

DEPARTMENT OF EDUCATION



SERVICE DELIVERY IMPROVEMENT PLAN 2007/ 2008

VISION

Providing quality education and training towards a better life for all

MISSION

The Mpumalanga Department of Education is committed to rendering quality education and training through good governance, effective teaching and learning, skills development, involvement of stakeholders and maximum utilization of resources for socio-economic enhancement of all citizens

VALUES

Uphold the Constitution of the RSA
Promote the Vision and Mission of the Department
Promote stakeholder participation
Uphold Batho Pele Principles
Promote skills development and equity
Ensure that all services are rendered effectively and efficiently
Uphold professionalism and acceptable work ethos and creating a caring
Environment for UBUNTU

MAIN SERVICES RENDERED BY THE DEPARTMENT

- To reduce literacy amongst youth and adults
- To ensure the success of active learning through Outcome Based Education (OBE)
- To deal urgently and purposefully with the HIV and AIDS pandemic through the Education and Training System
- To develop provincial education system that takes care of the welfare of learners
- To link curriculum with the Provincial Growth and Development Strategy (PGDS)

SERVICE DELIVERY IMPROVEMENT PLAN FOR THE DEPARTMENT OF EDUCATION

KEY SERVICES	SERVICE BENEFICIARIES	CURRENT STANDARD		DESIRED STANDARD	
		Quantity	Delivered 82 % of school requisitions of LSTM material and related accessories for Grade R-12 in public schools as) by the end of November 2006.	Quantity	To deliver 100 % of school requisitions of LSTM material and related accessories for Grade R-12 in public schools as) respectively before the end of November 2007.
1. Learner Teacher Support Material (LTSM)	Learners, Educators and Parents	Quality	Approved by the Curriculum and the South African Bureau of Standards (SABS	Quality	Approved by the Curriculum and the South African Bureau of Standards (SABS)

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NOT ABOUT IT?

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ARE THEY THE BENEFICIARIES OR ARE SCHOOLS THE BENEFICIARIES??

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KEY SERVICES	SERVICE BENEFICIARIES	CURRENT STANDARD		DESIRED STANDARD	
		Consultation	Through regions to all school governance structures	Consultation	Through regions to all school governance structures
		Access	To all learners in public schools	Access	To all learners in public schools
		Courtesy	No mechanism in place to inform the end users on the delay in deliveries	Courtesy	A checklist to be developed to ensure timeous feedback
		Openness and transparency	Schools are aware of the time line regarding placement of needs, requisitions and deliveries	Openness and transparency	Schedule of requisition by schools, circuit verification, procurement and deliveries to be made available in January each year.
		Information	Circulars to schools and parents	Information	Circulars to schools and parents
		Redress	No mechanism in place	Redress	_____ SPECIFY COMPLAINT MECHANISM
		Value for money	Requisitions are according to different specifications for different grades	Value for money	Requisitions are according to different specification for different grades
		Time	November 2006	Time	November 2007 _____ Good
		Cost	R366m	Cost	Waiting new financial year _____ ?
		HR	Temporary staffing	HR	Temporary staffing _____ ?

IMPROVEMENT ?

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PROGRAMME NOT A SOURCE

E.G. PROVIDE MEALS TO LEARNERS

KEY SERVICES	SERVICE BENEFICIARIES	CURRENT STANDARD		DESIRED STANDARD	
2. School nutrition programme (V) (R)	Learners from disadvantage communities	Quantity	Provided for 495 034 learners identified from the previously disadvantaged communities with an approved balance meal for a minimum of 156 academic days as per National Department Of Education Standards	Quantity	Provide for 565 425 learners identified from the previously disadvantaged communities with an approved balance meal for a minimum of 156 academic days as per National Department Of Education Standards
		Quality	Departmental Monitors visits schools for inspection of quantity and quality	Quality	Monitors visits schools for inspection of quantity and quality
		Consultation	Circuit Committees and the School Governing Bodies	Consultation	Circuit Committees and the School Governing Bodies
		Access	The programme is accessible to the needy primary school learners only	Access	Lobby for the programme to extended to the needy secondary school learners
		Courtesy	School have build their own provisional structures to ensure decent dish ups	Courtesy	Kitchen to be build by the department for decent dishing to reduce the stigma attached to the programme
		Openness and transparency	Quarterly meeting with school governing bodies	Openness and transparency	Quarterly meeting with school governing bodies

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KEY SERVICES	SERVICE BENEFICIARIES	CURRENT STANDARD		DESIRED STANDARD	
		Information	Regional and Circuit offices informed about the new developments around school nutrition programmes	Information	Regional and Circuit offices informed about the new developments around school nutrition programmes
		Redress	No mechanism in place to inform the beneficiaries about the delay in deliveries from the suppliers	Redress	Letter of apology to be written to parents
		Value for money	R1 per child per feeding day	Value for money	R1,10 per child per feeding day
		Time	Stock delivered once a month	Time	Stock delivered once a month
		Cost	R84 549	Cost	R106.604
		HR	46	HR	50
3. Provisioning of Scholar transport for needy children	Learners and Communities	Quantity	Provided scholar transport to 54376 to the identified need learners in 437 routes	Quantity	Provide scholar transport to 54376 to the identified need learners in 437 routes

IMPROVE

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3. Provisioning of Scholar transport for needy children

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KEY SERVICES	SERVICE BENEFICIARIES	CURRENT STANDARD		DESIRED STANDARD	
		Quality	Passenger vehicles complied with the Transport Act, 1989 (Act 29 of 1989) Road Transport Regulations (Government Notice R910 of 26 April 1990) as amended.	Quality	Passenger vehicles complied with the Transport Act, 1989 (Act 29 of 1989) Road Transport Regulations (Government Notice R910 of 26 April 1990) as amended.
		Consultation	School governance regions and circuit offices	Consultation	Community structures Schools Circuit and regional offices
		Access	Currently no arrangement done for learners with special needs except for those at Kamagugu (Ehlanzeni)	Access	Specifications for transport to include the needs of learners with special needs
		Courtesy	Complaints about service provider investigated	Courtesy	Unannounced Inspection to be done in collaboration with the Department of Roads and Transport
		Openness and transparency	Regions aware of budget to make priorities on urgent routes	Openness and transparency	Regions aware of budget to make priorities on urgent routes

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KEY SERVICES	SERVICE BENEFICIARIES	CURRENT STANDARD		DESIRED STANDARD	
		Information	Monthly meetings between Department and the Scholar Transport Forum	Information	Monthly meetings between Department and the Scholar Transport Forum
		Redress	Complaints management not in place.	Redress	To develop a data base of complaints about scholar transport
		Value	R0,20/km/child	Value	R0,20/km/child
		Time	197academic days	Time	197 academic days
		Cost	R73m	Cost	R142m
		Hr	5 seconded officials	Hr	5 seconded officials

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