

**DEPARTMENT OF CO-OPERATIVE GOVERNANCE,
HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
NORTHERN CAPE PROVINCE**

**SERVICE DELIVERY IMPROVEMENT PLAN (SDIP) THREE
YEAR CYCLE 2015-2018**



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1. INTRODUCTION

The Service Delivery Improvement Plan for the Department of Cooperative Governance, Human Settlements and Traditional Affairs is aligned to the Strategic Plan and the Annual Performance Plan of the department and addresses improvement on the 3 Key services as identified by the department. The key services are: 1) Provision of Housing Units; 2) Provision of Title Deeds and 3) Housing Consumer education. It is not by mistake that these key services are from Human Settlements Programme only but because they are being viewed as core delivery services that were identified as priorities by the National Department of Human Settlements. This will ensure that the three key services are acting as a building block for sustainable integrated human settlements for our communities in the Northern Cape Province. The service delivery fields have been identified through a consultative process and guidance from the Department of Public Service and Administration. The Department uses the definition as to increased number of households with access to quality accommodation, basic services, security of tenure, and couple with improved access to social services. Those houses should be close to all amenities as reasonable as working distance. Therefore it becomes of utmost importance to ensure that human settlements in all districts are services that are completed and in progress, beneficiaries are informed regarding their rights and types of housing programme available.

2. OUTLINING PREPARATORY WORK DONE BY THE DEPARTMENT AND THE COMPOSITION OF THE SDIP TEAM.

The Department has nominated staff or a Team called the Batho Pele Forum which is made of officials across all components of the department. This Forum acts as the co-ordinating team in facilitating, developing and reviewing the SDIP, led by the Champion from the Service Delivery (Monitoring and Evaluation) Unit. The Champion arranges meetings with all programmes within the department to identify key services to be incorporated into the SDIP. Only three key services are then agreed upon for purposes of forwarding them to both OTP and DPSA with quarterly meetings in March, June, September and December throughout the three year cycle period. All activities of the Team take place under the guidance of the Chief Director: Corporate Services.

Below is a table that tabulates all members who serve in the Departmental SDIP/Batho Pele forum:

Sub-directorate/Region	Name	Rank	Gender	Contact details	Race
Service Delivery	Percy Mpotsang	DD	Male	073 816 9037	African
Planning and Budget	Naphtalie Batshe	DD	Male	083 284 2815	African
Public Participation	Jabu Mogoloeng	AO	Male	053 830 9488	African
Land Administration	Nicole Adams/ Alfred Pegram	SAO DD	Female Male	082 042 3658	Coloured Coloured
Legal Service	Mpho Mabotsa	SLA	Female	053 8309526	African
Consumer Education	Dibere Maposa	AD	Male	072 485 3823	African
Housing Administration	Terence Philander	AD	Male	079 240 7805	Coloured
Regions					
Frances Baard	Phemelo Komano	AD	Male	083 279 9303	African
	Olebogeng Lebone	AD	Male	076 103 2120	African
	Phemelo Thapelo	AD	Female	084 283 7588	African
John Taolo Gaetsewe	Israel Molefane	SAO	Male	072 485 8053	African

Pixley Ka Seme	Tiisetso Masegela	SAO	Female	081 297 9193	African
	Reetsang Kopeledi	AD	Female	082 428 4458	African
	Desmond Gedezena	AO	Male	073 528 7017	African
	Eugene Titus	AO	Male	078 115 6335	Coloured
ZF Mgcawu	Dineo Mahamba	AD	Female	078 675 4851	African
	Gwen Jama	AD	Female	082 042 2089	African
	Helen Kella	AO	Female	079 672 0664	Coloured
	Nico Titus	AO	Male	072 935 0223	Coloured
Namakwa	Agatha Kaffer	AD	Female	072 631 7275	Coloured
	Nyengelezi Gebenga	AO	Male	073 783 1007	African
	Mariette Goosen	AO	Female	078 653 2005	White

3. DATES AND PURPOSE OF CONSULTATIONS

Dates	Activity
05 November 2014	Consultative Meeting Review and Development SDIP (Frances Baard)
12 November 2014	Consultative Meeting Review and Development SDIP (Pixley ka Seme)

17 November 2014	Consultative Meeting Review and Development SDIP (John Taolo Gaetsewe)
18 November 2014	Consultative Meeting Review and Development SDIP (ZF Mgcawu)
19 November 2014	Consultative Meeting Review and Development SDIP (Namakwa)
04 February 2015	Consultative Meeting Review and Development SDIP (Human Settlements Management Team)
12 February 2015	Batho Pele Forum Meeting
18-19 June 2015	Batho Pele Forum meeting

4. OFFICIAL SIGN-OFF

I hereby certify that this SDIP was developed under the management of COGHSTA and prepared in line with the Public Service Regulations.

Name of SDIP Champion: Percy Mporisang Date: 26/06/15 Contact Details: 073 816 9037

Accounting Officer: Ms. Gladys Botha

Signed: G. Botha (HOD)

Honourable MPL: Mr. Alvin Botes

Signed: [Signature] (MEC)

Date: 06/07/2015

Date: 18/07/2015

5. VISION: People of the Northern Cape living in integrated human settlements with responsive, accountable and highly effective municipalities and traditional institutions.

6. MISSION:

- To facilitate and manage, integrated sustainable human settlements and infrastructure development for effective service delivery.
- To facilitate, monitor and support the consolidation and sustainability phases at municipalities for integrated, sustainable service delivery.
- To promote and support inter-sphere engagement for integrated planning and co-ordination.
- To facilitate, develop and support systems and structures to enhance traditional leadership and
- To ensure the efficient, effective and economic utilization of departmental resources to maximise service delivery.

7. STRATEGIC GOALS:

- Effective, efficient and economical support services to the core functions of the department.
- Accelerated delivery of sustainable human settlements and improved quality of household life.
- Rebuild and improve the basic requirements for a functional, accountable, responsive, effective and efficient developmental local government.
- To finalise the provincial legislative framework for Traditional Affairs and establish Houses of Traditional Leaders in the Province.

8. VALUES:

Inspired by the Constitution of the Republic of South Africa, Batho Pele Principles, Public Service Code of Conduct, Employment Equity Act, and PFMA are:

- Professionalism and integrity;
- Goal orientation;
- Creativity and service excellence;
- Fairness, respect, equity;
- Honesty, trust, consistency;
- Co-operation, team work, partnership;

- Diplomacy, courtesy;
- Patience, tolerance, empathy;
- Responsiveness, accountability;
- Commitment to performance;
- Accessibility, open communication, transparency and consultation.

9. MANDATES:

Constitution of the Republic of South Africa

Public Service Regulations

White Paper on Transforming Public Service Delivery 1997

National Housing Code

Housing Act 107 of 1997

National Development Plan

Outcome 8

Municipal Property Rates Act 6 of 2004

Housing Consumer Protection Measures Act of 1998

Rental Housing Act no. 50 of 1999

Deeds Registry Act 47 of 1937

Spatial Planning Land Use Management Act No. 16 of 2013

Social Housing Act 16 of 2008

Housing Development Act 23 of 2008

Extension of Security of Tenure Act 62 of 1997

Home Loan and Mortgage Disclosure Act of 2000

10. LIST OF SERVICES PROVIDED BY THE DEPARTMENT WITH SPECIFIC TO THE THREE KEY SERVICES:

- 10.1. Provision of Housing Units;
- 10.2. Provision of Title Deeds; and
- 10.3. Housing Consumer Education,

11. SITUATIONAL ANALYSIS

The department is responsible for the development of sustainable human settlements by transforming our towns and rural areas to caring communities with closer access to work and social amenities, including sports and recreation facilities. A dedicated and skilled team of officials, housing subsidy services, available grant, minimal operational budget as well as functional systems and processes are resources set aside to achieve this goal. As part of the government agenda, the Executive Authority impressed upon the goal of delivering houses with access to basic services and amenities to affirm beneficiaries' human rights and dignity as enshrined in the Bill of Rights of the Constitution of the Republic South Africa. The department initiated the decentralization model which saw regional offices established intersperse networking with their target market, namely, the municipalities and potential beneficiaries.

The Province has a total population of 1 145 861 which is made-up of five regions: Namakwa; Frances Baard; John Taolo Gaetsewe; Pixley ka Seme and ZF Mgcawu. (Source: Stats SA 2011 Census). In terms of the Housing Statistical Information per the department there is a total of 301 405 households spread throughout the province with a housing backlog/needs of 53 097. The department has already delivered a total of 8436 houses in the past (3) three years; has a backlog of 28 818 title deeds, and has issued 4073 in the past (3) three years; and has conducted 7061 housing consumer education sessions in the past (3) three years.

However, there are potential threats that are likely to impede the delivery of quality sustainable human settlements with access to basic needs, amenities and security of tenure and they are as follows:

- Lack of funding certainty to municipalities since transfer of grant to municipalities is flexible over time
- There is no alignment between the equitable share and the grant leading to officials not monitoring housing developments adequately
- Lack of operational budget to enable overall site inspections and conducting customer education.
- Late transfer of grant to municipalities
- Constant reduction of grant and departmental budget cut

- Lack of full understanding of the purpose of the grant and lack of capacity in terms of what needs to happen at municipal level is highly problematic
- Weak spatial planning and the vastness of the province impede the department efforts to fulfill its responsibility to transform racial apartheid geography and address economic dysfunctional challenges of urban sprawl.
- Timely registration of the Township Registers before development starts.
- Accurate allocation of sites to beneficiaries, who are well informed about the process.
- Delays in the issuing of Title Deeds to the beneficiaries.

12. THREE (3) KEY SERVICES OUTLINED BELOW

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
			2014/2015	2015/2016	2016/2017	2017/2018
12.1 Provide quality low cost housing units.	communities	Quantity	Facilitated that 2133 beneficiaries have access to quality low cost houses.	To facilitate that 1763 beneficiaries have access to quality low cost houses.	To facilitate that 1537 beneficiaries have access to quality low cost houses.	To facilitate that 1635 beneficiaries have access to quality low cost houses.
		Quality	Facilitated that beneficiaries have access to quality low cost houses.	To facilitate that beneficiaries have access to quality low cost houses.	To facilitate that beneficiaries have access to quality low cost houses.	To facilitate that beneficiaries have access to quality low cost houses.
	Consultation		Annual meetings with communities in the Northern Cape Province to conduct needs analysis.	Bi-annual meetings with communities in the Northern Cape Province to conduct needs analysis.	Bi-annual meetings with communities in the Northern Cape Province to conduct needs analysis.	Bi-annual meetings with communities in the Northern Cape Province to conduct needs analysis.

		Access	Offices are open from 07:30 to 16:00, Monday to Friday. Telephone numbers: Head Office 053 830 9444; JT Gaetsewe 053 773 9700, ZF Mgcawu 054 331 1665; Namakwa 027 712 2090; Pixley ka Seme 053 631 0954.	Offices are open from 07:30 to 16:00, Monday to Friday. Telephone numbers: Head Office 053 830 9444; JT Gaetsewe 053 773 9700, Siyanda 054 331 1665; Namakwa 027 712 2090; Pixley ka Seme 053 631 0954.	Offices are open from 07:30 to 16:00, Monday to Friday. Telephone numbers: Head Office 053 830 9444; JT Gaetsewe 053 773 9700, ZF Mgcawu 054 331 1665; Namakwa 027 712 2090; Pixley ka Seme 053 631 0954.	Offices are open from 07:30 to 16:00, Monday to Friday. Telephone numbers: Head Office 053 830 9444; JT Gaetsewe 053 773 9700, ZF Mgcawu 054 331 1665; Namakwa 027 712 2090; Pixley ka Seme 053 631 0954.
		Courtesy	Housing help desk to respond to queries within 21 days.	Housing help desk to respond to queries within 21 days.	Housing help desk to respond to queries within 21 days.	Housing help desk to respond to queries within 21 days.
		Openness and Transparency	Annually inform communities of the total budget allocation and number of houses to be built by the end of the financial year. Annually organise a provincial workshop with all the service providers or developers on the	Annually and regularly inform communities of the total budget allocation and number of houses to be built by the end of the financial year. Annually organise a provincial workshop with all the service providers or developers	Annually and regularly inform communities of the total budget allocation and number of houses to be built by the end of the financial year. Annually organise a provincial workshop with all the service providers or	Annually and regularly inform communities of the total budget allocation and number of houses to be built by the end of the financial year. Annually organise a provincial workshop with all the service providers or

			importance of quality low cost housing provisioning.	on the importance of quality low cost housing provisioning.	developers on the importance of quality low cost housing provisioning.	developers on the importance of quality low cost housing provisioning.
		Information	Distribution of pamphlets with criteria to qualify for housing subsidies to all areas in the province continuously through public hearings, Imbizos, government exhibition events and the utilisation of the Community Development Workers.	Distribution of pamphlets with criteria to qualify for housing subsidies to all areas in the province continuously through public hearings, Imbizos, government exhibition events and the utilisation of the Community Development Workers.	Distribution of pamphlets with criteria to qualify for housing subsidies to all areas in the province continuously through public hearings, Imbizos, government exhibition events and the utilisation of the Community Development Workers.	Distribution of pamphlets with criteria to qualify for housing subsidies to all areas in the province continuously through public hearings, Imbizos, government exhibition events and the utilisation of the Community Development Workers.
		Redress	80% of complaints received on housing defects will be addressed within reasonable time. The utilization of the rectification programme.	80% of complaints received on housing defects will be addressed within reasonable time. The utilization of the rectification programme.	80% of complaints received on housing defects will be addressed within reasonable time. The utilization of the rectification programme.	80% of complaints received on housing defects will be addressed within reasonable time. The utilization of the rectification programme.
		Value for	Housing inspection to	Housing inspection to	Housing inspection to	Housing inspection to

	money	verify quality on completion of each phase of the building of houses. Involvement of the National Human Settlements to conduct monitoring of projects quarterly as well as the internal Monitoring and Evaluation Unit with the assistance of the Community Development workers.	verify quality on completion of each phase of the building of houses. Involvement of the National Human Settlements to conduct monitoring of projects quarterly as well as the internal Monitoring and Evaluation Unit with the assistance of the Community Development workers.	verify quality on completion of each phase of the building of houses. Involvement of the National Human Settlements to conduct monitoring of projects quarterly as well as the internal Monitoring and Evaluation Unit with the assistance of the Community Development workers.	verify quality on completion of each phase of the building of houses. Involvement of the National Human Settlements to conduct monitoring of projects quarterly as well as the internal Monitoring and Evaluation Unit with the assistance of the Community Development workers.
	Time	2014/15	2015/2016	2016/17	2017/2018
	Cost	R313,187	R380m	R402,276	R427 374
	Human Resource	30 Officials	30 Officials	30 Officials	30 Officials

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD	DESIRED STANDARD
		2014/2015	2015/2016
12.2 Provision of Title Deeds	Community	QUANTITY 648 beneficiaries were issued with Title Deeds to promote	2016/2017 To ensure that 1500 beneficiaries are issued with Title
			2017/2018 To ensure that 600 beneficiaries are issued with Title

		home ownership.	to promote home ownership.	Deeds to promote home ownership.	Deeds to promote home ownership.
	QUALITY	Pre-emptive clause to be included in the Title Deeds to avoid beneficiaries of selling or rental their houses.	The Title Deeds comply with the relevant Legislation.	The Title Deeds comply with the relevant Legislation.	The Title Deeds comply with the relevant Legislation.
	Consultation	Public hearings, Cabinet meets the people and Imbizos to empower beneficiaries in terms of the responsibilities	Regular meetings with the communities of the Northern Cape Province to inform them about the importance of a Title Deed.	Regular meetings with the communities of the Northern Cape Province to inform them about the importance of a Title Deed.	Regular meetings with the communities of the Northern Cape Province to inform them about the importance of a Title Deed.
	Access	The offices are open from 07H30 to 16H00, Monday Friday. The telephone no. is 053-8309400 at 9 Cecil Sussman Road. To empower CDW's to conduct workshops for beneficiaries.	The offices are open from 07H30 to 16H00, Monday Friday. The telephone no. is 053-8309400 at 9 Cecil Sussman Road. The Community Development Workers visiting the various communities.	The offices are open from 07H30 to 16H00, Monday Friday. The telephone no. is 053-8309400 at 9 Cecil Sussman Road. The Community Development Workers visiting the various communities.	The offices are open from 07H30 to 16H00, Monday Friday. The telephone no. is 053-8309400 at 9 Cecil Sussman Road. The Community Development Workers visiting the various communities.
	Courtesy	Officials respond to	Officials respond to	Officials respond to	Officials respond to

			Title Deeds queries within 7 workings days. Treatment of beneficiaries with respect.	Title Deeds queries within 3 workings days.	Title Deeds queries within 3 workings days.	Title Deeds queries within 3 workings days.
		Openness & Transparency	Annually inform the beneficiaries of the total budget allocated and the number of Title Deeds issued by the end of the Financial Year.	Annually inform the beneficiaries of the total budget allocated and the number of Title Deeds issued by the end of the Financial Year.	Annually inform the beneficiaries of the total budget allocated and the number of Title Deeds issued by the end of the Financial Year.	Annually inform the beneficiaries of the total budget allocated and the number of Title Deeds issued by the end of the Financial Year.
		Information	Ensure the module on ownership is addressed in Consumer Education to the communities and the Community Development Workers. Distribution of pamphlets twice-yearly and conducting information sessions with the affected beneficiaries.	Ensure the module on ownership is addressed in Consumer Education to the communities and the Community Development Workers. Distribution of pamphlets twice-yearly and conducting information with the affected beneficiaries.	Ensure the module on ownership is addressed in Consumer Education to the communities and the Community Development Workers. Distribution of pamphlets twice-yearly and conducting information with the affected beneficiaries.	Ensure the module on ownership is addressed in Consumer Education to the communities and the Community Development Workers. Distribution of pamphlets twice-yearly and conducting information with the affected beneficiaries.

			100% of complaints received of Title Deeds will be addressed within 3 months.	100% of complaints received of Title Deeds will be addressed within 3 months.	100% of complaints received of Title Deeds will be addressed within 3 months.
	Redress		100% of complaints received of Title Deeds will be addressed within 3 months.	100% of complaints received of Title Deeds will be addressed within 3 months.	100% of complaints received of Title Deeds will be addressed within 3 months.
	Value for Money		Officials verify whether beneficiaries received their Title Deeds and comply with relevant prescripts.	Officials verify whether beneficiaries received their Title Deeds and comply with the relevant Legislation.	Officials verify whether beneficiaries received their Title Deeds and comply with the relevant Legislation.
	Time		2014/2015	2015/2016	2016/2017
	COST		R 3,748,320.00	R 2,000,000	R0.00
	HUMAN RESOURCES		6 Officials	4 Officials	4 Officials

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD	DESIRED STANDARD
12.3 Housing Consumer Education	Community	2014/2015 Quantity: 2523 beneficiaries received consumer education to	2015/2016 To ensure that 3000 beneficiaries receive consumer education to promote the responsibilities of home
		2016/2017 To ensure that 3000 beneficiaries receive consumer education to promote the responsibilities of home	2017/2018 To ensure that 3500 beneficiaries receive consumer education to promote the responsibilities of home

			promote the responsibilities of home ownership	ownership	ownership	ownership
			Consumer education complies with the 4 modules	Ensure that beneficiaries have: 1. An understanding of housing policy and legislation 2. Access to housing opportunities 3. An understanding of contracts 4. Home ownership, viz • Maintenance • Value • Responsibilities • Sanitation & safety • Socio-economic benefits • Housing & environment • Safeguard & insure	Ensure that beneficiaries have: 1. An understanding of housing policy and legislation 2. Access to housing opportunities 3. An understanding of contracts 4. Home ownership, viz • Maintenance • Value • Responsibilities • Sanitation & safety • Socio-economic benefits • Housing & environment • Safeguard & insure	Ensure that beneficiaries have: 1. An understanding of housing policy and legislation 2. Access to housing opportunities 3. An understanding of contracts 4. Home ownership, viz • Maintenance • Value • Responsibilities • Sanitation & safety • Socio-economic benefits • Housing & environment • Safeguard & insure
			Community meetings, door-to-door visits, one-on-one training and the	Regular training sessions with beneficiaries on consumer education	Regular training sessions with beneficiaries on consumer education	Regular training sessions with beneficiaries on consumer education

			involvement of CDW's		
	Access		Dept office open from 7.30 – 16.00 for access to beneficiary information	Dept office open from 7.30 – 16.00 for access to beneficiary information. Ensure that municipalities are open during their operating hours to assist communities with beneficiary education. Ensure that CDW's are equipped in consumer education to assist beneficiaries. Door-to-door conducted by Housing officials	Dept office open from 7.30 – 16.00 for access to beneficiary information. Ensure that municipalities are open during their operating hours to assist communities with beneficiary education. Ensure that CDW's are equipped in consumer education to assist beneficiaries. Door-to-door conducted by Housing officials
	Courtesy		Treat all beneficiaries equally and with respect	Understand and address the needs of the community/beneficiary. Listen and regard all complaints as equally	Understand and address the needs of the community/beneficiary. Listen and regard all complaints as equally

			important Respect traditions of the community. Give equal attention to all communities	important Respect traditions of the community. Give equal attention to all communities	important Respect traditions of the community. Give equal attention to all communities
		Open & Transparency	Annually inform communities of budgets and projects approved and the number of beneficiaries who were trained in beneficiary education.	Annually inform and regularly communities of budgets and projects approved and the number of beneficiaries who were trained in beneficiary education.	Annually inform and regularly communities of budgets and projects approved and the number of beneficiaries who were trained in beneficiary education.
		Information	Ensure that training conducted with beneficiaries include all modules of consumer education. Ensure that	Ensure that training conducted with beneficiaries of include all modules of consumer education. Ensure that municipal housing officials and CDW's are actively participating in educating	Ensure that training conducted with beneficiaries of include all modules of consumer education. Ensure that municipal housing officials and CDW's are actively participating in educating

			municipal housing officials and CDW's are actively participating in educating the community in the housing delivery process.	the community in the housing delivery process.	the community in the housing delivery process.	the community in the housing delivery process.
		Redress	Beneficiaries targeted include past, current and future beneficiaries	Beneficiaries targeted include past, current and future beneficiaries	Beneficiaries targeted include past, current and future beneficiaries	Beneficiaries targeted include past, current and future beneficiaries as well as nominated future beneficiaries (children).
		Value for Money	Officials verify whether beneficiaries have taken responsibility of their home owners	Officials verify whether beneficiaries have taken responsibility of their home owners	Officials verify whether beneficiaries have taken responsibility of their home owners	Officials verify whether beneficiaries have taken responsibility of their home owners
		Time:	2014/2015	2015/2016	2016/2017	2017/2018
		Cost:	R0	R0	R0	R0

	HR:	Officials from municipalities, CDW's and Human Settlements programme 2.	Officials from municipalities, CDW's and from Human Settlements programme 2.	Officials from municipalities, CDW's and from Human Settlements programme 2.
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