan is available in libraries	Information	Access to government information will be improved through access to government websites, etc, a service delivery plan is available in libraries
		Redress	Procedure in place by phone, in writing, respond in one day, acknowledge inquiry, resolve the problem and inform the client	Redress	Procedure in place by phone, in writing, respond in one day, acknowledge inquiry, resolve the problem and inform the client
		Value for Money	Limited to 20 libraries	Value for Money	Improve the access of information through 60 libraries, and bring the services to the people in the community through ICT
		Time:		Time:	1 April 2007- 31 March 2008
		Cost:	R1 000 000-00	Cost:	R4 814 000-00

TO SERVICE PROVIDER?

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Quantity

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		HR:	2 network controller	HR:	3 additional network controllers will be appointed
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I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

LINE MANAGER:-----

DIRECTORATE:-----

DATE:...../...../...../.

KEY SERVICE TO BE IMPROVED	SERVICE BENIFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:		Quantity:	
Promotion of mass participation within disadvantaged schools in a selected number of sport codes and the empowerment of educators and volunteers to manage these activities <i>Function or Two Services</i> R.	<ul style="list-style-type: none"> Disadvantaged Schools in rural and farm areas Department of Education Learners Educators Volunteers Federations 	Quantity:	50 Schools	Quantity:	90 Schools G
		Quality:	Opportunities to learners to excel in sport according to the different standard for sport code	Quality:	Opportunities to learners to excel in sport according to the different standard for sport code
		Consultation	Held meetings in conjunction with Sport & Recreation South Africa once per month in a district, Department of Education and School governing bodies	Consultation	. Have meetings in all districts once a month with all stakeholders G
		Access	Only 50 identified schools could participate	Access	To accommodate 40 more schools in 2007/2008 financial year R

		Open & Trans	Communicate to stakeholders the information and contact details of projects	Open & Trans	District festival to communicate to all schools
		Information	Meetings were held with the Department of Education, School governing bodies. Presentations, road shows	Information	Avail tele faxes to improve communication, cell phones or flyers
		Redress	None	Redress	Put customer care procedures in place and communicate it to the stakeholders
		Value for Money	BEE used in this project	Value for Money	More BEE used in this project with the additional 40 schools
		Time:		Time:	1 April 2007 – 31 March 2008
		Cost:	R3 400 000-00 Conditional grant from National Department run by Provincial Department	Cost:	R6 400 000-00 Conditional grant run by Provincial Department for this specific service
		HR:	5 Sport organizes and 1 Assistant Manager employed	HR:	One additional programme coordinator


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LINE MANAGER:-----

DIRECTORATE:-----

DATE:...../...../...../.

KEY SERVICE TO BE IMPROVED	SERVICE BENIFICIARY	CURRENT STANDARD		DESIRED STANDARD	
To render high performance services (sport science and exercise, rehabilitation services) 	<ul style="list-style-type: none"> • Sport Federations • Schools • Individual Athletes • Community Sport • SYRAC (educators) • municipalities 	Quantity:	Render to 1200 High Performance Services	Quantity:	Render to 1450 High Performance Services
		Quality:	Work according to guidelines of biogenetics and sport councils	Quality:	Work according to guidelines of biogenetics and sport councils
		Consultation	Consultative monthly meetings and 2 consultative workshop	Consultation	Consultative monthly meetings and 2 consultative workshop
		Access	FSSSI 100% accessible to beneficiaries currently only in Bloemfontein	Access	The development of the envisages 5 District Satellites Academies that will be linked to the FSSSI as HUB-service provider will vastly increase the accessibility especially to sporting community at the 5 District Levels
		Courtesy	Sensitive and accessible to all culture groups	Courtesy	Sensitive and accessible to all culture groups and attract all people
		Open & Trans	None	Open & Trans	The development of the envisages 5 District Satellites Academies and communicate this to all stakeholders
		Information	Current promotional material are being used	Information	Website developed , flyers, current promotional material
		Redress	Customer Care Register in place	Redress	Implement a formal complaints system to be utilized by service beneficiates
		Value for Money	Currently all services are render free of charge so to promote accessibility.	Value for Money	Currently all services are render free of charge so to promote accessibility.

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TOP VISION

DETAILS

MORE HPS.

		Time:	April 2007 – March 2008	Time:	April 2007 – March 2008
		Cost:	Current Budget for FSSSI R430, 6700.00.	Cost:	Increase base-line standard to be able to fill vacancy so to increase service delivery to the Free State Sporting Community
		HR:	Currently the FSSSI is operation on an vacancy rate of ±80%	HR:	Increase base-line standard to be able to fill the following critical vacancies: 1 x FSSSI Programme Coordinator, 1 x Biokineticist, 2 x District Sport Scientists, 2 x District Sport Trainers and 1 x Sport Scientist

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I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

LINE MANAGER:-----

DIRECTORATE:-----

DATE:...../...../...../.

I APPROVE THE SERVICE DELIVERY IMPROVEMENT PLAN AND CONCOMMITANT FINANCIAL IMPLICATIONS, WHERE APPLICABLE, FOR THE DEPARTMENT OF SPORT, ARTS AND CULTURE FOR THE 2007/2008 FINANCIAL YEAR

HEAD OF DEPARTMENT: SPORT, ARTS AND CULTURE

DATE:_____

I AGREE WITH THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE DEPARTMENT OF SPORT, ARTS AND CULTURE FOR THE 2007/2008 FINANCIAL YEAR

**MEMBER OF THE EXECUTIVE COUNCIL:
DEPARTMENT OF SPORT, ARTS AND CULTURE**

DATE: _____