



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF SOCIAL DEVELOPMENT

CITIZEN'S REPORT

2013/14 FINANCIAL YEAR

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1. STRATEGIC OVERVIEW

1.1 Vision

Well cared for, socially developed, empowered and self-reliant people of Limpopo.

1.2 Mission

By ensuring the provision of comprehensive integrated, sustainable and quality social development services to the vulnerable individuals, households and communities in partnership with relevant stakeholders

1.3 Values

We adhere to the following values and ethics that uphold the Constitution of the Republic of South Africa through:

- Responsiveness
- Professionalism
- Honesty and Integrity
- Fairness and Equity
- Respect and Dignity
- Efficiency and Effectiveness
- Teamwork and Partnership
- Patriotism
- Openness and Transparency
- Innovation
- Quality

2. Strategic outcome orientated goals

- Improved strategic leadership, management, integrated planning and budget
- Improved awareness levels of communities to participate and influence social change
- Improved living conditions of poor households and communities
- Increased understanding of socio-economic vulnerabilities and opportunities by individuals, households and communities
- Provide intervention services to persons abusing substances
- Provide protection, care and support services to older persons
- Provide intervention and statutory services to children in conflict with the law

- Provide protection and care services to children
- Provide victim empowerment services to victim of crime and violence
- Provide integrated services to people with disabilities
- Provide temporary relief to people in distress
- Provide integrated services to individuals and families affected and infected by HIV/AIDS

3. Legislative and other Mandates

The Department derives its legislative mandate from the Constitution of the Republic of South Africa (section 27(1) (c), providing for the right of access to appropriate social assistance to those unable to support themselves and their dependants. Section 28(1) of the Constitution enshrines the rights of children with regard to appropriate care, basic nutrition, shelter, health care and social services.

3.1 Constitutional mandates

The Department implement its Constitutional mandates in terms of Section 27 (1), 28 (1) and schedule 4 of the Constitution of Republic of South Africa, Act 108 of 1996

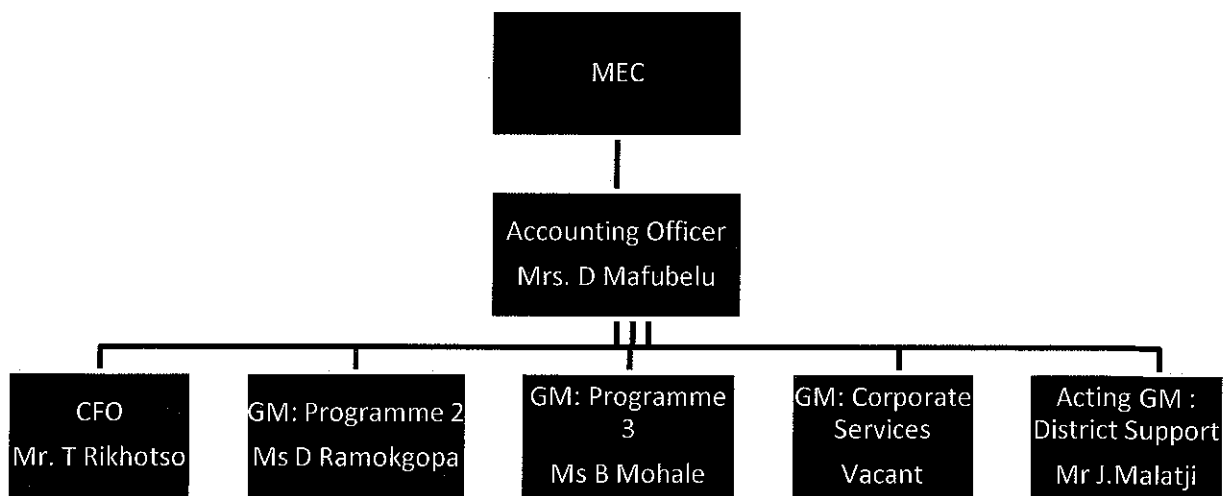
3.2 Legislative mandates

The following national legislation and policy documents form the legal and policy framework being implemented within the Department.

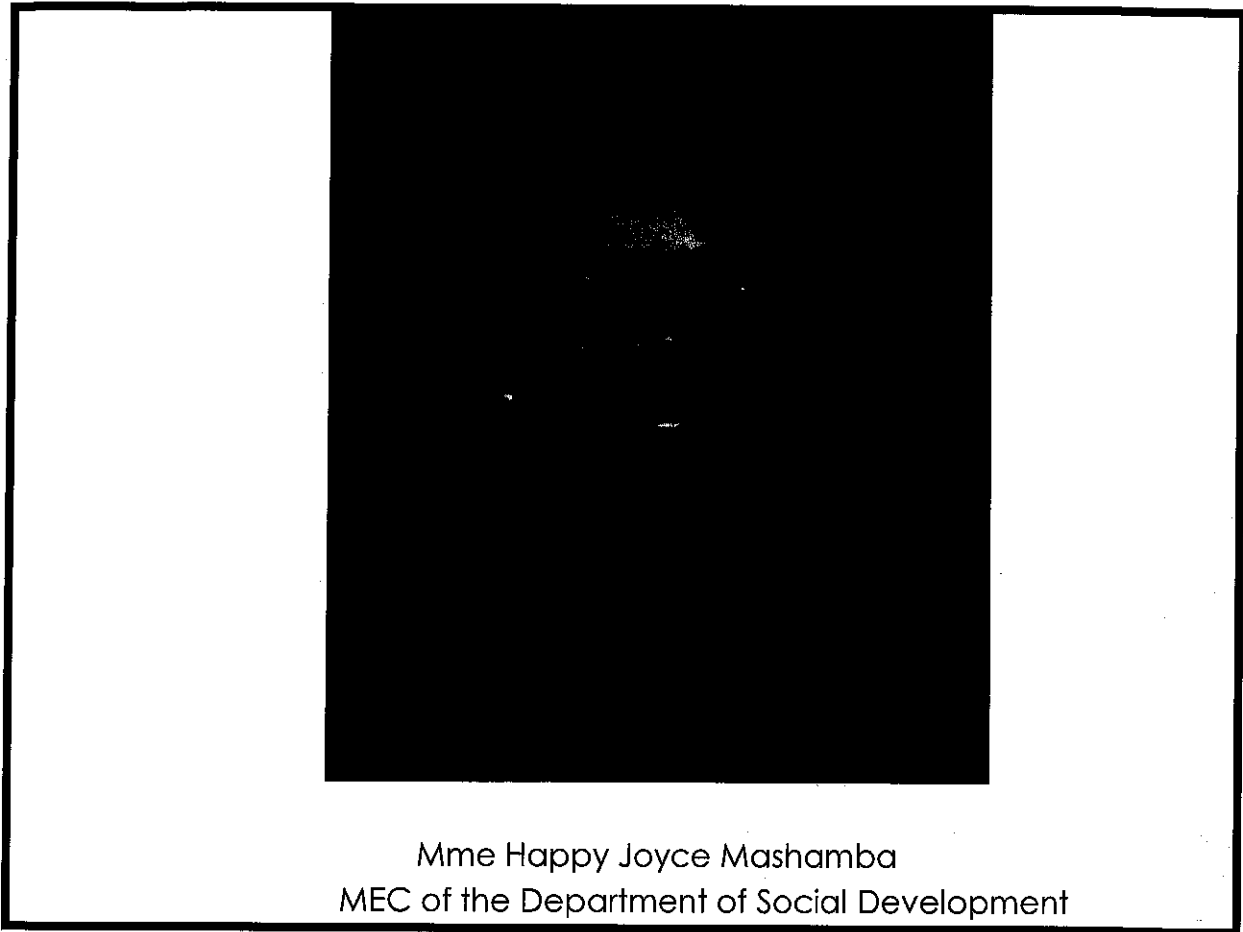
- **Social Assistance Act (Act no13 of 2004)**
The Social Assistance Act, 1992 as amended provides for the rendering of social assistance to persons, national councils and Social Development Organizations.
- **White Paper for Social Welfare (1997)**
Aims to transform social welfare services through developmental approach
- **Social Service Professions Act, 1978 (Act no. 110 of 1978)**
Promotes and regulates the practice of social service practitioners for social service professions

- **Child Care Act, 1983 (Act No. 74 of 1983)**
Provides the framework for the care of vulnerable children
- **Probation Services Act, 1991 (Act no.116 of 1991)**
Provides for the transformation of the child and youth care system
- **Domestic Violence Act (Act no. 61 of 2003)**
Provides for the protection of the victims of domestic violence and the vulnerable members of the society
- **The Child Justice Act (Act no. 75 of 2008)**
Provides the framework for dealing with children in conflict with the law
- **Prevention of and treatment for substance abuse Act (Act no.70 of 2008)**
Provides for a comprehensive national response for the combating of substance abuse.
- **Older persons Act (Act no.13 of 2006.)**
Provides a framework for the empowerment and protection of older persons
- **Advisory Board on Social Development Act, 2001 (Act no. 3 of 2001)**
Provides for a national advisory structure in the social development sector
- **Non-Profit Organizations Act, 1997 (Act no. 71 of 1997)**
Provides framework for the regulations of non-profit organisations
- **Children's Amendment Act No. 38 of 2005**
Provides the framework for the care and protection of children
- **Sexual Offences Related Matters Amendment Act no 32 of 2007**
Provides for the regulation of sexual offences against vulnerable groups

4. ORGANISATIONAL STRUCTURE



5. FOREWORD BY MEMBER OF THE EXECUTIVE COUNCIL



The year under review (2013/14) coincides with the celebration of 20 years of freedom and democracy wherein we witnessed remarkable progress in terms of addressing the triple challenges of poverty, unemployment and inequality. It was during this year that we have proven to be hard at work to ensure the realization of the goals and objectives of transforming our communities as espoused in the freedom charter. Major strides have been made in ensuring the provision of social development services to the people of Limpopo.

Guided by the manifesto of the ruling party, as well as the National Development Plan, remarkable progress and achievements have been made in different areas, inter alia;

- Contributions towards reducing substance abuse
- Improvement in the conditions of Early Childhood Development centres

- Strengthened communities through community mobilization and development
- Provision of a comprehensive social security, including income support, and a safety net for the destitute
- Strengthened capacity for non-governmental organizations to deliver quality services
- Improved social welfare services

In the year under review, the department has registered satisfying progress in terms of achieving the mandate and key strategic objectives. We shall continue to implement policies and programmes that are aimed at bettering the lives of the people of Limpopo Province. Measurable progress has been made in addressing challenges related to transfers to NGO's and CBO's, although some challenges still persist in this area. As we strive towards addressing some of the priorities of government, as contained in the government Programme of Action, we have registered a sizable number of crèches as part of the Early Childhood Development programme.

Our poverty alleviation programme that focuses mainly on addressing the plight of women and vulnerable groups is beginning to yield good results. It is common knowledge that, due to poverty and the historical background of our Province, the majority of women and children are still silently suffering from various forms of abuse in their households. However, in the previous year members of different communities were able to report such incidences and necessary interventions were made. It is incumbent upon members of the community, including relatives, neighbours or friends, to report and expose these social ills at all times.

As the Member of Executive Council responsible for the Department of Social Development in Limpopo, I am confident that our work during the said period

has made an indelible mark in improving the socio-economic conditions of the people of Limpopo. It is my conviction that the forthcoming year will witness the intensification of the programmes and projects that seek to respond to the immediate needs of poor people.

As we continue to carry out our mandate we shall continue to draw inspiration from the support we have received from our stakeholders. We are determined to ensure that the Department lives up to the expectations of our people.

I also want to acknowledge a high level of commitment, hard work and professionalism displayed by our employees. It is against this background that I present the 2013/14 annual report.

Together moving Limpopo forward!

H J Mashamba

Ms H. J. Mashamba

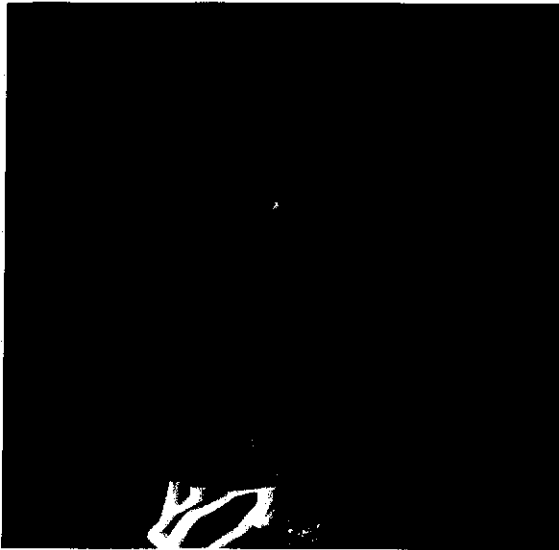
22/07/2014
~~20/07/2014~~ HJec

Date

Member of the Executive Council

Department of Social Development

6. OVERVIEW BY THE ACCOUNTING OFFICER



1.1.1 The Department of Social Development feels honoured to present this Annual Report 2013/14 at a time when South Africa is celebrating 20 years of democracy. During the year under review, the Department was able to implement its vision by ensuring the provision of comprehensive, integrated, sustainable and social development services to the vulnerable individuals, households and communities in partnership with various stakeholders.

1.1.2 The Department implemented its strategies and plans as a way of responding to the immediate social needs of our communities. The Department strove to ensure that our administrative capacity, systems, policies and processes were improved and aligned with the policy mandate of the ANC-led government.

1.1.3 The Department was able to transform the lives of many poor and vulnerable members of the society, in spite of encountering challenges such as:

- o Early Childhood Development (ECD) centres not complying with norms and standards.
- o Limited financial resources to fund VEP centres.
- o Lack of rehabilitation practitioners in the facilities for people with disabilities.
- o High cost of accredited training for youth and insufficient capacity to conduct households profiling.

1.1.4 During the year under review, the department focused mainly on responding to the following priorities to further improve social services in the

province:

An efficient, effective and development oriented social services.

The Department provided and promoted participatory integrated planning and monitoring as well as ensuring fair resource allocation for social development services.

A long and healthy life for all South Africans.

Access to community based services was increased for the protection, care and support to people infected with HIV/AIDS and other diseases, children in need of care and older persons.

All people in Limpopo are and feel safe.

Prevention, treatment and rehabilitation services were provided to vulnerable individuals.

Decent employment through inclusive economic growth.

The Department contributed to creation of work opportunities through employment of EPWP care givers for HIV/AIDS as well as Isibindi Child and Youth Care Project.

Vibrant, equitable and sustainable rural communities and food security for all.

Community participation in sustainable development was promoted through community mobilisation.

1.1.5 The Department continued to pay special attention to vulnerable groups such as women, youth, children and people with disabilities in an endeavour to build a caring nation. To that end, access to Early Childhood Development services by children under 5 years was increased. The department also continued to intensify the provision of psycho-social support services to people infected and affected by HIV/AIDS particularly orphans and vulnerable children.

1.1.6 Acknowledgement/s or Appreciation

The implementation of the Department's Annual Performance Plan 2013/14 was not as a result of the Departments sole efforts. Various key stakeholders contributed and therefore I would like to acknowledge among others the following:

- National Department of Social Development
- Limpopo Office of the premier
- Portfolio Committee on Health and Social Development
- Cluster 1 Audit Committee
- Limpopo Department of Health

- Limpopo department of Public Works
- National Development Agency
- Non –Governmental organisations and
- South African Social Security Agency

Conclusion

I wish to sincerely thank Mrs Nyathikazi, who was the Accounting Officer during part of the financial year under review, for her contribution to the success of this department. My appreciation is also extended to the management team and all the staff in the Department for their hard work and dedication to ensuring a well-cared for, socially developed, empowered and self-reliant people of this province.

I would also like to thank MEC Happy Joyce Mashamba and former MEC Dipuo Letsatsi-Duba for guidance provided to this Department during the year under review.

Approval and sign off



Ms Daisy Mafubelu

Accounting Officer

Department of Social Development

Date: 2014/07/16

7. STATEMENT OF RESPONSIBILITY FOR PERFORMANCE INFORMATION

To the best of my knowledge and belief, I confirm the following:

All information and amounts disclosed throughout the annual report are consistent.

The annual report is complete, accurate and is free from any omissions.

The annual report has been prepared in accordance with the guidelines on the annual report as issued by National Treasury.

The Annual Financial Statements (Part E) have been prepared in accordance with the modified cash standard and the relevant frameworks and guidelines issued by the National Treasury.


The Accounting Officer is responsible for the preparation of the annual financial statements and for the judgements made in this information.

The Accounting Officer is responsible for establishing, and implementing a system of internal control that has been designed to provide reasonable assurance as to the integrity and reliability of the performance information, the human resources information and the annual financial statements.

The external auditors are engaged to express an independent opinion on the annual financial statements.

In my opinion, the annual report fairly reflects the operations, the performance information, the human resources information and the financial affairs of the department for the financial year ended 31 March 2014.

Yours faithfully



Accounting Officer
Ms Daisy Mafubelu

Date: 2014/07/16

8. OVERVIEW OF DEPARTMENTAL PERFORMANCE

8.1 Service Delivery Environment

- 2.1.1 The impact of HIV and AIDS is still a challenge to the Department as there is a growing number of orphans and vulnerable children who need dedicated care and support from both the department, NPOs and NGOs. During the 2013/14 financial year, 44547 orphans and vulnerable children received psychosocial support services.
- 2.1.2 A large number of the population depends on social grants and other social welfare services. Through Child Care and Protection Services, the Department has been able to place 5671 children in foster care during the 2013/2014 financial year.
- 2.1.3 The Department is faced with a challenge of unaccompanied children mostly from Zimbabwe who loiter in towns. Most of the children are accommodated in shelters managed by NPOs which do not have enough resources to cater for the children's needs. There is a need to develop a coordinated plan with all stakeholders to make sure that all the affected children are taken care of.
- 2.1.4 During the financial year under review, 132 825 children accessed registered ECD services.
- 2.1.5 The Older Persons Act requires provision of care, support and protection to older persons. There are programmes implemented in this respect to improve the livelihood and protection of older persons. During the 2013/2014 financial year, 13476 older persons received community – based care and support services while 8091 older persons participated in active ageing programmes.
- 2.1.6 The department provides integrated services to people with disabilities. During the 2013/2014 financial year, 294 persons received services from residential facilities funded by the department. There is a need to increase the number and capacity of community service centres and community based rehabilitation centres, to expand services to older persons and people with disabilities.

- 2.1.7 The Department provides funding to Non Profit Organisations which render different services to vulnerable groups. Poverty alleviation projects and sustainable livelihood interventions are supported to improve the socio-economic status of vulnerable households in communities. During the 2013/14 financial year the Department profiled 25444 households in poverty pockets while 4154 households participated in food production programmes. Efforts are also made to build capacity of NPO structures on governance, while the capacity of NPO's is built on financial management and accountability.
- 2.1.8 Services to the youth still need to be strengthened through the Expanded Public Works Programme (EPWP). During the 2013/14 financial year, 2561 youth participated in youth outreach programmes. The programmes provide skills for youth to act as change agents to enhance household and community development. Efforts are being made to facilitate the establishment of youth NPOs to improve the provision of youth development services.
- 2.1.8 The Department conducts research aimed at addressing major population concerns. During the 2013/2014 financial year one research was conducted on issues related to substance use, misuse and abuse amongst the youth in Limpopo Province.

8.2. Service Delivery Improvement Plan

The department has completed a service delivery improvement plan. The table below highlights the service delivery improvement plan and the achievements to date.

Main services provided and standards

Main services	Actual customers	Potential customers	Standard of service	Actual achievement against standards
Community Development in relation to capacitating youth on vocational skills	Unemployed and out of school youth between the ages 18-35 years from profiled vulnerable households in Limpopo province	200 capacitated vocational skills youth on	500 youth to be capacitated on vocational skills by 31 st March 2017	200
To ensure access of ECD Programme to children 0 – 5 years	Children 0 – 5 years in Limpopo province	114 accessing registered services	230 000 children accessing registered services by 31 st March 2017	132 825

8.3 Consultation arrangements with customers

Type of arrangement	Actual Customers	Potential Customers	Actual achievement
Consult tribal authorities, local municipalities through stakeholder meeting and youth structures within communities	Profiled and out of school youth aged between 18-35 years from poor households in Limpopo	200 youth were consulted	Consult tribal authorities, all local municipalities through stakeholder meeting and youth structures within Limpopo and had 200 participating in vocational training
Capacity building of all ECD Stakeholders (ECD Centers, Govt Departments, NGOs) on ECD services was conducted on quarterly basis and held Quarterly Provincial and District ECD Forum meetings for integration and coordination of ECD services	All ECD Stakeholders (ECD Centers, Govt Departments, NGOs) on ECD services were consulted and ECD forum were held to identify and look at progress on ECD services	114 296 children accessing the registered ECD services	All ECD Stakeholders (ECD Centers, Govt Departments, NGOs) on ECD services were consulted and ECD forum were held to identify and look at progress of integrating ECD programme and subsequently 132 825 children between 0-5 years accessed ECD programme

Service delivery access strategy

Access Strategy	Actual Customers	Potential Customers	Actual achievements
The youth were allowed to use the Further Education and Training (FET) and were exposed to other courses. The current institutions used were Sekhukhune FET for bricklaying and Mopani FET for Hospitality and Tourism. The Department further Decentralised its services to Thusong Centres, and One stop Centres in all municipalities to ensure access.	200 out of school youth members from profiled households accessed the department including officials of the Department and received vocational skills at the Sekhukhune and Mopani FET colleges.	200 out of school youth members from profiled households	200 out of school youth members from profiled households accessed the department including officials of the Department and received vocational skills at the Sekhukhune and Mopani FET colleges.
Utilised Departmental offices through our decentralisation strategy and made it possible for contacts visits by beneficiaries at Local, District, Provincial Office, Tribal Offices, clinics and One Stop Centers), telephonic contacts, e-mails	132 825 children between 0-5 years accessed ECD programme as a result of utilisation of our access strategy as in the Provincial Office, District and One Stop Centres including our services in Tribal Offices, Clinics and	132 825 children between 0-5 years accessed ECD programme as a result of utilisation of our access strategy.	132 825 children between 0-5 years accessed ECD programme as a result of utilisation of our access strategy as in the Provincial Office, District and One Stop Centres including our services in Tribal Offices,

Access Strategy	Actual Customers	Potential Customers	Actual achievements
and written correspondence letters, invitations and memos were also utilised	Thusong Service Centres.		Clinics and Thusong Service Centres.

Service information tool

Types of information tool	Actual Customers	Potential Customers	Actual achievements
Information was disseminated during orientation of the Programme with FETs and identified youth, and quarterly meetings with stakeholders were further held.	Information was disseminated during orientation of the Programme with FETs and identified youth, and quarterly meetings with stakeholders were further held consequently 200 youths participated in the Vocational skills programme	200 out of school youth members from profiled households	Information was disseminated during orientation of the Programme with FETs and identified youth, and monthly and quarterly meetings with stakeholders were further held consequently 200 youths participated in the Vocational skills programme

Types of information tool	Actual Customers	Potential Customers	Actual achievements
<p>Disseminated information through workshops, campaigns and izimbizos, including radio stations utilising the spirit of MDDA</p>	<p>Disseminated information through campaigns and izimbizos, including radio stations utilising the spirit of MDDA (Media Diversity Development Agency) and resulted in 132 825 children between 0-5 years accessed ECD a programme. 200 youths also accessed the FETs colleges using MDDA.</p>	<p>132 825 children between 0-5 years accessed ECD programme as a result of utilisation of information campaigns strategy.</p>	<p>Disseminated information through workshops, campaigns and izimbizos, including radio stations utilising the spirit of MDDA (Media Diversity Development Agency) and resulted in 132 825 children between 0-5 years accessed ECD a programme. 200 youths also accessed the FETs colleges using MDDA.</p>

Complaints mechanism

Complaints Mechanism	Actual achievements	Potential Customers	Actual Achievements
<p>Utilized complaints management system: e.g suggestion boxes, complaints registers and toll free, In an event where meeting/workshop did not take place, An apology be sent in writing, telephonically and through e-mail</p>	<p>Complaints as per analysis of complaints data sheet do not reflect on ECD programme, more of the complaints were more on world of work and NPO registration .</p>	<p>Complainants from 200 out of school youth members from profiled households</p>	<p>Complaints as per analysis of complaints data sheet do not reflect on ECD programme, more of the complaints were more on world of work and NPO registration</p>
	<p>Complaints as per analysis of our complaints data sheet do not reflect on ECD programme, more of the complaints were more on world of work, NPO registration .</p>	<p>Parents of 132 825 children between 0-5 years accessing ECD programme, and care workers, ECD Practitioners based in ECDs , Sub District, District and Provincial Offices</p>	<p>Complaints as per analysis of our complaints data sheet do not reflect on youth programme, more of the complaints were more on world of work, NPO registration .</p>

9. BATHO PELE PRINCIPLES AND IMPLEMENTATION

Principle	Achievement	Challenges	Intervention
<p>9.1 Consultation</p>	<p>The Department consults service providers, internal and external clients through</p> <ul style="list-style-type: none"> • Imbizos, summits • International and National Events e.g World Aids Day, International Poverty Day, National Day for Older Persons , Family Day • Public Participation through Exco meets the people, MECs and Councillors go to communities and listen to their concerns • Batho Pele Days: The Department with other departments from various spheres converge at a particular municipality/locality where communities are invited to hear the citizen reports from departments. The MECs for various department read the statement of commitment to citizens 	<p>None</p>	<p>None</p>

Principle	Achievement	Challenges	Intervention
	<ul style="list-style-type: none"> • Internal clients are consulted through Executive Management decisions and such decisions are cascaded to different levels within the department • Branches/Programmes / directorate meetings occur on monthly basis and often when necessary • Memos are circulated to staff for information purposes and or inputs 		
9.2 Service standards	<ul style="list-style-type: none"> • Standards have been developed and are reviewed each year. • Monitoring of domain specific standards are monitored on quarterly basis and are submitted to Office of the Premier • Monitoring of standards is conducted in each and every District and Provincial Office, and through unannounced visits 	None	None

Principle	Achievement	Challenges	Intervention
9.3 Access to Services	<ul style="list-style-type: none"> The department is implementing various strategies to promote access of its services through all 5 Districts , 27 Sub District Offices and services have further been decentralised in clinics , 43 Thusong service centres, VEP Centres etc 	None	None
9.4 Courtesy	<ul style="list-style-type: none"> Officials put on name tags and are required to treat clients with courtesy 90% of officials are identifiable with clear name. District coordinators conduct road shows to promote Batho Pele Policy each year, where they inform citizens how they are giving services as to align the services and expectations of citizens 	None	

Principle	Achievement	Challenges	Intervention
<p>9.6 Redress and Complaints mechanism</p>	<ul style="list-style-type: none"> • Department has mounted suggestion boxes in 27 sub-district offices • Complaints and compliment are attended to monthly basis • Complaint management committees were established in some districts • Complaint management system is available in the Provincial Office • Presidential Hotline cases data sheet available resolved within 25 working days • Premier hotline 100% incidences resolved within 25 working days MEC Hotline cases resolved within 25 working days 	<ul style="list-style-type: none"> • Some institutions do not have suggestion mechanism • Suggestion boxes are not opened in some districts • No toll free number within the department • No turnaround time on complaint in some districts • Access complaints directly from Hotline SITA • None • None 	<ul style="list-style-type: none"> • Conduct workshops on Complaint management and establish complaint forum in the District Offices • Request the direct access from Premier's Office and SITA for these complaints

Principle	Achievement	Challenges	Intervention
<p>9.7 Value for money</p>	<ul style="list-style-type: none"> The department has delegated the total amount of R50, 000 to adjudicate and award Bid Committees were established to ensure the correct procurement processes are followed in awarding bids Preference certificates are aligned to the provisions of Procurement Policy Framework and are always completed and signed by the potential service providers to enable the department to evaluate bidders as required by the PPPFA The Departmental suppliers data base on respect to services providers have been developed per District and bidders are invited to bid on rotational basis. 	<p>None</p>	<p>None</p>

Principle	Achievement	Challenges	Intervention
<p>9.8 Recognition of Best Practice</p>	<p>Quotations above institutional delegations are adjudicated by the Departmental Bid Committee established at the Provincial Office.</p> <ul style="list-style-type: none"> The Department has the following programme for recognition of best practice , Service Excellence Awards; all deserving employees who received the maximum of five (5) in the annual evaluation receive the Awards in the form of silver, gold and platinum between November and January every Financial Year 	<p>Insufficient budget for this activity compelled the department to postpone these awards and deserving employees were sent to Premier for Premier Service Excellence Awards</p>	<p>Request for more funding in the next financial year 2014/15</p>

10. EQUITY

Our organisation and Staffing: Staff Establishment

Black Males	Black Female	White Male	White Females	Indian Male	Indian Females	Coloured males	Coloured females
866	1764	00	07	00	01	00	02

Special Groups

Number of Women	Number of Male with disabilities	Number of female with disabilities
1764	11	22

11. Summary of Financial information

Departmental receipts

Departmental receipts	2012/2013			2013/2014		
	Estimate	Actual Amount Collected	(Over)/Under Collection	Estimate	Actual Amount Collected	(Over)/Under Collection
	R'000	R'000	R'000	R'000	R'000	R'000
Tax Receipts						
Commission on insurance	498	695	(197)	463	698	(235)
Rentals	153	291	(138)	270	258	12
Parking fees	20	147	(127)	124	169	(45)
Other sales	84	113	(29)	57	60	(3)
Sale of capital assets	285	253	32	299	680	(381)
Financial transactions in assets and liabilities	1 236	1 856	(620)	1 298	2 013	(715)
Total	2 391	3 355	(964)	2 511	3 878	(1367)

Programme Expenditure

Programme Name	2013/2014			2012/2013		
	Final Appropriation R'000	Actual Expenditure R'000	(Over)/Under Expenditure R'000	Final Appropriation R'000	Actual Expenditure R'000	(Over)/Under Expenditure R'000
Administration	297 525	233 443	64 082	272 094	270 866	109
Social Welfare Services	924 949	923 612	1337	785 086	786 109	1 481
Development and Support Services	158 305	157 995	310	136 003	134 527	91
Total	1 380 779	1 315 050	65 729	1 193 183	1 191 502	1 681