



# social development

Department:  
Social Development  
NORTHERN CAPE

# Service Charter

The Constitution of the Republic of South Africa stipulates that the Public Administration adhere to a number of principles including that:

- ✍ A high standard of professional ethics be promoted and maintained;
- ✍ Services be provided impartially, fairly, equitable and without bias;
- ✍ Resources be utilized efficiently, economically and effectively;
- ✍ People's needs be responded to;
- ✍ The public be encouraged to participate in policy-making; and
- ✍ It be accountable, transparent and development-oriented.

The need for a transformed Public Service with the emphasis on service delivery has become a priority in our Department. This is accentuated in the **Public Service Regulations, 2001**, which compel Executing Authorities to develop service delivery strategies. The provisions of Chapter 1, 111C of the Public Service Regulations reads as follows:

- ✍ C1. An Executing Authority shall establish and sustain a service delivery improvement programme for the Department by:-
- ✍ Specifying the main services to be provided to the different types of actual and potential customers, as identified by the department;
- ✍ Containing consultation arrangements with the department's actual and potential customers;
- ✍ With due regard to the customer's means of access to the services and the barriers to increased access thereof, specifying the mechanisms or strategies to be utilized progressively to remove the barriers so that access to services is increased;
- ✍ Indicating standards for the main services to be provided;
- ✍ Containing arrangements as to how information about the department's services are to be provided; and
- ✍ Stipulating a system or mechanisms for complaints.

## VISION

An integrated social development approach that enhances sustainable livelihoods

## MISSION

To provide integrated evidence based social development services, in partnership with non-profit organisations and other stakeholders, to vulnerable individuals, groups and communities through:

- ✍ Developmental social welfare services;
- ✍ Social development interventions;
- ✍ Developmental initiatives

## VALUES

In realizing the above, and simultaneously transform to a Department that continually contribute towards the improvement of the lives of the people of the Northern Cape, the Executing Authority, Management and staff of the Department of Social Services and Population Development are committed to uphold the following values that will form the cornerstone for service delivery:

### PROGRAMMES AND KEY/STRATEGIC OBJECTIVES

- ✍ To provide care and support to the poor and vulnerable groups (including families infected and affected by HIV & Aids).
- ✍ Ensure the protection and empowerment of vulnerable children, youth and families.
- ✍ Facilitate the transformation of development orientated social welfare services to vulnerable individuals, households and communities.
- ✍ Facilitate the process of welfare infrastructure development.
- ✍ To research, analyze and interpret provincial population and development trends to inform policy making through developing capacity to integrate population issues into development and planning.
- ✍ Develop, implement and monitor strategies to promote the delivery of integrated and well structured poverty alleviation and community development programmes to vulnerable groups.
- ✍ Provide an enabling legal environment for the registration, support and enhancement of non-profit-organisations.
- ✍ Support and facilitate collaboration to ensure implementation of population policy, as well as to monitor and evaluate progress against set departmental strategic policy objectives.

## OUR SERVICE BENEFICIARIES & CLIENTS

- ✍ Government departments
- ✍ Labour
- ✍ Non Governmental Organizations
- ✍ Non Profit Organizations
- ✍ Community Based Organizations
- ✍ Business
- ✍ Research Organisations
- ✍ Youth Structures
- ✍ The Public in general
- ✍ Departmental Staff & Employees



## THE PEOPLE WE SERVE COME FIRST (BATHO PELE) AT DELIVERING OUR SERVICES

### 1. CONSULTATION:

Service beneficiaries will be consulted on a regular basis with regard to the developments on services that they receive and feedback from such consultation mechanisms will be highly considered.

Through the following initiatives we will consult with our service beneficiaries on the level and quality of services they receive:

- ✍ Stakeholders & Citizens Forum
- ✍ Customer satisfaction surveys;
- ✍ Workshops and summits;
- ✍ Road shows;
- ✍ Imbizo's;
- ✍ Conferences;
- ✍ Exhibitions; and
- ✍ Joint management meetings with service delivery partners.

### 2. SERVICE STANDARDS:

Each Directorate in Department has set Service Standards in an attempt to improve the quality of services that may be expected and is available on request.

These Service Standards will be reviewed and updated annually to ensure its relevance to the service beneficiaries' needs as well as the Department's protocol. You can expect the following when you contact us:

- ✍ **Face-to-Face and Telephonic:** If a customer lodges complaint/enquiry and it is less complicated, s/he will be given feedback immediately by the relevant person/s. If the complaint cannot be dealt with immediately, the customer will receive feedback in writing or telephonically within five working days.
- ✍ **Written Complaints:** If a written complaint is received it

will be forwarded to the relevant programme. An acknowledgement letter will be forwarded to the customer within 5 working days. The complaint will be resolved within ten (10) working days after receipt. If the complaint is of a complex nature the customer will be kept informed at regular intervals and subsequently updated of any progress and all due dates will be met.

- ✍ **Customer Queries:** All staff addressing your queries shall be competent and knowledgeable with the service.
- ✍ **Monitoring and Evaluation:** Progress on service delivery by all Directorates will be monitored and evaluated against the set Service Standards.

### 3. ACCESS:

All citizens have equal access to the services to which they are entitled. Services will be accessible to all citizens free from discrimination on the basis of colour, language, gender, disability and distance. To widen access to our services, the Department will be accessible to the public through signage:

- ✍ The name of the Department at Provincial Office, Districts Offices and Service Points.
- ✍ List of types of services provided.
- ✍ Office hours.
- ✍ Telephone and fax numbers.
- ✍ Physical and postal address.
- ✍ All staff wearing name badges/tags.

### 4. COURTESY:

Our staff will always treat you with courtesy and sympathy.  
✍ Our office on Policy and Planning have Customer Care Plan

- ✍ We will respond to your queries in the official language of your choice
- ✍ We will respond to your queries with right attitudes

### 5. INFORMATION:

We will always be available at providing full and accurate information that our service beneficiaries and the public need with regard to our services. At our help desk, information relating to the services that we offer is available.

Services of the Department are organized in accordance to the following programmes:

- ✍ **Administration:** Provide overall administrative support services and ensure sound financial management systems.
- ✍ **Social Welfare Services:** To provide care and support to the poor and vulnerable groups (including families infected and

- ✍ affected by HIV & Aids).
- ✍ Ensure the protection and empowerment of vulnerable children, youth and families.
- ✍ Facilitate the transformation of development orientated social welfare services to vulnerable individuals, households and communities.
- ✍ Facilitate the process of welfare infrastructure development.

### Development and Research

- ✍ To research, analyze and interpret provincial population and development trends to inform policy making through developing capacity to integrate population issues into development and planning;
- ✍ Provide an enabling legal environment for the registration, support and enhancement of non-profit-organisations;
- ✍ The implementation of integrated development and support programme to youth throughout the Province;
- ✍ Ensuring of comprehensive integrated services rendered to

youth infected and affected by HIV/AIDS.

### 6. OPENNESS AND TRANSPARENCY

Our service beneficiaries and citizens will be informed on how the Department is run, budget allocation and expenditure on annual reports.

- ✍ There will be regular meetings, workshops, seminars and forums with service beneficiaries, stakeholders and the public
- ✍ Annual reports/statements will be readily available
- ✍ Awareness campaigns on programmes run by the Department will be made available
- ✍ Strategic plans will be available to stakeholders

### 7. REDRESS

We will strive to resolve your complaints effectively by ensuring that:

- ✍ Complaints received are acknowledged within 5 working days
- ✍ Service Beneficiaries will be regularly informed on more complex complaint/proposal that takes longer to be resolved.

### 8. VALUE FOR MONEY

We will ensure that we provide services economically and efficiently in order to give our service beneficiaries the best possible value for money by:

- ✍ Aligning our strategies and operations to the budget
- ✍ Using expenditure controls
- ✍ Using improved internal controls on the use of official telephones, vehicles and facilities
- ✍ Applying more stringent adherence to tender procedures
- ✍ Adhering to the Public Finance Management Act
- ✍ Determining costs per unit for service delivered
- ✍ Improving/changing process to satisfy service beneficiaries.



WE CARE



WE BELONG



WE SERVE

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