



**LIMPOPO**

**PROVINCIAL GOVERNMENT**  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
SOCIAL DEVELOPMENT

**DOMAIN SPECIFIC SERVICE  
STANDARDS  
2020/2021**



# LIMPOPO

PROVINCIAL GOVERNMENT

REPUBLIC OF SOUTH AFRICA

SOCIAL DEVELOPMENT

## DOMAIN SPECIFIC SERVICE STANDARDS

01 April 2020- 31 March 2021

### 1. Vision

A caring and self-reliant society

### 2. Mission

Provision of integrated, comprehensive and sustainable social development services.

### 3. Values

FUNDAMENTAL VALUES GUIDING THE DEPARTMENT	
Accountability	Taking ownership for decisions and actions and accepting the consequences that come with them
Caring	Showing sympathy and concern; embodying heart for all stakeholders and beneficiaries
Equality and equity	Treating everyone fairly and equally
Human dignity	Respecting everyone's human rights
Respect	Showing due regard for the rights and obligations of others

#### **4. 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.

##### **4.1 Constitutional mandates**

- **27. (1)** Everyone has the right to have access to— (a) health care services, including reproductive health care; (b) sufficient food and water; and (c) social security, including, if they are unable to support themselves and their dependents, appropriate social assistance.
- **28. (1)** Every child has the right— (a) to a name and a nationality from birth; (b) to family care or parental care, or to appropriate alternative care when removed from the family environment; (c) to basic nutrition, shelter, basic health care services and social services; (d) to be protected from maltreatment, neglect, abuse or degradation; (e) to be protected from exploitative Labour practices; (f) not to be required or permitted to perform work or provide services that— (i) are inappropriate for a person of that child's age; or (ii) place at risk the child's well-being, education, physical or mental health or spiritual, moral or social development.

##### **4.2 Revisions to the Legislative and other mandate**

There have been no significant changes to the Legislative mandates except for the new MTSF priorities which are informed by the National Development Plan vision 2030, Chapter 11 on Social Protection that seeks to establish an inclusive and responsive social protection system.

**5. The mandate of the Social Development Sector is:**

The Social Development Sector provides social protection services and leads government efforts to forge partnerships through which vulnerable individuals, groups and communities become capable and self-reliant participants

**STRATEGIC MANDATES AND LONG TERM PLANNING ALIGNMENT**

**5.1 SUSTAINABLE DEVELOPMENT GOALS- SDG AGENDA 2030**

<b>Goal 1</b>	End poverty in all its forms everywhere
<b>Goal 2</b>	End hunger, achieve food security and improved nutrition and promote sustainable agriculture
<b>Goal 4</b>	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
<b>Goal 5</b>	Achieve gender equality and empower all women and girls
<b>Goal 8</b>	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

**5.2 AFRICAN UNION-AU AGENDA GOALS: AGENDA 2063**

<b>Goal 1</b>	A high standard of living, quality of life, and wellbeing for all citizens
<b>Goal 2</b>	Well educated citizens and skills revolution underpinned by science, technology and innovation
<b>Goal 3</b>	Healthy and well-nourished citizens
<b>Goal 18</b>	Engaged and empowered youth and children
<b>Goal 13</b>	Peace, security and stability is preserved

### 5.3 NATIONAL DEVELOPMENT PLAN - NDP VISION 2030

Chapter 11	Social Protection
Chapter 3	Economy and Employment
Chapter 9	Improving Education, Training and Innovation
Chapter 12	Building Safer Communities

### 5.4 LIMPOPO DEVELOPMENT PLAN (LDP) PRIORITIES- 2020-2025:

Provision of social protection to the vulnerable and the poor
Support NGOs and other entities in dealing with youth in conflict with the law and victims of drug and substance abuse
Increase access to household food and nutrition security
Ensure proper registration and access to social grants

### 5.5 MTSF PRIORITIES: 2019-2024

Apex Priorities and Goals for 2019- 2024 as Pronounced by the President in his State of the Nation Address-SONA and emphasized by the Premier in his State of the Province Address-SOPA.

<b>Priority 1</b>	Capable, Ethical and Developmental State
<b>Priority 2</b>	Economic Transformation and Job Creation
<b>Priority 3</b>	Education, Skills and Health
<b>Priority 4</b>	Consolidating the Social Wage through Reliable and Quality Basic Services
<b>Priority 5</b>	Spatial Integration, Human Settlements and Local Government
<b>Priority 6</b>	Social Cohesion and Safer Communities
<b>Priority 7</b>	A better Africa and World

*The MTSF 2019-2024 aims to address the challenges of unemployment, inequality and poverty through three pillars:*

- Achieving a more capable state
- Driving a strong and inclusive economy
- Building and strengthening the capabilities of South Africans

**Fundamental Goals for the next Decade.** (State of the Nation Address- SONA, 20 June 2019)

No person in South Africa will go hungry.
Our economy will grow at a much faster rate than our population.
Two million more young people will be in employment.
Our schools will have better educational outcomes and every 10 year old will be able to read for meaning
Violent Crime will be halved.

**SECTOR PRIORITIES**

Transformed developmental social welfare
Gender-based violence, Drugs and substance abuse
Social protection of children
Comprehensive social security
Sustainable community development interventions
Integrated social protection information system

**6. 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 provides for the rendering of social assistance to persons, national councils and Social Development Organizations.
Social Service Professions Act, 1978 (Act no. 110 of 1978)	Promotes and regulates the practice of social service practitioners for social service professions.
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.
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.
Older persons Act (Act no.13 of 2006.)	Provide framework aimed at the empowerment and protection of older persons and at the promotion and maintenance of their status, rights, well-being, safety and security.
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 Organisations Act, 1997	This Act repealed the Fund-Raising Act, 1997, excluding the chapter that deals with relief funds, and provided for an environment in which non-profit organisations can flourish. The Act also established an administrative and regulatory framework within which non-profit organisations can conduct their affairs.
Cooperative Act No 14 of 2005	The Act promotes the development of sustainable cooperatives that comply with cooperative principles. It promotes equity and greater participation by black persons, especially those in rural areas, women, and

	persons with disability and youth in the formation of and management of cooperatives.
Children's 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.
White Paper on families in South Africa, 2013	The policy is premised on the principle that families are the core of society, and its goals include, among others, the protection and support of families through effective and efficient service delivery; the creation of an enabling environment geared towards the self-reliance of families; and the promotion of inter-sectoral collaboration amongst stakeholders in the provision of services

### Policy Mandates

National Development Plan 2012,	Chapter 11 of the NDP requires that the Department of Social Development should spearhead the Social Protection to make sure there is alignment and coordination of Social protection issues including addressing the challenges of eradicating poverty and reducing inequality.
NDP Five Year Implementation Plan, 2019-2024	The NDP Five Year Implementation Plan is aimed at reinforcing a coherent vision and plan to achieve the long term priorities expressed in the NDP. It will also address the priorities specific to women, children, youth and people with disabilities. It is intended to outline an indicative medium term roadmap, which will form the basis for developing



	<p>five-year institutional plans that will guide the realization of the NDP priorities.</p> <p>Through the NDP 5 Year Implementation Plan, government will collaborate with the private sector, Labour and Civil Society to contribute to the achievement of the set priorities.</p>
Medium Term Strategic Framework 2019-2024	It identifies the development challenges that government has to confront in the next five years. It serves as a backdrop to guide planning and budgeting across the three spheres of government.
Limpopo Development Plan 2020-2025	It is the overarching development strategy for Limpopo province for the next five years. It seeks to reduce poverty, unemployment and inequality through sustainable economic development, social development and transformation.
Integrated Monitoring Framework	Track progress using a variety of tools to measure the achievement of the priorities, by the different government and non-government stakeholders
White Paper for Social Welfare (1997)	The White Paper sets out the principles, guidelines, proposed policies and programmes for developmental social welfare in South Africa. As the primary policy document, the White Paper serves as the foundation for social welfare in the post-1994 era.
Integrated National Disability Strategy ,1997	It provides for an integration of disability issues in all government development strategies, planning and programmes.
South African policy for older persons, 2005	To facilitate services that are accessible, equitable and affordable to older persons and that conform to prescribed norms and standards. Such services should empower older persons to continue to live

	meaningful lives in a society that recognizes them as important sources of enrichment, expertise and community support
Disability Policy 2006	It recognizes that Persons with Disabilities are valuable human resources for the country and seeks to create an environment that provides them with equal opportunities, protection of their rights and full participation in society.
Relevant Conventions and Agreements	This refers to relevant and applicable Conventions and Agreements concluded relating to social development.
Population Policy 1998	It examines the current state and likely future directions of population policy in South Africa with particular reference to family planning activities set against the background of past and it also response to the changing socio-political situations in the country.
National Crime Prevention Strategy	It provides the need to follow developmental approach and inter-sectoral collaboration towards combating and addressing crime.
Minimum Standards for Residential Facilities on People with Disabilities, 2007	They serve as a guide to individuals and families as to what they can reasonably expect of a residential service. They have been developed for the purposes of the registration and inspection of residential services for people with disabilities.
National Drug Master Plan.	It guides and monitors the actions of government Departments to reduce the demand for and supply of drugs and the harm associated with their use and abuse.
Policy Framework on Orphaned and Vulnerable Children, 2005	It provides for a common agenda for mounting an effective response towards addressing the challenges posed by the HIV/AIDS epidemic. It

	outlines key actions that must be taken urgently, including the prioritization of support for orphans, vulnerable children and their families in the national policies, actions and plans.
National Integrated Early Childhood Development Policy 2015	The Policy aims at addressing challenges encountered within the sector in relation to currently available legislation that is not well coordinated. The policy objective is to improve universal access to quality, equitable and appropriate services to children.
National Guideline on Victim Empowerment	It provides a framework for sound inter-Departmental and inter-sectoral collaboration and for the integration of effective institutional arrangements for a multi-pronged approach in managing victim empowerment.
National Food and Nutrition Security Policy (2013)	Policy for Food and Nutrition Security identifies <b>four pillars of food security</b> in South Africa namely; adequate availability of food, accessibility of food, utilization and quality of food and stability of food supply.
Policy On Social Development Services to Persons With Disabilities, 2018	Ensure the provision of social development services to persons with disabilities to improve the overall quality of their lives.
White Paper on the Rights of Persons with Disabilities 2015	Provide the framework for a uniform and coordinated approach by all government departments and institutions in the mainstreaming of disability across all planning, design, budgeting, implementation and monitoring of services and development programmes
Guidelines on Reunification services for Families 2012	To facilitate the effective management of reunification services which promote uniformity and standardization among social services to families.

Limpopo Youth Development Strategy 2018	The strategy is set to change the lives of youth people of Limpopo through empowerment programmes implemented by various sectors and department.
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**Institutional Policies and Strategies over the five year planning period**

Skills Development Policy	To equip employees with necessary knowledge and skills required to achieve the vision and mission of the department
Monitoring and Evaluation Policy Framework	Provide systematic mechanisms for the data Collection, collation, capturing, analyzing, evaluation and dissemination of credible and reliable performance information for the attainment impact, outcomes, outputs interventions, improve decision making, planning and generate relevant knowledge.
Whistle Blowing Policy	To conscientise staff about the fraud and corruption related activities or practices, and also to raise concerns and receive feedback
Retention of staff Policy	To retain suitably qualified, high performing and professionally competent employees and it assist in provision of attractive benefits, additional training and development opportunities and flexible working arrangements

Recruitment and Retention Strategy	To recruit the required number of Social Service Professionals and Support Personnel with the required competencies, knowledge and skills and retain critical
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	skills of Social Service Professionals and key Support Personnel.
Employee Health and Wellness Strategy	The strengthening of the employee health and wellness function will result in a more productive workforce with a greater sense of commitment, loyalty and elevated employee morale that will inevitably impact positively on the achievement of impact, outcomes ,outputs and interventions
Risk Management Strategy	The Risk appetite of the department clearly articulated and systems put in place to manage inherent, residual, and emerging risks within the context of tolerable, transfer, treatment and termination of the risks.
Clean Audit Strategy	Mechanisms put in place to improve and sustain positive audit outcomes on financial statement and performance information

## 7. Domain Specific Service Standards

Service Standards							
No	Generic Key Services	Quantity	Quality / which standard	Target group/ who	Target area/ where	Time	Full statement
1.	Number of youth participating in skills development programmes	650	Youth participate in skills and entrepreneurship development programmes as contained in Chapter (11) eleven of the NDP	Unemployed and out of school youth between 18-35 years from profiled vulnerable households	Limpopo province	Quarterly 1: 100 2: 300 3: 400 4: 650	650 unemployed and out of school youth between the ages 18-35 are provided with skills and empowerment programmes as per Chapter) eleven (11) of the National Development Plan (NDP) in Limpopo province annually.

Service Standards							
No	Generic Key Services	Quantity	Quality / which standard	Target group/ who	Target area/ where	Time	Full statement
2.	% of individual vulnerable to hunger accessing food through food and nutrition security initiative	90%	Support to poor households towards sustainable livelihood anti-poverty strategy of 2008 of South Africa and Chapter (eleven) 11 of the NDP	Vulnerable households in poverty stricken communities	Limpopo province	Quarterly 1 :20% 2 :30% 3 :60% 4 :90%	poverty level of 90% vulnerable households is reduced as in towards an anti-poverty strategy of 2008 of South Africa and Chapter eleven (11) of the NDP in Limpopo annually
3.	Number of children between 0-4 accessing registered ECD programmes	183 000	Children between 0-4 years receiving ECD Programme as per Children's Act 38/2005, as amended	Children 0 – 4 years in registered, funded ECD sites	Limpopo province	1: 300 000 2: 300 000 3: 300 000 4: 300 000	183 000 children accessed the ECD Programme as per Children's Act in Limpopo annually

Service Standards							
No	Generic Key Services	Quantity	Quality / which standard	Target group/ who	Target area/ where	Time	Full statement
4.	Provide psychosocial support services to orphans and other children made vulnerable by HIV and AIDS receiving services	36 000	Children under 18 years receive psychosocial support services as per Children's Act	Orphans and other children made vulnerable by HIV and AIDS	Limpopo province	Quarterly 1: 7000 2: 8000 3: 9000 4: 12000	Provided psychosocial support services to 36 000 orphans and other children made vulnerable by HIV and AIDS received services as per Children's Act in Limpopo annually.
5.	Place deserving children under foster care parenthood	3 850	Deserving Children between the ages of 0-18 years are placed under foster care as per Children's Act	Orphans, abandoned, at risk, abused and neglected children between the ages of 0-18 years.	Limpopo Province	Quarterly: 1: 900 2: 1000 3: 2000 4: 3 850	Placed 3 850 deserving children aged between 0-18 years under foster care parents as per Children's Act in Limpopo, annually.



Service Standards							
No	Generic Key Services	Quantity	Quality / which standard	Target group/ who	Target area/ where	Time	Full statement
6.	Victims of crime and violence accessing services from funded Victim Empowerment Programme service centres.	15 500	Victims of crime and violence empowered into survivors as per crime prevention strategy	Victims of crime and violence especially women, children, elderly and people with disabilities.	Limpopo province	Quarterly 1 : 3 689 2 : 3 890 3 : 3 952 4 : 15 500	Provided care and support services to 15 500 victims of crime and violence as per crime prevention strategy in Limpopo annually.
7.	To reach people 18 and above through drug prevention programmes	145 000	Young people resisting the temptation to drug use in line with the prevention and	In and out of school youth between ages 19- 35	Limpopo province	Quarterly 1 : 36 250 2 : 36 250 3 : 36 250 4 : 36 250	Implemented Ke-Moja awareness campaign to 145 000 in and out of school youth between the ages between 19 and above in

Service Standards							
No	Generic Key Services	Quantity	Quality / which standard	Target group/ who	Target area/ where	Time	Full statement
			treatment of Drug Dependency Act				the Limpopo Province annually
8	To reach children younger than 18 years through substance abuse prevention programmes	300 000	Children younger than 18 reached to resist the temptation to drug use in line with the prevention and treatment of Drug Dependency Act	Children younger than 18 are reached thorough substance abuse prevention programme	Limpopo Province	Quarterly: 1 : 74 500 2 : 75 000 3 : 74 560 4: 75 940	Implemented Ke-Moja awareness campaign to 300 000 in and out of school children below 18 years in the Limpopo Province annually

Names of Service Standards Champion: -----

Mr. Mokgoebo Kgomo



Contact Details: 015 250 4378 -----

MS RAMOKGOPA M.D



Date: 18/03/2020

HOD: SOCIAL DEVELOPMENT

MS. NAKAKARENG RAKGOALE



Date: 19/03/2020

MEC FOR SOCIAL DEVELOPMENT