

TEMPLATE?

KWAZULU-NATAL PROVINCIAL ADMINISTRATION

DEPARTMENT OF SPORT AND RECREATION :SERVICE DELIVERY IMPROVEMENT PLAN

The Department of Sport and Recreation is situated in Pietermaritzburg.

Location: The Office of the Head of Department is situated at:

HEAD OFFICE	POSTAL ADDRESS
135 Pietmaritzburg Street Pietermaritzburg	Private Bag X9141 Pietermaritzburg 3200 Tel : 033 89794402 Fax : 033 3424982
NB. Shaded areas will form the basis of the Statement of Public Commitment	
SPORT CO-ORDINATION	
1. CUSTOMERS	2. SERVICES
1 (a) Primary Customers <ul style="list-style-type: none"> • Federations (Local districts, Provincial and National) • Tertiary Institutions and Schools • Traditional Authorities • Local Government • Sport and Recreation Organisations • Designated Groups e.g. Women and people with disabilities. 	2 (a) Main Services Provided <ul style="list-style-type: none"> • To promote Sport and Recreation • Monitor • Transformation • Monitor Programs • Capacitate and empower Stake Holders • Provide Facilities • Make sport accessible to all the communities.
<ul style="list-style-type: none"> • Auditor – General, • Provincial Treasury, • Department of Sport & Recreation Portfolio Committee and • Other levels of government, legislature, National Treasury. 	<ul style="list-style-type: none"> • Information and liaison • Preparation of Annual Financial Statements • Preparation of the Budget • Preparation of Annual Report • In year Monitoring (Monthly Management Pack) • Preparation of the Strategic Plans
<ul style="list-style-type: none"> • Public Entities 	<ul style="list-style-type: none"> • Information, liaison and co-ordination • Transfer Payments made to Public Entities • Academy of Sports and Federations)
1 b. Indirect Customers <ul style="list-style-type: none"> • Other Government Departments 	2 b. Main Services Provided <ul style="list-style-type: none"> • Promote and address provincial priorities

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<ul style="list-style-type: none"> • Service Providers 	<ul style="list-style-type: none"> • Training programs and Workshops
<p>ADMINISTRATIVE SUPPORT</p>	
<p>1 c. Direct Customers</p> <ul style="list-style-type: none"> • Office of HOD 	<p>2 c. Services</p> <ul style="list-style-type: none"> • Develop and implement employment equity plan • Develop workplace skills plan • Compliance with legislation, e.g. occupation and health and safety • Guidance in terms of the utilisation of resources • Develop a marketing strategy
<ul style="list-style-type: none"> • Internal customers/staff 	<ul style="list-style-type: none"> • Provide Human Resource Administration • Provide Human Resource Development • Develop policy • Assist in the resolution of grievances and disputes • Provide a business process management services • Provide an effective auxiliary service
<ul style="list-style-type: none"> • Office of the Premier 	<ul style="list-style-type: none"> • Provide reports in terms of legislation for monitoring purposes
<ul style="list-style-type: none"> • Other government departments: <ul style="list-style-type: none"> ❖ Department of Labour ❖ Department of Public Service and Administration ❖ Department of Works 	<ul style="list-style-type: none"> • Submission of employment equity plan • Submission of workplace skills plan • Obtain accommodation through ROPAC
<ul style="list-style-type: none"> • Other organizations/service providers: <ul style="list-style-type: none"> ❖ THETA ❖ PSETA ❖ Service providers 	<ul style="list-style-type: none"> • Submission of workplace skills plan
<p>FINANCIAL MANAGEMENT</p>	
<p>1 d. Direct Customers</p>	<p>2 d. Services</p> <ul style="list-style-type: none"> • Control, co-ordinate and report on budget, expenditure, revenue and service delivery for the Department

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		<ul style="list-style-type: none"> • Providing budgetary and strategic planning support • Providing implementation, monitoring, control and reporting service • Financial systems management • Provision of book-keeping services • Provisions of Creditors Management services • Render a voucher and payroll service • Provide guidance and support
3. CONSULTATION		
CUSTOMERS	EXISTING CONSULTATION ARRANGEMENTS	NEW CONSULTATION ARRANGEMENTS
<ul style="list-style-type: none"> • Federations (Local districts, Provincial and National) • Tertiary Institutions and Schools • Traditional Authorities • Local Government • Sport and Recreation Organisations • Designated Groups e.g. Women and people with disabilities. • Auditor – General, • Provincial Treasury, • Department of Sport & Recreation Portfolio Committee and • Other levels of government, legislature, National Treasury • Public Entities 	<ul style="list-style-type: none"> • Regular stakeholder meetings • Annual Stakeholders Conference • AGM's of Federations • Municipality and District Meetings • Views from stakeholders at various Imbizos • Community consultation for building of sport facilities and assessing need for sport • Departmental Meetings • Staff Meetings • Monthly Finance Meetings • Treasury Meetings • Correspondence to the CFO and Accounting Officer • Office of the Premier Meetings • Formal meetings, telephone, e-mail and fax • Written correspondence soliciting feedback • Adhoc Meetings with Managers • Quarterly and monthly reports 	<ul style="list-style-type: none"> • Client Days • Using Recreation Programmes to identify needs • Research
4. ACCESS		
Physical and postal addresses and contact details in Departmental Service Commitment Charter	CURRENT	NEW CONSULTATION ARRANGEMENTS
	<ul style="list-style-type: none"> • Offices are easily accessible, close to Public transport • Via e-mail, telephone, post, facsimile 	<ul style="list-style-type: none"> • Web site
5. STANDARDS		
SERVICES	CURRENT STANDARD	STANDARD
<ul style="list-style-type: none"> • Render an efficient and effective administration support services to the MEC. • Promote accountability at all managerial 	<ul style="list-style-type: none"> • Service delivery targets achieved in terms of Annual performance Plan • 100% compliance with all prescripts, and 	<ul style="list-style-type: none"> • To maintain standards as prescribed in the National Sports and Recreation Act, The White Paper on Sport and Recreation,

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<p>levels and ensure the proper delegation of responsibilities to the relevant levels in the department.</p> <ul style="list-style-type: none"> • To ensure compliance with PFMA through implementation and maintenance of efficient, effective and transparent systems of financial management, risk management and internal controls. • Provision of an effective and efficient Supply Chain Management Service. • Render Human Resource Management Services. • Render Administrative Support Services. • To ensure sustainable development and promotion of sport and recreation with emphasis towards disadvantaged communities. • To promote excellence through structured sport and recreation programmes • To promote tolerance across diverse cultural groups through sport and recreation programmes. • To provide effective and efficient monitoring and evaluation systems for all programmes. • To promote the economic viability of sport and recreation for the benefit of the community. • To ensure access, upgrading and provision of sport and recreation facilities 	<p>departmental policies, and accurate reporting within the required format and within the prescribed deadlines</p> <ul style="list-style-type: none"> • Project must be submitted 6 weeks prior to the project 	<p>Provincial Treasury in terms of the PFMA and Treasury Regulations, and Human Resource legislation</p>
<p>6. INFORMATION</p>		
<ul style="list-style-type: none"> • Information provided about services • No. of customers who receive information • Method/s of communication • Frequency • Languages • Contact name/number provided 	<p>CURRENT:TYPE OF INFORMATION</p> <ul style="list-style-type: none"> • Media Releases • Radio • Circulars • Reports • Verbal and written, e-mail, telephone, post • Brochures 	<p>NEW ARRANGEMENTS</p> <ul style="list-style-type: none"> • Internet

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	<ul style="list-style-type: none"> • Pamphlets • Annual Report • Strategic Plan distributed amongst staff 	
7. COURTESY		
<ul style="list-style-type: none"> • Written behaviour code • Supervision arrangements • Customer service incorporated in performance appraisal 	<p>CURRENT</p> <ul style="list-style-type: none"> • Code of behaviour in terms of Public service Staff code • Help and assistance to colleagues • All personnel will constantly be reminded of the importance of courtesy 	<p>NEW ARRANGEMENT</p> <ul style="list-style-type: none"> • Customer satisfaction survey (Fundani) • Customer service incorporated into performance appraisal
8. OPENNESS AND TRANSPARENCY		
<ul style="list-style-type: none"> • Information provided about services • No. of customers who receive information • Method/s of communication • Frequency • Languages • Contact name/number provided 	<p>CURRENT</p> <ul style="list-style-type: none"> • Information about the Department through the publication of the Strategic plan, Annual Report, Budget Statement • Annual Financial Statements • Regular Meetings • Direct contact between staff and Manager through one on one meetings • Minimum Information Security Standards to be used as a guideline 	<p>NEW ARRANGEMENT</p> <ul style="list-style-type: none"> • Team building and social gatherings to take place regularly • Publication of contact details of Heads of Directorates and Regions once all office accommodation is finalised
9. REDRESS		
<p>Complaints system conforms with Batho Pele White Paper requirements for</p> <ul style="list-style-type: none"> - accessibility - speed - fairness - confidentiality - responsiveness - review - training <p>Head of organisation personally reviews complaints at regular intervals.</p>	<p>CURRENT</p> <ul style="list-style-type: none"> • Telephone Etiquette: <ul style="list-style-type: none"> • Telephone will not ring more than 6 times without a response • Official will identify themselves and the Office • Will offer to assist and refer to the relevant Department or Organisation when necessary • Will relay messages without unnecessary delay • Will attempt to minimise time spent on the telephone – maximum of 3 minutes per call • Respond to promises to clients within 24 hours • Written Correspondence • Acknowledged within 5 working days 	<p>NEW ARRANGEMENT</p> <ul style="list-style-type: none"> • HOD Executive Support to review complaints at regular intervals

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	<ul style="list-style-type: none"> Record all correspondence in a Register Respond within a week, prioritizing of work must be based on urgency Complaints <ul style="list-style-type: none"> Acknowledged within 2 working days Attended to within 5 working days Training of Staff <ul style="list-style-type: none"> Address various complaints and discuss solutions Implement new systems to prevent a re-occurrence of problem. 	
<p>10. VALUE FOR MONEY</p> <p>AREAS WHERE EFFICIENCY SAVINGS WILL BE SOUGHT</p> <ul style="list-style-type: none"> Monitoring of and reporting on cash movement Financial reports (i.e. expenditure reports, budget variance, weekly cash flow) Co-ordination of transport / official trips Reports are submitted on Close of Project to ensure that expenditure is in line with the Project Plan Monitoring and Evaluation of Projects including Sports facilities where transfer payments have been made Signing of contracts with Sports Organisations that receive grants Obtain audited financial statements for funds transferred to Organisations 	<p>ANTICIPATED SAVINGS (time, money, increased efficiency)</p> <ul style="list-style-type: none"> 	<p>HOW AND WHEN SAVINGS WILL BE INVESTED IN IMPROVED SERVICES</p> <ul style="list-style-type: none">
<p>11. HUMAN RESOURCES</p> <p>11 (a) TRAINING</p> <ul style="list-style-type: none"> All training programmes include service delivery components Front-line staff trained in customer care 	<p>CURRENT</p> <ul style="list-style-type: none"> Service Excellence Training provided Induction/Re-orientation –pilot 	<p>NEW ARRANGEMENT</p> <ul style="list-style-type: none"> Induction/Re-orientation , Customer Care, etc. included in Departmental Works Skills Plan All employees will be orientated on the Departmental Service Commitment Charter and Service Delivery Improvement Plan.

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<p>11 (b) ENCOURAGEMENT AND REWARD - Schemes for encouraging staff to render improved service/identify new/better ways of delivering services</p>	<p>CURRENT</p> <ul style="list-style-type: none"> • Time off in lieu of overtime • Performance Bonus • Team building • Performance Management Plan • Premier's Service Excellence Awards • Skills for encouraging staff to improve service 	<p>NEW ARRANGEMENT</p> <ul style="list-style-type: none"> • Balance Score card
<p>12. STATEMENT OF PUBLIC SERVICE COMMITMENT</p>	<p>TARGET DATE FOR PUBLICATION...</p>	

SignedMEC

Date.....

Signed.....HOD

Date.....

Department of Sport and Recreation: KZN