

## SERVICE DELIVERY IMPROVEMENT PLAN

**Department:** Western Cape Education Department

**Component:** Directorate: WestCoast/Winelands District Office

**Vision:** Learning Home for all

**Mission:**

- To provide Curriculum development and support
- To provide Specialised learner and educator support
- To provide Institutional management and governance support
- TO provide Administrative services, including institutional development and support for Articles 20 and 21 schools, labour relations assistance and internal administration services.

The service delivery standard of the WCED to address Governance and Relationships as set out as one of the 9 focus areas for schools is:

- Provide training to build capacity in compliance to the South African Schools Act to 100% of school governing bodies in all 9 circuits of West Coast Winelands district of the WCED per term of the academic year.


Key Service	Service Beneficiaries	Current Standard		Desired Standard	
		Quantity:	Quality:	Quantity:	Quality:
Provide training to build capacity in compliance to the South African Schools Act	School Governing Bodies (SGBs)	Quantity:	100% of School Governing Bodies are trained	Quantity:	100% of School Governing Bodies to be trained
		Quality:	<ul style="list-style-type: none"> <li>• Consultation</li> </ul>	Quality:	<ul style="list-style-type: none"> <li>• Consultation</li> </ul>
		<ul style="list-style-type: none"> <li>• Access</li> </ul>	In all public schools of the district office	<ul style="list-style-type: none"> <li>• Access</li> </ul>	In all public schools of the district office

*Handwritten notes: "IMPROVEMENT?" with an arrow pointing from the Current Standard to the Desired Standard. "IMPROVE?" with an arrow pointing from the Quality section of the Current Standard to the Quality section of the Desired Standard.*

		<ul style="list-style-type: none"> <li>• Courtesy</li> </ul>	Complaints mechanism to Principal, Circuit Managers, Senior Circuit Manager and Director	<ul style="list-style-type: none"> <li>• Courtesy</li> </ul>	WCED Complaints and Compliments mechanism launched in new financial year. Complaints mechanism to Principal, Circuit Managers, Senior Circuit Manager and Director
		<ul style="list-style-type: none"> <li>• Openness &amp; Transp</li> </ul>	Quarterly Reports Annual reports District magazine Local Radio station	<ul style="list-style-type: none"> <li>•</li> </ul>	Quarterly Reports Annual reports District magazine Local Radio station
		<ul style="list-style-type: none"> <li>• Information</li> </ul>	Quarterly Reports Annual reports Circulars Meetings Workshops District magazine Local Radio station	<ul style="list-style-type: none"> <li>• Information</li> </ul>	Quarterly Reports Annual reports Circulars Meetings Workshops District magazine Local Radio station
		<ul style="list-style-type: none"> <li>• Redress</li> </ul>	Meetings Workshops Complaints mechanism to Circuit Managers, Senior Circuit Manager and Director	<ul style="list-style-type: none"> <li>• Redress</li> </ul>	Meetings Workshops Complaints mechanism to Circuit Managers, Senior Circuit Manager and Director WCED Complaints and Compliments mechanism launched in new financial year.

Q QTC  
SMART

		<ul style="list-style-type: none"> <li>• Value for Money</li> </ul>	Balance between Partnership through a service level agreement based on specific criteria with an outsourced service provider; and Circuit Managers providing specific needs-driven training	<ul style="list-style-type: none"> <li>• Value for Money</li> </ul>	Balance between Partnership through a service level agreement based on specific criteria with an outsourced service provider; and Circuit Managers providing specific needs-driven training
		<ul style="list-style-type: none"> <li>• Time</li> </ul>	Once per year of the financial year	<ul style="list-style-type: none"> <li>• Time</li> </ul>	Once per year of the financial year
		<ul style="list-style-type: none"> <li>• Cost</li> </ul>	R2 035 486	<ul style="list-style-type: none"> <li>• Cost</li> </ul>	R 2 035 486
		<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>	9 Circuit Managers to co-ordinate and 6 administrative support persons	<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>	9 Circuit Managers to co-ordinate and 6 administrative support persons <i>Redesign proposals</i>



SDIP CO-ORDINATOR

2007-02-27

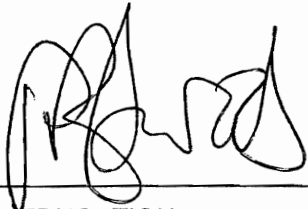
DATE



DIRECTOR: EMDC WEST COAST/WINELANDS

2007.02.27


DATE



HEAD: EDUCATION

20/03/2007

DATE



EXECUTING AUTHORITY

22/3/2007

DATE

## SERVICE DELIVERY IMPROVEMENT PLAN

**Department:** Western Cape Education Department

**Component: Directorate:** Specialised Education Support Services

**Vision:** All learners shall have access to the curriculum and barriers to learning and development will be removed/compensated for as is practically possible.

**Mission:**

- the prevention of learning difficulties,
- early identification of learning difficulties and early intervention,
- specialised support services including psychological, therapeutic, health and social services, and
- education programmes for learners with special education needs both in mainstream schools and in schools for learners with special education needs.

The service delivery standard of the WCED to address learner achievement as set out as one of the 9 focus areas for schools is:

- 215 000 of quintile 1 and 2 learners at public schools in the Western Cape will be provided with a nutritious meal 170 school days of the academic year.

Key Service	Service Beneficiaries	Current Standard		Desired Standard	
Provide a nutritious meal in quintile 1 to 5 primary and secondary public schools for 170 days to primary schools and 156 days to secondary schools of the academic year	Learners in quintile 1 to 5	<b>Quantity:</b>	203 000 of learners in quintile 1 to 5 schools	<b>Quantity:</b>	215 000 of learners in quintile 1 and 2 schools
		<b>Quality:</b>		<b>Quality:</b>	



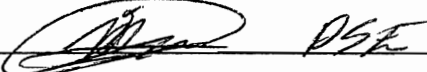

		<ul style="list-style-type: none"> <li>• Consultation</li> </ul>	<p>Quarterly meetings with National School Nutrition Programme staff at District offices. Quarterly meetings with Service Providers</p>	<ul style="list-style-type: none"> <li>• Consultation</li> </ul>	<p>Quarterly meetings with National School Nutrition Programme staff at District offices. Quarterly meetings with Service Providers. Approval of new food products – learners to sample.</p>
		<ul style="list-style-type: none"> <li>• Access</li> </ul>	<p>Head Office and District Offices, public schools in quintile 1 and 2</p>	<ul style="list-style-type: none"> <li>• Access</li> </ul>	<p>Head Office and District Offices, schools in quintile 1 and 2</p>
		<ul style="list-style-type: none"> <li>• Courtesy</li> </ul>	<p>Complaints mechanism to District Co-ordinators and Provincial Co-ordinator Dedicated telephone lines of district and provincial co-ordinator</p>	<ul style="list-style-type: none"> <li>• Courtesy</li> </ul>	<p>Departmental Complaints and Compliments mechanism launched in new financial year. Complaints to District Co-ordinators and Provincial Co-ordinator Dedicated telephone lines of district and provincial co-ordinator</p>
		<ul style="list-style-type: none"> <li>• Openness &amp; Transp</li> </ul>	<p>Quarterly Reports Information Booklet</p>	<ul style="list-style-type: none"> <li>• Openness &amp; Transp</li> </ul>	<p>Quarterly Reports Information Booklet</p>
		<ul style="list-style-type: none"> <li>• Information</li> </ul>	<p>Quarterly Reports Information Booklet</p>	<ul style="list-style-type: none"> <li>• Information</li> </ul>	<p>Quarterly Reports Information Booklet</p>
		<ul style="list-style-type: none"> <li>• Redress</li> </ul>	<p>Complaints mechanism to District Co-ordinators and Provincial Co-ordinator. Dedicated telephone lines of district and provincial co-ordinator</p>	<ul style="list-style-type: none"> <li>• Redress</li> </ul>	<p>Complaints mechanism to District Co-ordinators and Provincial Co-ordinator. Dedicated telephone lines of district and provincial co-ordinator. Departmental Complaints and Compliments mechanism launched in new financial year.</p>

SMAT  
QOTC

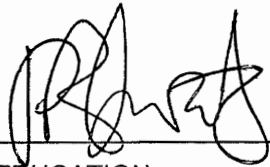
		<ul style="list-style-type: none"> <li>• Value for Money</li> </ul>	Yes. Partnerships through Memorandum of Understanding based on specific criteria	<ul style="list-style-type: none"> <li>• Value for Money</li> </ul>	Yes. Partnerships through Memorandum of Understanding based on specific criteria
		<ul style="list-style-type: none"> <li>• Time</li> </ul>	170 school days of the academic year for primary schools; 156 school days of the academic year for secondary schools	<ul style="list-style-type: none"> <li>• Time</li> </ul>	170 school days of the academic year for primary schools; 156 school days of the academic year for secondary schools
		<ul style="list-style-type: none"> <li>• Cost</li> </ul>	R50 729 million	<ul style="list-style-type: none"> <li>• Cost</li> </ul>	R58 253 million
		<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>	16 employees at Head Office and District offices	<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>	16 employees at Head Office and District offices

SDIP CO-ORDINATOR

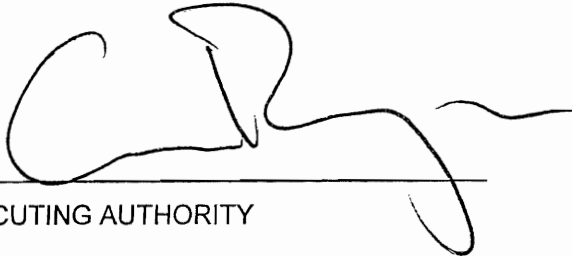
DATE

  
\_\_\_\_\_  
DIRECTOR: SPECIALISED EDUCATION SUPPORT SERVICES

2007-02-26  
DATE

  
\_\_\_\_\_  
HEAD: EDUCATION

25/03/2007  
DATE

  
\_\_\_\_\_  
EXECUTING AUTHORITY

22/3/2007  
DATE