

SERVICE DELIVERY IMPROVEMENT PLAN

Department: Local Government and Housing

Component: Sub-directorate Housing Subsidy Administration

Vision: To promote the effective and efficient delivery of National and Provincial Housing Programmes

Mission: Provide housing to qualifying beneficiaries in accordance with housing guidelines and policies

Key Service	Service Beneficiaries	Current Standard		Desired Standard	
The Payment of Subsidies to entitled beneficiaries <i>GA</i>	Municipalities (Direct) Applicants for housing subsidies (Indirect) who qualify	Quantity:	Currently processing 17 000 beneficiary applications per financial year	Quantity:	Processing 20 060 beneficiaries applications per financial year. 18 % increase
		Quality:	Finalisation of claims within 40 days	Quality:	Finalisation of claims within 30 days
		<ul style="list-style-type: none"> • Consultation 	First Coordination Meeting before start of project	<ul style="list-style-type: none"> • Consultation 	First Coordination Meeting Progress meeting at the beginning of a phase
		<ul style="list-style-type: none"> • Access 	ISM Building, 27 Wale Street, Cape Town George Office	<ul style="list-style-type: none"> • Access 	ISM Building, 27 Wale Street, Cape Town George Office

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	<ul style="list-style-type: none"> Courtesy <i>(What mechanisms are in place to report on behaviour of employees)</i> 	One-on-one with Component Head Telephone and Ministerial enquiries	<ul style="list-style-type: none"> Courtesy 	First Coordination Meeting Progress meetings
	<ul style="list-style-type: none"> Openness & Transp <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	Website (HSS On-line) Helpdesk	<ul style="list-style-type: none"> Openness & Transp 	Website (HSS On-line) First coordinating Meeting Helpdesk Client satisfaction survey
	<ul style="list-style-type: none"> Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	Contract/Service Level Agreement Coordination Meeting Help desk	<ul style="list-style-type: none"> Information 	Contract/Service Level Agreement Written correspondence Coordination Meeting Progress meeting Website (HSS On-line)
	<ul style="list-style-type: none"> Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	Correspondence Suggestion boxes Help Desk	<ul style="list-style-type: none"> Redress 	Correspondence Suggestion boxes Help Desk Progress meetings
	<ul style="list-style-type: none"> Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	No, the duration of payment of claims lengthy (40 days)	<ul style="list-style-type: none"> Value for Money 	
	<ul style="list-style-type: none"> Time <i>(What is the current level of service i.L.o. timeframe)</i> 	Finalisation of claims within 40 days	<ul style="list-style-type: none"> Time 	Finalisation of claims within 30 days
	<ul style="list-style-type: none"> Cost <i>(What is the cost of the service)</i> 	Within approved budget of R	<ul style="list-style-type: none"> Cost 	Within approved budget of R
	<ul style="list-style-type: none"> Human Resources <i>(How many human resources are used to render the service)</i> 	8 employees	<ul style="list-style-type: none"> Human Resources 	14 employees

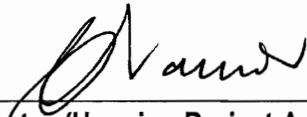
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SDIP Co-ordinator

2007/02/16
Date



Director (Housing Project Administration)

2007/02/16

Date



Accounting Officer

19/2/07

Date



Executive Authority

21/2/7

Date

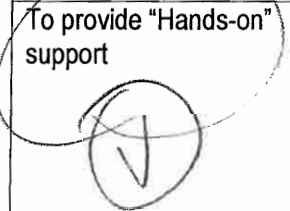
SERVICE DELIVERY IMPROVEMENT PLAN TEMPLATE



Department: Local Government and Housing

Component: Municipal Support and Capacity Building

Vision: Viable and sustainable Local Governments.

Mission: To provide Hands-on assistance to all 30 Municipalities throughout Western Cape.

Key Service <small>(Interactions or transactions you have with the clients to satisfy their needs)</small>	Service Beneficiaries <small>(The recipient of the service)</small>	Current Standard		Desired Standard	
To provide "Hands-on" support 	30 Municipalities	Quantity: <small>(Refers to the amount, number or aspects that can be measured, weighted or counted)</small>	Currently provided to 10 Municipalities	Quantity:	Provide support to 15 Municipalities (at least 3 per district) (5 Districts and the Metro)
		Quality: <small>(Refers to the degree of excellence at which the service is rendered or to be rendered)</small>	Currently done Ad-hoc (re-active – when problems occur)	Quality:	
		<ul style="list-style-type: none"> • Consultation <small>(What mechanisms are in place to consult with clients to obtain their input)</small> 	Capacity building reference group	<ul style="list-style-type: none"> • Consultation 	Capacity building reference group Quarterly consultation-district IGR forums Client satisfaction survey
		<ul style="list-style-type: none"> • Access <small>(Where is the service provided)</small> 	ISM Building, 27 Wale Street, Cape Town	<ul style="list-style-type: none"> • Access 	Decentralised access
		<ul style="list-style-type: none"> • Courtesy <small>(What mechanisms are in place to report on behaviour of employees)</small> 	Quarterly Provincial Advisory Forum and Minister and Municipal Managers Forum	<ul style="list-style-type: none"> • Courtesy 	Complaints System


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	<ul style="list-style-type: none"> • Openness & Transp <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	Publish and distribute Annual Performance Plan and Annual Reports	<ul style="list-style-type: none"> • Openness & Transp 	Publish and distribute Annual Performance Plan and Annual Reports
	<ul style="list-style-type: none"> • Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	Publish and distribute Annual Performance Plan and Annual Reports Adverts in Newspaper Website	<ul style="list-style-type: none"> • Information 	Publish and distribute Annual Performance Plan and Annual Reports Adverts in Newspaper Website Publish quarterly municipal newsletter (Municom)
	<ul style="list-style-type: none"> • Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	Ad-hoc basis	<ul style="list-style-type: none"> • Redress 	Complaints System
	<ul style="list-style-type: none"> • Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	Operating within budget	<ul style="list-style-type: none"> • Value for Money 	Operating within budget
	<ul style="list-style-type: none"> • Time <i>(What is the current level of service i.t.o. timeframe)</i> 	Ad-hoc basis	<ul style="list-style-type: none"> • Time 	Achieve by March 2008
	<ul style="list-style-type: none"> • Cost <i>(What is the cost of the service)</i> 	R9,494 Million	<ul style="list-style-type: none"> • Cost 	R8,198 Million
	<ul style="list-style-type: none"> • Human Resources <i>(How many human resources are used to render the service)</i> 	2 Directors, 5 Deputy Directors, 5 Assistant Directors 12 employees	<ul style="list-style-type: none"> • Human Resources 	1 Director, 9 Deputy Directors, 18 Assistant Directors 28 employees

M. Curtis

SDIP Co-ordinator

16/02/07

Date

[Signature]

Director: Municipal Support and Capacity Building

16/02/07

Date

[Signature]

Accounting Officer

19/2/07

Date

~~*21/2/07*~~ *[Signature]*

Executive Authority

21/2/07

Date