



LIMPOPO PROVINCE

SERVICE DELIVERY IMPROVEMENT

2006/2007

**SERVICE DELIVERY IMPROVEMENT UNIT
OFFICE OF THE PREMIER**

RATHO PELE



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1. **NARRATIVE OVERVIEW**

- Overview of the achievements - the previous financial year
- Overview of planned interventions to improve service delivery

2. **MAIN SERVICES AND CUSTOMERS**

2.1. **INTERNAL SERVICE USERS**

2.2. **EXTERNAL SERVICE USERS**

3. SUMMARY OF SERVICE DELIVERY IMPROVEMENT PROGRAMME

Service Delivery Improvement Programme					Weight of Perspective in %					Performance Measurement						
List of Key Outcomes					Performance Targets for key Outcomes					Annual rating and Comments	Q 1 ratings and comments	Q 2 ratings and comments	Q 3 ratings and comments	Q 4 ratings and comments		
<ul style="list-style-type: none"> • Consultation arrangements with internal customers • Consultation arrangements with external customers • Information about departmental services • Complaints mechanisms • Strategies to improve access to Departmental services • Implementation of courtesy programmes in the Departments • Service standards implementation and monitoring • Recognition of best practices and awards 					<ul style="list-style-type: none"> • • • 											
Str. Objective	KRAs	Weight in %	KRIs (indicators) (type of quantity, quality of inputs to be used: outputs to be delivered)	Baseline (what is the state of this quantity or quality of input or output at the start of the financial year)	Target (use a combination of at least two of the indicator types listed below which respectively show what the quantities and or qualities of: <ul style="list-style-type: none"> • inputs to be used • outputs to be delivered or produced 					Resources						
					Annual	Q 1	Q 2	Q 3	Q 4		Annual	Q 1	Q 2	Q 3	Q 4	
1.																

2.														
3.														
4.														
Sub-Total														

4. CONCLUSION

NOTES IRO SDIP

- Required into Public Service Regulations as amended
- Also a requirement into Treasury Regulations March 2005
- New format in line with the balance scorecard that is adopted by the province

1. CUSTOMERS

To whom are services provided, e.g.

- the general public or specific groups
- external organisations
- internal customers

2. SERVICES

What are key services provided to each customer group as identified

3. CONSULTATION

Current Consultation Arrangements

For each key area of service:

- How do you currently consult your customers about the services you provide

Frequency of consultations

New Consultation Arrangements

For each key area of service:

- How do you to improve the frequency and objectivity of consultation in future

4. INFORMATION, OPENNESS AND TRANSPARENCY

Current Arrangements for Informing Customers

- How do you currently inform your customers about the services you provide, and the standards of service they can expect to receive
- How do you currently inform your customers whether the standards of service you aimed to achieve have been met

New Arrangements for Consulting Customers

- How do you currently inform your customers about the services you provide, and the standards of service they can expect to receive
- How do you currently inform your customers whether the standards of service you aimed to achieve have been met

Current Public Reporting Mechanisms

How do you currently inform your customers and the general public about how your Department is run, how much it costs, how many people are employed, etc

New Public Reporting Arrangements

How do you intend to enhance openness in the future

5. COURTESY

Current Behaviour Standards

- What are the current standards of behaviour which your staff is required to observe
- How are these communicated to the staff
- How are they enforced
- Are staff required to identify themselves by name when face to face with customers, answering telephones or in letters
- Training and performance appraisal arrangements

New Behaviour Standards

How do you intend to raise standards and ensure that they are enforced in future

6. COMPLAINTS AND REDRESS

Current Complaints Procedures

- What systems do you currently operate for dealing with complaints
- Are statistics on complaints regularly and systemically collected and reviewed by senior managers
- What training is given staff who deal with the public on how to deal with complaints

- What information do you provide customers on how to make a complaint

New Complaints Procedures

What improvements will be introduced under the principles of public service delivery to improve your complaints system by making it more effective, accessible and responsive

7. VALUE FOR MONEY

Current VFM measures and efficiency scrutiny measures

- What measures do you have for assessing the cost effectiveness of the services you provide, e.g. unit costs of processing an application; the number of steps taken to complete a process; the time taken to respond to enquiries
- What steps are being taken to improve efficiency ,e.g. by simplifying processes, reducing duplication & delay ,outsourcing non- core activities and reducing staff costs

New VFM measures and efficiency scrutiny plans

8. IMPLEMENTATION OF SERVICE STANDARDS (DELIVERY)

For each key area of service :

- What is the standard of service currently being provided

Specify standards in measurable terms, e.g. time (how long you take to authorise claims, answer letters; accessibility (how many people have access to your services now, and how many more will have access in the future); quality (what you provide now, and what more you will provide in future)

For each key area of service :

- What is the improved service standard you are planning to introduce
- How will ensure that your published service standards are met and that the principles of service to the public are followed
- How will service standards be monitored and reported on, and what management information system will support this
- What changes will you be making to the organisational arrangements and systems in order to ensure that service standards are met and that the entire organisation adheres to the principles of service to the public
- How will the organisation's communications systems be geared up to provide information about services of the type and at the frequency that

customers require

- Will financial systems management systems be capable of collecting data on the unit costs of key services, in order to provide information for standard and priority setting in subsequent years