

SERVICE DELIVERY IMPROVEMENT PLAN


Department: Department of Social Development

Component: Specialized Support Services

Vision: A self-reliant society.

Mission: To ensure the provision of a comprehensive network of social development services that enable and empower the poor, the vulnerable and those with special needs.

PROCESS OF CONSULTATION

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	
Monitoring and support of the rollout of Ke Moja Substance Prevention Programme 	Substance Abuse Co-ordinators Heads of District Offices and Facilities	Quantity: <small>(Refers to the amount, number or aspects that can be measured, weighted or counted)</small>	Ad-hoc	Quantity:	Quarterly meetings with 16 District Offices and 5 Facilities. Quarterly progress report from 16 District Offices and 5 Facilities.
		Quality: <small>(Refers to the degree of excellence at which the service is rendered or to be rendered)</small>		Quality:	
		<ul style="list-style-type: none"> • Consultation <small>(What mechanisms are in place to consult with clients to obtain their input)</small> 	Quarterly review meetings with substance abuse co-ordinators	<ul style="list-style-type: none"> • Consultation 	Quarterly review meetings with substance abuse co-ordinators Quarterly monitoring meetings with District Offices

		<ul style="list-style-type: none"> • Access <i>(Where is the service provided)</i> 	Union House 14 Queen Victoria Street	<ul style="list-style-type: none"> • Access 	Union House 14 Queen Victoria Street
		<ul style="list-style-type: none"> • Courtesy <i>(What mechanisms are in place to report on behaviour of employees)</i> 	Contact with supervisor/manager District Office Managers forum	<ul style="list-style-type: none"> • Courtesy 	Contact with supervisor/manager District Office Managers forum
		<ul style="list-style-type: none"> • Openness & Transp <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	Business Plans Budget Feedback at quarterly meetings	<ul style="list-style-type: none"> • Openness & Transp 	Business Plans Budget Feedback at quarterly meetings District Office Managers forum Annual Report Quarterly review reports
		<ul style="list-style-type: none"> • Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	Posters Pamphlets Training	<ul style="list-style-type: none"> • Information 	Posters Pamphlets Quarterly meetings Annual Performance Plan Business Plans Operational plans Training
		<ul style="list-style-type: none"> • Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	Contact with supervisor/manager/HOD District Office Managers forum	<ul style="list-style-type: none"> • Redress 	Contact with supervisor/manager/HOD District Office Managers forum Assessment report – obtain independent assessment (if funds can be sourced)

↑
QOTC
SMART

✓

		<ul style="list-style-type: none"> Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	Within approved budget	<ul style="list-style-type: none"> Value for Money 	Within approved budget
		<ul style="list-style-type: none"> Time <i>(What is the current level of service i.t.o. timeframe)</i> 	31 March 2007	<ul style="list-style-type: none"> Time 	31 March 2008
		<ul style="list-style-type: none"> Cost <i>(What is the cost of the service)</i> 	R	<ul style="list-style-type: none"> Cost 	R
		<ul style="list-style-type: none"> Human Resources <i>(How many human resources are used to render the service)</i> 	3 posts	<ul style="list-style-type: none"> Human Resources 	3 posts

J. Ayouboar - Alaudulay
SDIP Co-ordinator

1/3/07
Date

OV Stadel
Director: Specialized Support Services

28/2/07
Date

A. Mentine
Accounting Officer

01/03/07
Date

M. Green
Executive Authority

02/03/07
Date

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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	
Registration of treatment centres (process till release of report of preliminary screening) R	Management of treatment centres (applying for registration)-primary District Health-secondary	Quantity: <small>(Refers to the amount, number or aspects that can be measured, weighted or counted)</small>	None	Quantity:	Issuing of a report on preliminary screening findings on 80% of applications within 6-month period after date of receipt of application
		Quality: <small>(Refers to the degree of excellence at which the service is rendered or to be rendered)</small>		Quality:	
		<ul style="list-style-type: none"> • Consultation <small>(What mechanisms are in place to consult with clients to obtain their input)</small> 	None	<ul style="list-style-type: none"> • Consultation 	Biannual forum with private treatment centres
		<ul style="list-style-type: none"> • Access <small>(Where is the service provided)</small> 	Union House 14 Queen Victoria Street	<ul style="list-style-type: none"> • Access 	Union House 14 Queen Victoria Street

G.

G

MORE.
 Signature
 e-mail
 website
 etc.

	<ul style="list-style-type: none"> • Courtesy <i>(What mechanisms are in place to report on behaviour of employees)</i> 	Contact with supervisor/manager/HOD Correspondence to Minister	<ul style="list-style-type: none"> • Courtesy 	Contact with supervisor/manager/HOD Correspondence to Minister Biannual forum with private treatment centres
	<ul style="list-style-type: none"> • Openness & Transp <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	Business Plans	<ul style="list-style-type: none"> • Openness & Transp 	Business Plans Present 10 year plan to all role-players Biannual forum with private treatment centres Annual Report Website
	<ul style="list-style-type: none"> • Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	Radio Printed media Forum	<ul style="list-style-type: none"> • Information 	Radio Printed media Biannual forum with private treatment centres District Offices Cape Gateway Annual Report Business Plans Minimum standards and operational guidelines
	<ul style="list-style-type: none"> • Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	Contact with supervisor/manager/HOD Correspondence to Minister	<ul style="list-style-type: none"> • Redress 	Contact with supervisor/manager/HOD Service evaluation questionnaire Biannual forum with private treatment centres
	<ul style="list-style-type: none"> • Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	Within approved budget	<ul style="list-style-type: none"> • Value for Money 	Within approved budget

Q&A
START



		<ul style="list-style-type: none"> • Time <i>(What is the current level of service i.t.o. timeframe)</i> 	31 March 2007	<ul style="list-style-type: none"> • Time 	31 March 2008 ✓
		<ul style="list-style-type: none"> • Cost <i>(What is the cost of the service)</i> 	R	<ul style="list-style-type: none"> • Cost 	R ——— 7
		<ul style="list-style-type: none"> • Human Resources <i>(How many human resources are used to render the service)</i> 	3 posts and 1 contract posts = 4	<ul style="list-style-type: none"> • Human Resources 	3 posts, busy negotiating extension of contract for 1 additional post Assisted by: District Office: 1 welfare officer and 1 officer from Provincial Health G

J. Ajoutaer - Hamdulay
SBIF Co-ordinator

1/3/07
Date

D. Stasse
Director: Specialized Support Services

28/2/07
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Accounting Officer

01/03/07
Date

M. Hem
Executive Authority

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Date